

Joy Edwards

Professional healthcare provider. Fema certified in emergency medical management and disaster management. Navy Veteran. Advanced Cardiac Life support Instructor, Basic life support instructor, Certified SIX SIGMA Black Belt, RN (multi-state licensure) APRN. MSN. Doctor Of Naturopathic Medicine PhD.

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Skilled Healthcare professional with over 25 years of healthcare experience. Clinical skills in Hospice, Homecare, Operating room Circulator, and PACU. Epic trainer, Cerner trainer. Telehealth Triage and health coaching experience. Naturopathic Medicine and Adult Geriatric primary care Nurse Practitioner.

Administrative skills in HEDIS, CORE Measures, Hospice Regulatory and compliance ICD/9 and ICD/10. Utilization review and case management along with project management. SIX SIGMA Black Belt Certified.

Authorized to work in the US for any employer

Work Experience

Operating Room Registered Nurse, Pacu (post anesthesia care unit, Conscious sedation i

Medely

March 2019 to Present

- Orthopedic cases Carpal tunnel releases, KNEE scopes, rotator cuff repairs, ACL repairs, shoulder scopes, ORIF, PLATE placements, and removals.
- recovered cosmetic patients , cataract patients, ortho patients, colonoscopies and EGD and sleeve patients
- Manage critical care emergencies post surgery
- recover patients post anesthesia
- Suture placement, woundcare
- Patient education
- Assess patients prior to surgery (e.g. NPO status) and alleviate their concerns.
- Gather all supplies needed for the operation.
- Assume responsibility of keeping the operating room sterilized.
- Position and prepare patient on an operating table.
- Pass medical instruments or other objects to the surgeon during the operation
- Monitor patient's vital signs to detect anomalies.
- Evaluate patient in postoperative phases , Adhere to safety standards and precautions.
- Assume duties within or out of the sterile field as assigned

Infectious disease Prevention Officer (Contract)

Norwegian Cruise Line/ Anderson Kelly

June 2022 to July 2022

Responsible for diagnoses, laboratory confirmation, treatment, control, and description of natural history and transmission kinetics of infectious diseases.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

Essential Functions • Interviews cases to establish the case history, evaluates, and monitors guest & Crew, provides education, guidance, and isolation/quarantine parameters based on Centers for Disease Control and Prevention (CDC) for those individuals who meet the case definition for a confirmed, suspect, or probable case of a communicable disease.

- Records, manages intake information, and establishes the description and timeline of onset of symptoms and interviews case to determine all possibly exposed individuals.
- Daily EDC reporting
- Daily reports to corporate.
- Explains information and recommendations regarding isolation and quarantine parameters, services available to the case, and monitors case for ongoing needs and disease clearance.
- Helps case develop an appropriate plan which may include referral to another Hospital.
- Maintains detailed records of cases and assembles these into periodic reports in order to determine trends (if any).
- Supports the Public Health Department by performing COVID-19 contact tracing, to include answering telephone inquiries involved with contact tracing duties related to quarantine and monitoring of contacts.
- Daily procedural responsibilities include, but are not limited to the following:
- Quickly get in touch with contacts of diagnosed patients through text, e-mails, phone calls, and other platforms when necessary.
- Provide contacts with approved information on quarantine procedures, what to do if symptoms develop, and if appropriate, refer them to testing.
- Assign risk category depending on the contact's underlying medical conditions.
- Work closely with a team to efficiently complete case investigations.
- Systematically collect and record information in a local database.
- Communicate with Senior Doctors when contact cannot be made with an individual and understand the best way to address the problem.
- Participate in regular meetings and training such as weekly case reviews, communicable disease manual training, and others as deemed necessary.
- Participate in outbreak investigation.
- Serve as an authoritative source on contact tracing and related protocols.
- Management of staff

Covid Case manager

Maxim/GSU - Remote

July 2021 to May 2022

Responsible for management of case investigator. development of protocol and implementing CDC and dept of health guidelines in a university setting.

Educating students and staff about Covid19 quarantine and isolation guideline.

Epic Physician Support Specialist Trainer Consultant

Med Doc

March 2020 to April 2022

- MED Doc Live Epic Go live Inpatient support, understanding clinical workflows, operational procedures, and organizational policies to support the technical, cultural, and process changes necessary for successful implementation and optimization of the electronic health record.
- Provided frontline support for clinical staff for the proper use and optimization of Epic and worked closely with the subject matter experts in each area educational opportunities and change management processes for implementation of changes.
- Skilled in the nursing clin -doc functions and Provider clin-doc functions.
- Skilled in provider clin doc, ambulatory application, Cadence, Op time, Beaker.

Senior Clinical Consultant

Toney HealthCare Consulting, LLC

August 2021 to February 2022

- Supporting development of clinical models for complex populations governmental programs, i.e. Medicare Advantage and DSNP based on the assigned market
- Resolves highly complex business problems that affect clinical processes and functional requirements
- As applicable, ensures local care delivery is in compliance with all Governmental payor, State, Federal, NCQA and contractual requirements through implementation/recommendation of appropriate quality controls, checks and balances
- Serves as a Clinical SME for external and internal Leaders regarding governmental programs, i.e. HCBS WAIVER, ABD, TANF/CHIP
- Promotes regulatory compliance processes and change management on all assigned programs and initiatives
- Participates in the development and maintenance of clinical policies, procedures SOPs, Job Aids, reporting and assessment tools as applicable to clinical value programs
- Upon request - Prepares documents and reports for leadership reports, program status reports & compliance updates
- Upon request - develop Executive level updates and reports
- Participates in the development of measurable business and affordability goals
- Identifies and prepares recommendations for cross-functional improvements and opportunities
- Identifies improvements in cross-functional communication process

UM Reviewer

PSI/ Molina Healthcare - Remote

July 2021 to January 2022

Responsible for carrying out precertification and medical necessity reviews on all designated referrals as well as targeted outpatient procedures, services, and inpatient admissions The activities will include telephonic review for medical necessity of the designated targeted outpatient procedures, services, and inpatient admissions, as well as referrals, utilizing established criteria and guidelines, retrospective ED reviews, In addition, they will perform eligibility and benefits reviews as necessary, identification of patients for case management, quality improvement reviews, and communicate with inpatient care coordinators, case managers, the SNF/Rehab care coordinator, members, providers, Customer Service, Claims, Contracts and Benefits - Appeals, Risk Management. Use of QNXT , Interqual.

Adult Nurse Practitioner/disease management

Premiere care Program - Atlanta, GA

June 2021 to November 2021

utilization reviews and resource management, discharge planning, treatment plan management and financial management, while also completing medical record documentation. You will report directly to the Director of Case Management and provide social work services, as necessary, per state guidelines.

- Develop and implements a patient specific, safe and timely discharge plan.
- Performs verification of utilization criteria reviews.

- Builds relationships and coordinate with payor sources to assure proper reimbursement for hospital provided services, promote costs attentive care via focus on resource management within the plan of care.
- Demonstrates compliance with facility-wide Utilization Management policies and procedures.
- Coordinates UR compliance with Quality Management to assure all licensure and accrediting requirements are fulfilled.
- Maintains fiscal responsibilities. Assures the department is identifying and negotiating the fullest possible reimbursement to maximize insurance benefit coverage for the patient. Reviews insurance verification forms to minimize risk.
- Facilitates multi-disciplinary team meetings including physicians, nurses, respiratory therapists and rehabilitation therapists.

Health Coach - Health Dialog, Remote

Health Dialog, Remote

March 2020 to July 2021

Strong call center experience.

- Proficient electronic research skills.
- Higher education, strong research focus.
- Focused on health promotion, prevention of disease, wellness, whole-person well-being.
- Able to effectively impart complex health information to clients of varying knowledge levels.
- Goal setting, follow up calls.
- emergency calls, referrals
- use of multi-monitor and multi-line phone systems.
- pre-authorizations
- UM/UR
- Health Coaching
- Triage of all age groups and OB patients
- Covid19 triaging, education and resources for patients

Covid Investigator

Fulton County Schools - Atlanta, GA

September 2020 to June 2021

- Responsible for Education and management of staff and students in a public school system in response to COVID19. Contact tracing, education, and decision-making in regards to returning to work or school.
- Responsible for quarantine guideline enforcement. Also apart of the Fulton County health Covid19.
- Vaccine rollout as a Nurse vaccine administrator.

Independent Medical Examiner

Dane Street LLC

March 2019 to February 2021

Wrote quality appeal letters to achieve maximum overturn rate

- The ensured workload is completed in an efficient and timely manner
- Reviewed the cases, and determine the Support or non-support, on the denied claims. wrote in an objective narrative form, utilizing appropriate formatting, English grammar, current nationally accepted criteria, medical literature if applicable, healthcare statutes and clinical judgment.
- Completed appeals review on workers comp claims, Disability claims long and short term.

Snap Nurse

PACU, CIRCULATOR - Atlanta, GA

November 2017 to September 2020

- During my time here I have circulated over 100 cataracts and glaucoma(laser cases, Vitrectomy IOL placements)
- I have circulated 55 cosmetic cases BREAST augmentations, mastopexies, liposuction, and BBL cases)
- 300 Orthopedic cases Carpal tunnel releases, KNEE scopes, rotator cuff repairs, ACL repairs, shoulder scopes, ORIF, PLATE placements, and removals.
- I have recovered cosmetic patients over 200, over 150 cataract patients,100 ortho patients,75 colonoscopies and EGD and sleeve patients.
- Assess patients prior to surgery (e.g. NPO status) and alleviate their concerns.
- Gather all supplies needed for the operation.
- Assume responsibility of keeping the operating room sterilized.
- Position and prepare patient on an operating table.
- Pass medical instruments or other objects to the surgeon during the operation
- Monitor patient's vital signs to detect anomalies.
- Evaluate patient in postoperative phases , Adhere to safety standards and precautions.
- Assume duties within or out of the sterile field as assigned

Lead OR Nurse

Barbour Orthopedic Surgery Center - Chamblee, GA

April 2019 to August 2020

- Responsible of surgery scheduling and preoperative clearance
- Ordering and stocking of supplies for each surgery
- Training and orientation of staff
- Circulating during Orthopedic surgery procedures
- Prepping patients and room during the perioperative experience
- C-arm usage/Spinal table setup/use of Arthrex tower.
- Discharge education and Pacu monitoring of patients
- Assisting with Anesthesia implementation.

Legal Nurse Consultant/Medical Analyst Short Term Contract (Remote)

Advance Talent Solutions - Cleveland, OH

May 2019 to December 2019

working on different personal injury cases, chronology and medical data abstraction. Analyzing medical records in nursing and health care malpractice cases

- Preparing summarizations of medical and health care records
- Educating the attorney clients on nursing standards of practice
- Educating the attorney clients on all facets of nursing and health care delivery
- Educating the attorney clients on diagnostic test results
- Identifying the elements of negligence in malpractice cases
- Identifying deviations from the standards of care in malpractice cases
- Preparing comprehensive consulting reports on cases
- Preparing expert witness reports
- Preparing summary reports of related depositions
- Assisting the attorney-client with depositions
- Consulting on product liability cases
- Consulting on worker's compensation cases

- Consulting on personal injury cases
- Consulting on risk management strategies for organizations

Workers Compensation Case Manager

Assurance Case management services INC - Seattle, WA
June 2018 to May 2019

Worked closely with management to ensure that all health and safety standards are met to safeguard the health and wellbeing of employees. • Provided medical case management and acute injury management for injured workers in conjunction with medical providers, supervisors, and worker's compensation management team. • Served as liaison between medical providers and injured workers for coordination of care to expedite appropriate medical treatment and communications with worker's compensation management team. • Proactively manages all active claims to assess progress/response to treatment, prevented lapses or delays in treatment, obtain regular updates on work status and facilitates injured worker's return to work. • Coordinates and tracks alternate assignments for injured workers within their capabilities. • Monitored employee work-related illness and injury trends and assesses, developed and implements strategies to prevent work-acquired injury or illness and expedite return to work. • Documented employee accidents and corresponding communication in Workers Compensation claims system. •

Clinical Research Community Coordinator

3Wire (AEROTEK) - Atlanta, GA
June 2018 to April 2019

HEDIS Abstractor REMOTE

Outcomes Health Information Solutions - Atlanta, GA
February 2013 to March 2019

Clinical Abstractor Remote-iMedX

iMedX, Inc
June 2017 to July 2018

Remote

Epic Go-Live Consultant

Accountable Healthcare Staffing (MAYO CLINIC) - Rochester, MN
April 2018 to May 2018

- Provided just-in-time training to facility resources, thus reinforcing prior education and training.
- Provided support for the right clinical and operational process behaviors as part of the go-live process.
- Provided one-on-one guidance with physicians, nurses, and other staff to assist with questions or procedures, Identify and resolve issues to client staff.
- Maintained a flexible, calm demeanor, Acted as a point of escalation contact for IT tickets.
- Learned Facilities workflow and assisted with implementation and reinforcement.

Proficient in Clin doc Inpatient, Provider modules, and OPTime.

Pacu RN

Post-Operative surgical recovery care - Atlanta, GA
August 2017 to January 2018

Director of Sales and Healthcare Business Development/Project Manager

Acumulus LLC - Atlanta, GA

February 2014 to November 2017

Hospice Administrator

angel hearts home care and Hospice - East Point, GA

June 2016 to August 2017

Hospice Case Manager Supervisor

Advance Plus hospice - Duluth, GA

October 2015 to October 2016

- Monitors patient outcomes, optimizing resource utilization and implementing continuing care plans to meet patients' post-discharge needs.
- Utilizes chart review, electronic medical record, patient/family interviews, and interdisciplinary team as information sources.
- Organizes, plans and prioritizes caseload to optimize care coordination; provides intense Care Management for patients with high risk factors.
- Evaluates discharge planning needs on admission review. Collaborates with patient/family, physicians, nurses, ancillary personnel and external agencies to develop safe, individualized, and appropriate continuing care plans.
- Obtains consent from patients for continuing care providers; initiates timely referrals, discharges, and transportation arrangements.
- Ensures appropriate information is provided to anyone responsible for continuing care support.
- Identifies appropriate hospice candidates and communicates with physician regarding options.
- Reviews observation patients each day to determine appropriate level of care and patient status; confers with Admitting and Business Office departments regarding authorization issues as needed.
- Evaluates use and scheduling of hospital resources and intervenes to prevent over/under utilization.
- Identifies opportunities to prevent avoidable days and reduce length of stay.
- Identifies educational needs of patients, families and staff and takes appropriate actions; assesses readiness for understanding and assuming responsibility for ongoing care as needed.
- Identifies avoidable hospital days and confers with director regarding findings.
- Facilitates multidisciplinary communication to maintain ongoing, positive relationships with healthcare team, patients, families, payers/TPA and community providers; functions as a resource to all customers to optimize care coordination and resource utilization Initiates and leads team conferences to achieve consensus regarding continuing care plans.
- Establishes positive rapport with patients and families; supports decision-making and advocates for patient to ensure advantageous use of benefits.
- Utilizes knowledge of legal issues, COBRA regulations and regulatory agency requirements; issues notices of non-coverage, important message per CMS guidelines when necessary. Initiates and completes level 1 PASRR screen for all patients going to sniff level of care upon discharge.
- Makes appropriate referrals to Social Worker.
- Provides timely and thorough review to insurance companies/TPA.
- Documents assessments, interventions, patient progress, education, referrals and insurance information in CM progress notes in a timely, accurate manner, as per policy.
- Other duties as assigned.

Rn Home Care Supervisor,

Universal Healthcare - Douglasville, GA

October 2014 to October 2015

RN, Clinical Trainer, Clarity Consultants/Anthem

Amerigroup - Remote

August 2013 to August 2014

- Indeed Resume Responsible for facilitating a variety of performance-based learning events focused on Clinical Care and Case Management training. Training often focuses on more abstract, less concrete soft skills training meant to influence behavior and buy-in from others.
- Facilitates learning events that are performance-based in nature.
- Delivers synchronous and asynchronous learning events using varied media in virtual and global environments.
- Employs rapid course development methodologies to quickly meet client needs.

Quality Reviewer RN Piedmont Hospital

Randstad - Atlanta, GA

April 2014 to May 2014

Dept Chairperson of Medical Studies/ Committee Member

Bauder College - Atlanta, GA

February 2005 to July 2008

Education

Associate of Science in Nursing

Excelsior College - Albany, NY

June 2020 to August 2020

Emergency Support Public

Emergency Management Institute

July 2011 to March 2012

Doctor of Naturopathic Medicine in Naturopathic Medicine

Kingdom College

PhD in Holistic Nutrition

Kingdom College

Master of Science in Nursing Adult Geriatric Nurse Practitioner

Walden University - Minneapolis, MN

Bachelor of Science in Nursing

Excelsior College - Albany, NY

Bachelor of Science in Public Health

American Military University - Charles Town, WV

Nursing Licenses

RN

Skills

- Computer Skills- Proficiency in Medical Manger, Medisoft, Cerner, Epic all Inpatient and Outpatient. America, Physician Office Manager, Windows XP, MS Word, MS Excel, Access, Power Point, Outlook, QuickBooks, and Internet navigation, Blackboard, LMS, Canvas, Campus Vue. Eqhs, Facets. Homecare Homebase.

PUBLICATION:

Roger, W.D. Joy Edwards Ouattara, A., (2007) Quality Enhancement Plan, Bauder College, Atlanta, GA

BS in Public health capstone project. The emergence of MRSA into community health (2008). American Military University.

BSN capstone project Improvement of new technology implementation to the clinical staff. (2018), Walden University.

Joy Edwards., (2011) The Phase two diet. What to eat while on the Simeons protocol. (the guide to the HCG diet book 1).

- Case Management
- HEDIS
- Hospital Experience
- Nursing
- Hospice Care
- Clinical Research
- ICD-10
- Workers' Compensation
- Medical Records
- Medication Administration
- Nurse Management
- Medical Terminology
- Triage
- Six Sigma
- Laboratory Experience
- Utilization Management
- Primary Care Experience
- EMR Systems
- ICD-9
- Critical Care Experience
- Utilization Review
- ICU Experience
- Program Management
- CPT Coding
- Employee Orientation
- Management
- Medical Coding
- Managed Care

- Experience Administering Injections
- Anatomy Knowledge
- Supervising Experience
- Medical Billing
- Vital Signs
- Communication skills
- Customer service
- Computer literacy

Certifications and Licenses

BLS Certification

ACLS Certification

Certified nurse manager

Present

Lean Six Sigma Black Belt

Present

CPR Certification

First Aid Certification

Certified Nurse Practitioner

AED Certification

Assessments

Work style: Conscientiousness — Highly Proficient

April 2020

Tendency to be well-organized, rule-abiding, and hard-working

Full results: [Highly Proficient](#)

Electronic health records: Best practices — Highly Proficient

August 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

Customer focus & orientation — Highly Proficient

November 2020

Responding to customer situations with sensitivity

Full results: [Highly Proficient](#)

Work style: Reliability — Highly Proficient

March 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Highly Proficient](#)

Medical terminology — Expert

September 2020

Understanding and using medical terminology

Full results: [Expert](#)

Supervisory skills: Motivating & assessing employees — Highly Proficient

February 2021

Motivating others to achieve objectives and identifying improvements or corrective actions

Full results: [Highly Proficient](#)

Verbal communication — Highly Proficient

March 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Patient-focused care — Proficient

February 2022

Responding to patient concerns with sensitivity

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.