# ROBERT SMITH

## Sr. Director Of Case Management

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

## SUMMARY

Professional Health Care Manager with over 29 years experience in a variety of hospital settings. A diversified knowledge of health care system. A skilled problem solver and self-starter with an orientation towards goal achievement and outcomes assessment. Demonstrate success in project completion, team building and organizational design.

## CORE COMPETENCIES

Excellent Communication, Collaboration, Professionalism, Detail-Oriented, Responsible.

## PROFESSIONAL EXPERIENCE

### Sr. Director Of Case Management

**St. Joseph Regional Medical Center - March 2014 – 2020**

**Key Deliverables:**

- Worked closely with physicians, ancillary team, patients and families to promote the best possible outcomes.
- Worked with local recourses for discharge planning and placement.
- Oversighted Case Management Department.
- Directly responsible for the continuing education and enhancement knowledge base for Case Management Department.
- Supervised Case Management staff.
- Focused on quality and appropriateness admission determination, including close coordination with medical staff toward that end.
- Implemented all current and upcoming CMS regulations.

### Director Of Case Management

**Delta Corporation - 2011 – 2014**

**Key Deliverables:**

- CUSTOMER SERVICE / QUALITY - Takes initiative to satisfy customer by developing and promoting ways to more effectively meet customer needs; showing understanding of current and future customer needs; checking available resources before making customer commitments; and developing, analyzing and improving quality and service indicators.
- COMMUNICATION - Ensures regular communication with internal and external customers within area(s) of responsibility.
- Ensures that appropriate Senior Executive is informed of issues within assigned departments; and staffs are fully informed on organization issues and developments.
- Develops processes and solicits feedback that encourages two-way communication between staff, & monthly meeting with direct reports and staff.
- ORGANIZATIONAL IMPROVEMENT a) Change Management - Initiates and leads departmental and cross functional change.


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- In this process, applies information on "best practices", eliminates barriers, and gains organization support.
- b) Analytical / Systems Thinking - Supports and participates in organization-wide efforts to promote and utilize system thinking.

## EDUCATION

- MS in Health Services Management and Urban Policies - 1998(New School University New York - New York, NY)



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