KAREN A. ZARRELLI, MS, CRNP

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EDUCATION

Post Master's of Science Certificate University of Maryland Baltimore, Maryland December 2009

Major: Adult and Gerontological Nurse Practitioner

Master of Science University of Maryland Baltimore, Maryland January 1990

Major: Medical-Surgical Clinical Nurse Specialization

Minor: Education

Bachelor of Science University of Maryland Baltimore, Maryland

May 1985 Major: Nursing

PROFESSIONAL EXPERIENCE

12/2021 to 7/2022 DayaMed Reno, Nevada

Nurse Practitioner

Responsibilities:

- Remotely monitor patient's for medication adherence
- Analyze and evaluate clinical monitoring
- Provide evaluation and treatment services to patients

6/2021 to Present Cerebral

San Francisco, California

MD and VA

Prescriber

Responsibilities:

• Remotely medically treat clients experiencing depression, anxiety, insomnia, adhd, and bipolar 2

9/2019 to 5/2021 Optum

Columbia, Maryland

Clinical Services Manager

Responsibilities:

• Interviews prospective staff and assures effective orientation and development for clinical staff

- Utilizes performance tools that hold the clinical team accountable for market metrics and performance standards
- Promotes individual development by providing learning and growth opportunities to clinical staff
- Communicates needs and issues addressed by clinical staff to local market and corporate leadership as appropriate
- Develops solutions to problems or barriers by partnering with key stakeholders
- Provides clinical and clinical operations expertise on business development efforts
- Serves as role model to internal and external partners
- Oversees implementation and adoption of clinical and quality initiatives
- Uses knowledge of the business and financial goals to determine and communicate clinical priorities
- Partners with staff to achieve business and financial goals related to clinical programs
- Monitors and holds clinical team accountable for documentation and coding initiatives to achieve revenue accuracy
- Actively engages, coaches, and drives clinical staff in implementing activities to grow same store and new membership

6/2011 to 8/2019 Cigna-Healthspring (formally Bravo Health-a Healthspring Company)
Baltimore, Maryland

Senior Nurse Practitioner Clinician (1/2015 -8/2019)

Responsibilities:

- Collaborated and provided clinical support for the Nurse Practitioner Manager to ensure delivery of quality care and services
- Oversaw pod of Nurse Practitioners- checked in with Nurse Practitioners to see how they were doing, if they needed any assistance, and if I could do anything to help them
- Interviewed prospective Nurse Practitioner candidates, oriented new hires, performed nurse practitioner clinical observation, and mentored nurse practitioners
- Conducted chart audits and provided feedback to the Nurse Practitioner
- Performed unplanned discharge audits and reviewed the hospitalizations with the Medical Director
- Reviewed Facility Reports and sent out the Daily Hospital Report
- Maintained the Hospital log
- Managed Clinics Dental, Ophthalmology, Podiatry, and Audiology
- Led calls- Housekeeping call, Multidisciplinary Care Team call, Manor Care Clinical Review call
- Participated in the ISNP Leadership call and the Senior Clinician call

- Participated in committees/activities- Health and Wellness Committee, On-site Health Coach Implementation, Bring Your Child to Work, Back to School Supply Program, Global Fitness Challenge, Meals on Wheels
- Involved/provided documentation for employees on a Performance Plan
- Reviewed member charts in the Maryland and Pennsylvania market and made coding recommendations; followed up on Lost Health Care Chronics; provided Coding updates to staff
- Opened a new building- Villa Rosa
- Precepted Nurse Practitioner students
- Performed Nurse Practitioner Manager responsibilities during manager's leave.

Nurse Practitioner (6/2011-present)

Responsibilities:

- Worked in collaboration with the member's primary care physician to provide preventive services
- Established medical diagnoses for both chronic and common acute problems
- Established a plan of care with short-term and long term goals
- Ordered and interpreted diagnostic tests, prescribed medications, made specialists referrals, provided basic supportive care
- Acted as a resource to members, families, and staff, and assisted with the transition between health care facilities

Holy Cross Hospital, Silver Spring, Maryland (12/2005-6/2011) **Staff Registered Nurse-Medical-Surgical Unit**

- Assessed, planned, implemented and evaluated care provided to medical-surgical patients
- Acted as Charge Nurse
- Acted as Preceptor to nursing students, new nursing graduates and experienced nurses
- Acted as Nurse Validator to validate Registered Nurse nursing skills during competency skills fair and on unit
- Attended hospital grand rounds and neuroscience case presentations

*Medical-Surgical certified

Potomac Home Support (PHS) - A Subsidiary of Potomac Health Care, (2/1991-9/2001)

Rockville, Maryland

Home Health Aide Manager/Director

Responsibilities:

- Planned, directed and managed 24 hour operation of home care services
- Developed, revised and implemented company policies and procedures
- Planned and implemented marketing activities
- Oversaw implementation of Home Health Aide supervisory functions
- Interviewed, hired and oriented Home Health Aides
- Conducted administrative job performance evaluations
- Planned and implemented in-services provided through contractual arrangements
- Administered and monitored operational budget and performance
- Planned, developed, implemented and monitored Quality Improvement activities
- Participated in company board meetings

Potomac Home Health Care, Rockville, Maryland HHA Supervisor

Responsibilities included:

- Interviewed, hired and oriented Home Health Aides to home care services
- Supervised and evaluated Home Health Aides
- Scheduled Home Health Aids to cases
- Planned and conducted Home Health Aide in-services and staff meetings; ensured Home Health Aides met yearly in-service requirements
- Maintained employee records
- Managed Home Health Aide contracts with other agencies

- Planned and implemented job fairs to recruit Home Health Aides
- Taught beginner and recertification CPR classes
- Assisted with the implementation of Potomac Home Support

CERTIFICATIONS

Adult Nurse Practitioner Gerontological Nurse Practitioner

ORGANIZATIONS

Nurse Practitioner Association of Maryland (NPAM) Gerontological Advanced Practice Nurses Association (GAPNA) American Association of Nurse Practitioners (AANP) The Society for Post-Acute and Long-Term Medicine (AMDA) Sigma Theta Tau International Honor Society of Nursing

References available upon request