

HEALTHCARE CLINICAL ANALYST

Professional Experience

November 2012 to September 2015

Company Name City , State Healthcare Clinical Analyst

- I entered the insurance arena with no insurance experience and I now successfully serve as a leader in the appeals department. I work all lines of business, including commercial, state group and Medicare appeals. In this highly collaborative area, I work in conjunction with medical directors, medical policy, pharmacy, and _____ to render appeal decisions.
- I create training materials and train and mentor all new employees. In addition, I create and present formal training to employees throughout medical operations.
- I provide constant process improvement

January 2011 to November 2012

Company Name City , State Manager, National Childre'n's Study

- In this position, I began as the assistant manager and was quickly promoted to manager. When I began with the study, there was an adversarial relationship between Battelle and the University of Florida. As the manager, I strengthened this relationship and created a positive and constructive partnership.
- I managed over thirty employees including data collectors and ancillary staff.
- I developed and implanted the QA program, ensured the overall integrity of study implementation and adherence to study protocol, conducted field training and inspections, evaluated compliance performance, monitored and maintained quality of files, managed the lab and supervised a staff of twenty data collectors.
- In addition, I prepared statistical reports for the principal investigator and identified trends and areas for quality assurance implementation.

January 2007 to January 2011

Company Name City , State Oncology Nurse

- I administered immunoglobulin therapy, chemotherapy, blood products, hydration and pain medication.
- I educated patients and families regarding medications, drug processes and navigating the healthcare system.
- Additionally, I educated patients on self-administered subcutaneous administration.
- I mixed and administered chemotherapy, hydration, and other medications.
- I maintained and used central lines and venipunctures to administer chemotherapy.
- I assessed patients for changes in condition, evaluated labs and consulted physicians regarding dose modifications, and assessed for problems and symptom management.

January 2005 to January 2007

Company Name City , State GI Infusion Nurse

- I performed venous and arterial punctures, maintained intravascular sites including tubing and dressings, monitored for infections, initiated emergency therapies, assessed patients for adverse reactions and complications, and documented all patient-directed activities.
- I also educated patients on the side effects and complications of their therapy and medication.

January 2002 to January 2003

Company Name City , State Clinical Research Coordinator

- I coordinated a DNA collection study.
- This included subject recruitment, administration of informed consents, collection of case report forms, collaboration with the IRB, and report preparation.
- In addition, I worked with over twenty surgeons and their staff to identify eligible participants.

January 1999 to January 2001

Company Name City , State FAST Program Coordinator

- Families and Schools Together (FAST) is a collaborative, family focused program that is held in numerous schools in Jacksonville.
- In this position I recruited, hired, trained, and supervised all employees in the program, conducted site visits, managed the budget, and coordinated program evaluation.
- I was also responsible for grant writing and management, marketing, and volunteer recruitment and training.
- Additionally, I served as a liaison between the FAST program and the school faculty and administration.

January 1997 to January 1998

Company Name City , State Research Coordinator

- I served as the principal investigator for a study of complementary/unconventional cancer therapies.
- This included the development of a survey of oncologists that was completed by physicians at the Fred Hutchinson Cancer Research Center, the Moffitt Cancer Center and Research Institute, and the Norris Cotton Cancer Center.
- I also analyzed and presented data.

- Additionally, I assisted in several studies including a Study of Cancer Survivors and the development of the Behavioral Research Database, a national database of behavioral, psychosocial, and policy researchers in the cancer field.
- A membership directory was created and distributed to all respondents.

Education

12/2005

Florida State College

Nursing

ADN

5/1998

Emory University

Health education and Behavioral Research

Masters of Public Health

5/1995

Harvard University

Special Student Program

5/1994

Emory University

Psychology

BA GPA: Phi Beta Kappa

Publications

Hann, D., Baker, F., Denniston, M., Winter, K (2004). Oncology Professionals' views of complementary therapies: a survey of physicians, nurses and social workers. *Cancer Control*, 11(6):404-10. Hann, D., Winter, K., Jacobsen, P. (1999). Measurement of depressive symptoms in cancer patients: evaluation of the Center for Epidemiological Studies Depression Scale (CES-D). *Journal of Psychosomatic Research*, May 46(5): 437-43.

Skills

administrative, budget, Cancer, chemotherapy, Database, DNA, FAST, forms, grant writing, law, marketing, mentor, processes, program evaluation, quality, quality assurance, QA, recruitment, Research, therapy, venipunctures