

# **SAM SMITH, R.N., B.S.N., M.A., C.W.C.N., C.C.M.**

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## **DIRECTOR OF CLINICAL PROGRAMS WITH 20+ YEARS OF LEADERSHIP EXPERIENCE**

*Home Health Care/Long-Term Care/Wound Care Management/Case Management*

### **EXECUTIVE SUMMARY**

An innovative, results-oriented, and patient-centered Clinical, Case, and Disease Management Professional with a 20-year career demonstrating outstanding performance, verifiable achievements, and progressive experience in the healthcare arena. Forward-thinking leader with a tireless commitment to enhancing the quality and efficiency of health care delivery and a proven ability to direct high-performance project teams, develop constructive relationships with a broad and diverse group of cross-functional business partners, influence key internal/external stakeholders, and build consensus around decision-making and problem-solving. Articulate and effective communicator and presenter with solid management capabilities and a consistent track record of successfully initiating and implementing solutions and completing projects to specification on time and under budget. Exceptional interpersonal, organizational, analytical, and critical-thinking skills. Proficient in all mainstream information systems, clinical software, and computer applications.

### **CORE COMPETENCIES**

- *Case Planning & Management*
- *Strategic Planning & Execution*
- *Policy Creation/Deployment*
- *Fiscal Management/Oversight*
- *Care/Case Coordination*
- *Quality Assurance Standards*
- *Clinical Care Transformation*
- *Personnel Supervision/Training*
- *Research & Data Analysis*
- *Team Development/Coaching*
- *Physician/Customer Relations*
- *Safety/Regulatory Compliance*
- *Program Planning/Implementation*
- *Clinical Education & Management*
- *Process Innovation/Improvement*
- *Performance Review/Assessment*
- *Group Collaboration/Facilitation*
- *Budget/Resource Administration*

### **DESIGNATIONS**

- Connecticut and New York Registered Professional Nurse • Gerontology Nurse Practitioner Designation

### **CERTIFICATIONS**

- Certified Wound Care Nurse (CWCN) • Certified Case Manager (CCM) • Basic Life Support • CPR

### **EDUCATION**

**Master of Arts with Specialization in Leadership & Organization** - Columbia University of New York, New York, NY  
**Bachelor of Science in Nursing** - Medgar Evers College, Brooklyn, NY

### **PROFESSIONAL EXPERIENCE**

**ABC Company** **Any Town, USA** **Feb. 2007 - Dec. 2010**

*Director Clinical Programs (Reported to the Chief Medical Officer)*

- Spearheaded a Wound Management Program to internal and external customer levels; supplied project direction and scope and organized Quality Improvement measures to ensure successful program expansion.
- Oversaw all clinical programs to support organizational goals and objectives; identified tangible program performance goals, developed successful reporting strategies, and determined data analysis points utilized to monitor success.
- Ensured superior clinical outcomes and customer satisfaction through promotion of quality management services; implemented best practices for utilization and authorization management of selected home care services.
- Directed and implemented performance improvement activities to target varied carriers.
- Created and delivered training programs to provider organizations; educated physician groups and health plan case managers in Wound Care Management and Care Transitions Program.
- Provided sales support and key account management assistance for new venture capital.
- Led a team of thirteen (13) responsible for the structuring of wound protocols including Certified Clinicians and Care Coordinators; designed and structured a New Hire Training Program in Wound Management.
- Managed a team of three (3) Clinical Resource RN personnel; provided ongoing training, direction, coaching, clinical expertise to the Care Transitions Team and established safe, in-home IV Administration protocols.
- Interpreted Managed Care Plans and Guidelines to support business endeavors; promoted and enforced URAC Regulations.

## PROFESSIONAL EXPERIENCE (CONTINUED)

- Developed, implemented, and evaluated standards of nursing care; measured and enforced adherence to inter-rater reliability standards and facilitated performance improvement activities.
- Practiced prudent fiscal management; enhanced quality care within the framework of budgetary constraints.

**Selected Accomplishments:**

- Recognized as a resource and expert In Wound Care Management.
- Exceeded financial program savings in assigned Clinical Programs.
- Delivered numerous program presentations as a National Spokesman for the organization.
- Participated in high-dollar Request for Proposal (RFP) vendor selection.
- Actively engaged with Provider Relations, Client Service, and Account Management Teams; assisted in the development of start-up relations with new health plans.

**ABC Company**

Any Town, USA

Aug. 2006 - Feb. 2007

*Clinical Manager of Wound Team*

- Oversaw a staff of eight (8) including five (5) licensed and three (3) non-licensed staff accountable for daily wound clinic activities; provided a continuum of integrated services based on clinical expertise in wound management program including outpatient clinic, inpatient services, hyperbaric oxygen therapy, and outreach to skilled nursing facilities.
- Counseled, instructed, and disciplined staff members while promoting both individual and team strengths.
- Collaborated with the Chief Medical Officer and five (5) specialized Panel Physicians through assessment; identified etiology for existing wounds and provided care using cutting edge advanced therapy and service models.
- Promoted wound healing within normal healing trajectory.
- Maintained responsibility over regulatory compliance, fiscal management, expense control, and human resource budgets.
- Cultivated productive relationships with key decision makers; enhanced the team's operational performance.
- Directly responsible for quality and outcomes management; coordinated a medical staff peer review process and clinical pathway compliance guidelines.
- Actively participated in JCAHO preparation; facilitated team readiness for single licensure operation.

**Selected Accomplishments:**

- Consistently exceeded team census quota objective by 20% per quarter.
- Engineered cost savings by changing supply utilization patterns while maintaining 98% healing at 28 days, limb salvage at 93% and patient satisfaction at 99% achievement.
- Met clinic needs during a hiring moratorium; redesigned clinic flow and cross-training staff to maximize efficiency and productivity.

**ABC Company**

Any Town, USA

Jun. 1990 - Aug. 2006

*Clinical Manager (Oct. 2000 - Aug. 2006)*

- Managed the daily clinical performance of a team encompassing nine (9) licensed centers for Medicare and Medicaid Services; provided direct evaluation of the clinical competency of assigned staff.
- Engaged in quality management programs and performed direct on-site assessments.
- Participated in staff recruitment, selection, orientation, and in-service education.
- Facilitated and ensured compliance of Federal and State regulations including JCAHO preparation.

*Patient Service Manager/Compliance Specialist (Jun. 1990 - Sept. 2000)*

- Served as Chairperson for Utilization Review (UR) and monthly Peer Review; participated in quarterly Professional Advisory Meetings.
- Compile data for Gallup Survey and accountable for quarterly UR report.

**Selected Accomplishments:**

- Trained and developed thirty six (36) Licensed Clinical Staff of which four (4) were promoted to Supervisory and Managerial roles in a four (4) year period.
- Demonstrated significant financial savings with long-term care patient planning and Nursing Home Without Walls Program.

## PROFESSIONAL AFFILIATIONS

- American Journal of Nursing ▪ American Nurse Association ▪ Sigma Theta Tau