**Director of Operations, Clinical, and Quality Profile**

Dynamic, detail-oriented healthcare professional with extensive practical experience leading clinical, administrative, and compliance efforts while successfully leading healthcare providers to operational excellence through quality improvement measures, optimizing workflow, and fiscal discipline.

**Areas of Expertise:**

Team Leadership Project Management Excellent Public Speaking Quality Controls

Growth and Retention Collaboration Problem Solving Time Management

Regulatory Compliance Recruitment/Retention Clinical Operations QAPI/KDOQI

**Education & Credentials**

**Master of Science, Family Nurse Practitioner, 2024** Maryville University

**Master of Business Administration, Management, 2013** California University of PA

**Bachelor of Science, Nursing, 2012** Duquesne University

**Bachelor of Science, Business Administration, Management 2008** California University of PA

**Experience Highlights:**

Brightstar Care – Branch Operations Manager – December 2021 to present

* Accreditation and compliance with IDPH and Joint Commission
* Scheduling, onboarding, recruitment, P/L

Brightstar Care- Director of Nursing- June 2021 to December 2021

* Oversee patient plan of care and modify with changes
* Growth and Retention

DaVita – Operations Manager/Facility Administrator/ PRN Nurse – November 2020 – March 2022

* Direct daily administrative, clinical, and financial operations.
* Cultivate an atmosphere of teamwork, and coordinate patient schedule to accommodate growth.

Fresenius Kidney Care – Home Therapy Program Manager – Multi Clinic Coverage –May 2020 to November 2020

* Identify and resolve patient service issues, conduct ongoing training for patients and staff.
* Advanced systematic clinical practices that secure positive health outcomes.
* Worked with multiple nephrology practices to promote home growth, retention, and education to physicians.
* Audited for compliance regulations, QAPI and KDOQI measurements

Self Employed – Massage Therapist – December 2006 -2017

* AR/ROI
* Marketing and Customer Service

Fresenius Kidney Care – Charge Nurse/Interim Kidney Care Advocate - Multi Clinic Coverage – February 2015 to May 2020

* Earned reputation as flexible and adaptable, leading to rapid advancement and a utilized resource.
* Integral part of developing processes that minimizes errors, improves productivity, and service patient holistically.
* Subject matter expert on PD including pediatrics and oversaw HHD including solo and nocturnal.
* Growth and retention expert, penetration 43% - 58% HT to IHD patients
  + Average patient years retained on PD an average of 5 years
  + Average patient years retained on HHD an average of 4 years
  + Conversions from HHD to PD and PD to HHD an average of 67%
* Quality Indicators monitored with action plan and development.
  + Meeting Key Indicators while removing barriers
    - Community outreach
    - Education to patients, care partners, and staff on-going.
    - Focus on reduction of hospitalizations and infections.

West Virginia University Hospital – Registered Nurse – July 2014 – April 2015

* Med – Surg Unit

Novitas Solutions/ Staffmark Staffing – Medical Reviewer – March 2014 – July 2014

* Reviewed and analyzed complex health care claims
  + Validated claims within CMS guidelines
  + ICD 9, ICD 10 CPT, DRG’s

Charles Morris Nursing and Rehab Center – Patient Care Manager - March 2013 – March 2014

* Reviewed and assisted with RUG payments
* Quality Control
* 35 bed unit and house weekend supervisor

Baldwin Health Center- Human Resource Manager/ NHA In Training – June 2008 – December 2010

* Staff retention
* Managed benefit packages, annual reviews, compensation
* Work man’s comp/ unemployment benefits/ labor regulations
* Oversaw and Maintained with Departments of employee costs/ 8 M
* Turnover reduction 76% to 29.5% in 9 months, eliminating agency
  + Recruitment and Retention