

Andrea Swan, RN
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Quality Management Professional with 9 years of progressive quality management and work experience. Knowledge of quality improvement activities including audits recommending and implementing. Corrective actions providing accurate documentation of statistical reports and ensuring overall compliance. Caring and compassionate professional with a broad range of educational, and professional experiences.

CORE QUALIFICATIONS

- 9 years of Medi-Cal Managed Care Experience
- NCQA Accreditation Standards
- SME DMHC regulatory standards
- Program Management and Oversight
- Provider Partnership Managemnt
- Process Improvement Project(PIP)SME
- Plan Due Study Act (PDSA)SME
- SWOT Analysis
- Internal and external Audits
- Policy Development and Management
- HEDIS Activites and Audit Oversight
- Credentialing Oversight
- Grievance and Appeal Oversight
- Data management

EXPERIENCE:

HEALTH PLAN OF SAN JOAQUIN

Manager/Director , Quality Management Operations Feburary 2017-Present•

- Monitored, and analyzed metrics, including but not limited to regulatory activities, clinical and practitioner data.
- Regularly made recommendations and implemented action plans based on findings.
- Oversight, and analysis of specific patient care and network provider trends and all adverse effects; making recommendations and implements action plans based on findings.
- Participated, and managed the annual HEDIS audit including all, associated activities and interventions.
- Develops and implemented unit policies and procedures that promote best practice.
- Assisted in the development of department budget.
- Developed key positions within the quality management area used to augment provider education, and best practices.
- Compiled, developed, and submitted key regulatory reports for both internal and external entities.
- Preparation, and oversight for external and internal quality and regulatory audits.
- Served as a liaison to statewide and community agencies to identify and resolve program issues; assists with the preparation and delivery of reports on Quality improvement activities.
- Participated in state-wide collaborative; assists with the planning, implementation, monitoring and reporting of the collaborative initiatives.
- Development of strategic department, and corporate goals to align with company mission of improving the quality member care.

- Successfully managed DHCS QI CAP for 5 + years. The management of this cap led to QI best practice implementation, and helped assist the plan of realizing CAP metrics of over 85% of all EAS measures above the Minimum Performance Level.

HEALTH PLAN OF SAN JOAQUIN

Quality Management Supervisor • February 2015 – February 2017

- Maintain oversight of grievances, appeals, credentialing and quality improvement projects
- Oversee HEDIS abstraction and medical record review onsite assessment of both provider Offices and facilities
- Delegation oversight of the NCQA accreditation process

HEALTH PLAN OF SAN JOAQUIN

Quality Management Nurse • September 2013- February 2015 (promoted)

- Responsible for managing the quality of care for all members
- Investigation of grievances and resolution, HEDIS abstraction and medical record review Onsite assessment
- Development and delivery of multiple reports to both internal and external quality Committees
- Investigate complaints of any fraud and abuse of the Medi-Cal managed care's system
- Assist with the development and implementation of both provider and member educational In-services
- Development and implementing quality improvement projects utilizing the plan do study Act model.

SUTTER TRACY HOSPITAL

Charge Nurse Emergency Dept. • November 2012- September 2013

- Directed and managed the night shift staff
- Administered IV, conscious sedations, procedures, triage
- Picc Lines, CVP Lines

MCKESSON HEALTHCARE

Blended Case Management/Disease Management RN • August 2011-November 2012

- Managed cases of a complex Medi-Cal population for Health Net of California
- Enrolled and assessed new member for the program
- Assisted in establishing care and locating resources to empower them in their healthcare plans
- Developed and implemented care plans to help manage their impact conditions such as diabetes and asthma
- Acted as liaison between physician offices, members, IPA;s and health net of California

PALO ALTO MEDICAL FOUNDATION

Registered Nurse Observation room/Urgent Care • April 2008-November 2011

- ART line Assessment, PICC lines and CVP Lines
- Triage trauma patients
- Multiple infusions
- Wound Care
- Conscious sedation
- Cardioversion
- Cardiac monitoring
- Lead RN for the EMR team
- Gained experience in Oncology in the administration and management of high risk infusions including: IVIG, Abtaccept and Remicade

KAISER PERMANENTE MEDICAL FOUNDATION

Registered Nurse Emergency Dept. • November 2006- April 2008

SKILLS

- Surgical Nursing
- Patient assessment
- Surgical Wound care
- Medication delivery
- PICC lines/IV Therapy
- Cardioversion
- Arterial lines
- Antibiotic Therapy

CREDENTIALS/EDUCATION

San Joaquin Delta College • December 2005

- Associates of Science- Registered Nursing
- Registered Nursing License CA. exp 07/30/2023
- Chamberlin University School of Nursing Current RN-BSN Complete 9/2020