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| **Resume** **PAMELA LEE UPTON RN, BSN, BSHA** **PRINT PORTFOLIO**  **Administrator, RN Manager or Director**  **Industry Focus:**  Healthcare & Medical, Management & Business  **Job Title:**  Administrator, RN Manager or Director  **Experience:**  15 – 20 Years  **Looking For:**  Permanent Full-Time  **Visa Status:**  U.S. Citizen-USAF VETERAN  **Salary:**  $90000 - $120000  **Education Level:**  4-Year College Degree  **Relocation:**  AZ/CA/NV  **Travel Preference:**  Light Travel  PAMELA L. UPTON, BSN, RN 25438 N. 108th Lane Peoria, AZ 85383 Telephone:480-393-0493 E-Mail: plupton5@aol.com   CAREER OBJECTIVE: Outpatient Clinics and Ambulatory Specialist/Quality and Compliance Specialist/Practice Management/Ambulatory Management/Rural Health Clinic Administrator/Director/Nurse Management/Case Management/Quality Assurance/Utilization Review/ Health Educator/Project Management and Pharmaceutical/Medical Sales RN. I am seeking a challenging Director, Administrator, or Managerial position that will allow me to utilize my scholastic background and various business and nursing experiences to further advance my career.   EDUCATION: Grand Canyon University-02-1992-passed board-became BSN RN Bachelors of Science in Nursing-12-1991 Northern Arizona University-1984 BSHSA/MGT  Bachelors of Science Health Services and Business Management Honors - Phi Kappa Phi 3.9 GPA Basic School Nurse Certification 1993 Arizona Teaching Certification-K-12-1985 Business, Marketing, Management, Health Services Administration    PROFESSIONAL BACKGROUND:  Contract RN-semi retired-2018-2022-Various contract jobs in nursing in Quality and Case MGT.  09/10-present-Aetna-Mercy Care Advantage-WAH-Integrated Case Management-MCP/MCA-AHCCCS-30-40 members/HV and assessments and case management-management of members behavioral and the physical healthcare needs.   * Communicate effectively while performing customer telephonic interviewing and communication with external contacts. * Communicate effectively while interacting with Case Management Specialists, Management Team, Physician Advisors and other interdepartmental contacts. * Maintain knowledge of Medical Terminology and Medical Diagnostic Categories/Disease States * Educate members in order to enhance member understanding of illness/disease impact and to positively impact member care plan adherence, pharmacy regimen maintenance, and health outcomes. * Collaborate with Primary Care Physicians, Medical Specialists, Home Health and other ancillary healthcare providers with the goal being to coordinate member care. * Collect member medical information from a variety of sources including providers and internal records and use appropriate clinical judgment, consultation with internal Physician Advisors and other internal cross-departmental consultation to determine unmet member needs. * Work primarily independently to identify, define, and resolve a myriad of problem types experienced by the member. * Develop an individualized plan of care designed to meet the specific needs of each member. * Anticipate the needs of members by continually assessing and monitoring the member’s progress toward goals, care plan status, and re-adjust goals when indicated. * Maintain a working knowledge of available resources for addressing identified member needs and to facilitate proactive and efficient provision of services. * Be knowledgeable of and consider benefit design and cost benefit analysis when planning a course of intervention in order to develop a realistic plan of care. * Communicate and collaborate with other payers (when applicable) to create a collaborative approach to care management and benefit coordination. * Maintain a working knowledge of available community resources available to assist members. * Coordinate with community organizations/agencies for the purpose of identifying additional resources for which the MCO is not responsible. * Work within a Team Environment. * Attend and participate in required meetings, including staff meetings, internal Rounds, and other in-services in order to enhance professional knowledge and competency for overall management of members. * Participate/Leadin departmental meetings and/or organizational work and quality initiative teams. * Case collaborate with family and memebers as well as with peers, Case Management Specialists, Management Team, Physician Advisors and other interdepartmental meetings-IDT meet with MD and MGT. * Participate in interagency and/or interdisciplinary team meetings when necessary to facilitate coordination of member care and resources. * Foster effective work relationships through conflict resolution and constructive feedback skills. * Attend internal and external continuing education forums annually to enhance overall clinical skills and maintain professional licensure, if applicable. * Educate health team colleagues of the role and responsibility of Case Management and the unique needs of the populations served in order to foster constructive and collaborative solutions to meet member needs. * Other duties as requested by Director.     06/06-07/10-DaVita Dialysis-Facility Administrator-Dialysis clinics-DaVita-Liberty Dialysis-Regional Educator-4 Dialysis Clinics-DSI-Management-Operations-Quality Management-  Demonstrated relationship management skills with internal and external partners; strong client facing skills.  Demonstrated program and project management: track record completing projects successfully-Quality, PI, and Education.  Experience leading performance improvement initiatives and team track record in making data driven decisions and implementing successful operational improvements and performance outcomes.  Demonstrated solution design experience: developing innovative clinical approaches to address the needs of the dialysis population.  Supervisory experience: strong orientation to team work and employee development.    06/05-06/06-HealthSouth-ADON-Rehab and Maxim Health Services-Director of Clinical Services-Homehealth-FTE’s-2 RN supervisors-10 RN’s/HealthSouth-rehab ADON-15 RN staff-resigned.  Demonstrated excellence in people, process management and planning-inpatient skills and servent leadership.  Strong leadership, presentation, communication (written/verbal) and information gathering and the ability to interact with various client groups.  Excellent interpersonal skills to communicate effectively with peers, administration and Medical Director.  Ability to work within and manage an organization through significant organizational change.  Ability to work in a complex and matrixed team environment; experience working in a team-oriented, collaborative environment.  Ability to create, manage, and enhance customer relationships.  10/01-04/05 ADVENTIST HEALTH/CENTRAL VALLEY GENERAL HOSPITAL Nurse Manager/Compliance quality RN Manager \*Clinical Administrative Management of Eight Rural Health Clinics. Responsibilities included: Policy and Procedures-developed a new clinical manual per DHS requirements/Compliance/Safety/Performance Improvement/Quality Assurance/Management of all clinical staff/Quality Assurance Coordinator-direct report/Midlevel Guidance/Title 22/JCAHO/RISK/Staff Education/Conducted staff meetings monthly/Strong interaction with all Clinical Directors from hospital/Attended monthly PCC meetings with VP of nursing to offer input and direction. Clinical responsibility of all medical and surgical patients that had house-call visits along with clinic follow-up. Assisted in budget management-clinical operations only and the development of policy newer forms that are compliant to DHS/JCAHO requirements.  02/01-10/01 UNIVAL-HEDIS-Auditor Independent Contractor/Facility Site Reviewer and \*Medical Record review for various AZ HMO’s per NCQA/State regulations (Health-Net/United).  8/99-2/01-OLSTEN STAFFING; Phoenix, Arizona R.N. Consultant- \*U/R/BCBS Medicare RN Reviewer – inpatient/EAI-Prior Auth. RN/Research Nurse/Maxim-RN/HMO-Case Manager-U/R  Assignment: Cigna –Good Samaritan Hospital and Desert Samaritan Hospital and Scottsdale.  R.N. Case Manager-  \* Medical chart review of in-patient care, skilled nursing facilities, rehabilitation and discharge planning of various complex cases. My case management skills involved documentation with physician collaboration using M&R Guidelines and Inter-qual Criteria.  10/97 – 7/99 MED GROUP CORPORATION; Scottsdale, Arizona Practice Manager/Administrator  \* Administrative management for Urgent Care Center, Family Practice, Specialists, X-ray and Laboratory. Direct reports were: 3 Family Practice Physicians, 8 Specialists, 12 Physicians Assistants, 2 Nurse Practitioners, 2 LPN’S, 2 Lab Technicians, 3 X-ray and 3 Medical Assistants. Duties included budgeting, staffing, performance reviews, facilities management, clinical management; insuring clinic met all regulatory agencies standards. Reorganization of operational objectives and goals to meet corporate guidelines.   8/94 – 10/97 Various contract Assignments (flexibility need r/t child with cancer)  OLSTEN STAFFING; (temporary assignment); Phoenix, Arizona Assignment: Cigna - Good Samaritan Hospital  R.N. Case Manager  \*Medical chart review-inpatient care, skilled nursing facilities, rehabilitation follow-up and discharge planning of various complex cases. UR case management skills involved documentation and physician collaboration, using M&R Guidelines and Inter-qual Criteria.  HBOC (formerly Health Enhancement); Scottsdale, Arizona Triage R.N. Health Consultant\* Medical telephonic triage for approximately 40 clients nationwide with data entry and documentation.  E.A.I. MEDICAL PLACEMENT; ; Phoenix, Arizona Assignment: Liberty-Mutual Life Insurance Utilization Review R.N./Workman’s Compensation  \*Reviewing medical referrals for Workman’s compensation claims cases for the State of California, via data transmission.   OLSTEN SERVICES ; Phoenix, Arizona Assignment: Tri-west Pre-Authorization R.N. \* Reviewing medical referrals on surgeries, procedures and consults against Inter-quall Criteria and M&R Guidelines.  APERTURE Independent Contractor RN; Louisville, Kentucky Assignment: Humana HMO Quality Assurance R.N. \* Conducted physician on-site reviews, HEDIS, assisted in physician credentialing and performed pre-contractual facility evaluations as well as laptop data entry.  E.A.I. PLACEMENT SERVICES (RN contracting assignments); Phoenix, Arizona Assignments: FHP, Intergroup, Aetna, Diversified, and Talbert Medical Clinic  Utilization R.N. (FHP, Intergroup, Aetna & Diversified) \* Medical chart review of in-patient care, assessments, physician collaboration and data entry using Inter-quall Criteria and M&R Guidelines.  Quality Assurance R.N. (Intergroup) \* HEDIS, data entry and physician collaboration. Pre-Authorization R.N. (FHP & Aetna) . \* HEDIS review, data entry and physician collaboration. Triage Nurse (FHP & Talbert) \* Triage patients for 4 physician clinic, documentation, emergency calls for "walk-ins", collaborated with physicians on medications, labs and acted as hospital liaison.  ALLHEALTH MEDICAL PLACEMENT (long-term temporary assignment); Phoenix, Arizona Assignments: Mayo Clinic-Occupational Health- Cardiovascular Fitness R.N.  \* Revamped Cardiovascular Phase of the Executive Health Program, EKG Interpretations, exercise treadmill testing, physician(Cardiology-Dr. Moe) collaboration and patient education/wellness counseling/health education for many international executives.  MARICOPA MEDICAL PLACEMENT SOCIETY; Phoenix, Arizona Assignments: Valley Heart Group, Inc., West-bridge Children’s Hospital, Dr. Chasby Sacks-Surgical RN-plastics and Thomas-Davis Urgent Care Charge R.N. for Dr. Zymlinski (Valley Heart Group) \* Office administration, patient calls, treadmills, EKG interpretation, IVs, venipuncture and charting. \*Psychiatric Nursing (West-bridge Children’s Hospital) Psych. R.N.-Pediatric patients - medications, assessment, and charting. \*Charge Circulating Operating Room R.N. (Dr. Chasby Sacks) Plastic surgeon’s office -R.N. surgical nurse and recovery room with patient education. \*Triage R.N. (Thomas-Davis)-HBOC-Triage RN  10/93 - 3/94 LIFE CARE CENTER OF PARADISE VALLEY; Phoenix, Arizona R.N.-Unit Manager  \* Sub-acute Unit - (65 patients, 5 nurses, 8 CNAS) – General/Clinical management of a long-term care facility unit - rounds, M.D.S., medications, lab assessments, patient change of condition and collaboration with families and physicians concerning patient care.  1/93 - 3/93 SCOTTSDALE MEMORIAL HOSPITAL (Osborn); Phoenix, Arizona Post Recovery R.N.-PACU \* Outpatient Surgical Center -All phases of recovery room nursing/Family concerns.   6/92 - 10/92 VETERANS ADMINISTRATION MEDICAL CENTER; Portland, Oregon Staff R.N. \* Intensive Care and Cardiac Care Units - IVs, blood draws, lab interpretations, charting, assessments, and EKG interpretation. Graduated - Critical Care Nursing - Level 1-Moved back to AZ.  3/92 - 5/92 HUMANA HOSPITALS; Phoenix, Arizona Telemetry staff R.N. \* Telemetry (Internship) - All phases of telemetry nursing to include IVs, assessments, charting, and medications.   BUSINESS BACKGROUND:  6/88 - 9/91(college) CONVENTIONS UNLIMITED; Phoenix, Arizona President/Owner  \* Total convention services nationwide; included public relations, seminars, speaking engagements, models, travel agency, and transportation.  9/87 - 6/88 HEALTH EVALUATION & LONGEVITY PLANNING FOUNDATION (HELP); Phoenix, Arizona Marketing Director/Health Educator  \* Directed and supervised 21 account executives. Designed and tested a strategic marketing plan for marketing an AIDS policy making program to include education, dissemination of information, as well as, preventative health assessment/ testing services. Prevention/Wellness foundation. 9/86-9/87 Turquoise Kiva; Scottsdale, AZ Manager-Retail business management of small jewelry store in Scottsdale, Arizona.   8/84 - 9/86 WESTERN STATES FURNITURE, INC.; Phoenix, Arizona Manufacturers Marketing Representative/Owner \* All phases of marketing, administration and small business management.  6/76 - 10/79 PAM’S OF AUSTIN; Austin, Texas Owner/Operator \* Boutique-Owner-Operations of retail business-inventory/ advertising/accounting and bookkeeping fashion shows, selling and general management.  2/68 - 5/72 UNITED STATES AIR FORCE Honorable Discharge 1972 Medic/Sergeant  \* Sheppard Air Force Base Medical School, San Antonio, Texas. Dental Hygienist \* Sergeant in charge-direct responsibility of four dental clinics-Periodontal Dept of USAF/Dental/ Keesler Air Force Base, Biloxi, Mississippi. Women in the Air Force/Staff Sergeant/Recruiter-Nurse/Women \* Selected by General McConnell, Chief of Staff of USAF-Recruiter for Nurses/WAF-Northern California-Interviews/Television/Radio for USAF. include modeling/marketing/public relations.  REFERENCES: Available upon request 480-393-0493-plupton5@aol.com | |
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