

BEHAVIORAL HEALTHCARE HELP LINE AND PSYCHIATRIC EMERGENCY TEAM SUPERVISOR

Professional Overview

Seasoned Licensed Clinical Social Worker dedicated to providing high quality, compassionate, and effective care in role of psychotherapist, educator, and manager.

License

LCS 18224

Core Qualifications

- Clinical acumen
- Multiculturally competent psychotherapist
- Clinical supervision
- Client-centered care
- Quality care focused
- Service oriented
- Committed to personal and professional growth
- Strength based management style
- Program development, design, training
- Quality review and process improvement
- Rapport building
- Contract, Criminal, Tort, Probate law familiarity

Education

Glendale College of Law City, State

University of Southern California City, State Master of Social Work

Graduated with honors

California State University, Northridge City, State Bachelor of Arts : Psychology

Graduated with honors, member of Psi Chi, Golden Key National Honor Society, Tau Alpha Epsilon Honor Society

Accomplishments

Clinical

- Established and operated private practice for 10 years

Documentation

- Documentation Influenced creation, design, and reporting fields of patient charting system
- Created, implemented system of documentation that resulted in 95% quality assurance scores for several consecutive years

Quality

- Standardized chart documentation
- Developed telephonic, documentation, performance indicators

Training

- Wrote training manual and organized resource material
- Developed curriculum, taught, and modeled desired skill/outcome
- Provided electronic medical record navigation and documentation training

Marketing

- Increased referrals via Physician Liaison Program, Elder Law attorneys, primary care physicians, psychiatry and addiction medicine providers, law enforcement, EAP providers, community

Workflow Planning

- Implemented new work processes which increased efficiencies and productivity

Computer Skills

Proficient: Epic, Word, Lotus, Interqual, NICE, Symposium, Foundations, AZZ cardfile

Familiar: Excel, PowerPoint, Visio

Experience

07/2002 - Current

Company Name - City , State Behavioral Healthcare Help Line and Psychiatric Emergency Team Supervisor

Clinical supervisor of 24/7/365 psychiatric crisis call center and psychiatric emergency team; interim supervisor to Utilization Management and Bed Finding departments within a large care coordination center; hired, counseled, terminated staff; recorded, tracked, developed performance indicators and performance criteria for evaluations; wrote and updated protocols, policy and procedures, quality review indicators, training manual, meeting minutes, business reports; influenced development and re-design of electronic charting and reporting fields; organized and led new hire, clinical, Frequent Caller, computer, staff meetings/trainings, and holiday, retirement, Social Work Month celebrations; performed web-based in-service work stoppage training to physicians, managers and successfully staffed the crisis line for 48 consecutive hours with no abandoned calls; developed Frequent Caller treatment plan template for coordination and continuity of care; participated and presented statistical data at regional Department Administrators and regional Southern California Quality Assurance meetings; implemented interdepartmental cross training which increased efficiencies, productivity, staff development, and morale; recorded, tracked, ensured staff license renewals, CEUs, mandated organizational classes were completed by due dates; completed bi-monthly payroll and managed all leaves; completed staff scheduling every 6 weeks; decreased tardiness; responded to all IT concerns; reviewed, researched, responded to all critical incidents and complaints; developed work flows that decreased time members spent in non-plan EDs with attention to high quality care and cost containment; answered crisis calls when short staffed; and, shared on-call responsibilities.

03/1998 - 07/2002

Company Name - City , State Licensed Clinical Social Worker/Care Coordinator

Performed biopsychosocial telephonic assessments, crisis intervention, and/or consultation for members, employees, purchaser groups, Employee Assistance Professionals, management, law enforcement, and emergency department physicians; determined appropriate levels of care; repatriated or case managed members in non-plan hospitals; advocated for members needing psychiatric and/or addiction medicine treatment; care coordinated with the member's treatment team; trained new staff; worked collaboratively on interdepartmental team and developed work flows, procedures, and protocols that increased efficiencies, productivity, role clarity; developed documentation standards; influenced the creation and development of departmental electronic database for charting case notes.

04/1996 - 03/1998

Company Name - City , State Senior Care Network, Clinical Social Worker

Field based case management for disabled adults with chronic mental illness and older adults with co-occurring disorders. Completed in-home assessments and monthly monitoring; client and family counseling, education, and community referrals. Per attorney request, evaluated, wrote report, testified in court (became expert witness) for probate conservatorship hearings; marketed and managed the Physician Liaison program; lead weekly Caregiver support group; underwrote long-term care insurance assessments and benefit determination evaluations; became community resource specialist.

05/1992 - 08/1996

Company Name - City , State Behavioral Science Faculty, Family Practice Residency Program

Social Work Associate in community medical clinic; interviewed prospective residents; developed curriculum, taught, and evaluated performance of Family Practice residents and medical students on the Substance Abuse and Psychiatry rotations; conducted lectures, presentations in class, "Brown Bag lunches," and off-site meetings; set up internal and external training sites and ensured learning objectives were met; education was focused on risk, substance abuse, and biopsychosocial assessments, active listening, interviewing skills, DSM diagnoses while on rounds, during home visits, and co-led therapy sessions; instilled confidence by demonstrating attunement to patient and self, assessment, treatment planning, rapport building skills, and provided after visit summarization/feedback; strengthened teamwork and resident and faculty relationships by incorporating team building activities into staff meetings; liaison to residents who needed psychiatric or health services; provided short/long term individual, couple, family therapy on complicated cases and provided feedback to the resident; and was a preceptor to other MSW students..

10/1991 - 10/2001

Company Name - City , State Psychotherapist

Individual, couple, family therapy with children, adolescents, adults, and older adults. Presenting problems were: depression, anxiety, panic attacks, insomnia, psychosis, explosive rage, adoption, foster care, grief and loss, truancy, trauma, self harm, substance abuse/addiction, gender dysphoria, domestic violence, homelessness, parenting concerns, care giver burn-out, and school/work stress. Clientele: ethnically, culturally, racially, and socioeconomically diverse.

10/1990 - 10/1991

Company Name - City , State Employee Assistance Program/Mental Health Center, MSW Intern/Social Work Associate

Consultation provided to managers, employees, Human Resources regarding work place problems; Crisis Intervention, short and long-term therapy provided to contract and company employees, their families, and the community; taught series of classes on Stress Management and Memory Retention. Featured speaker at a "Drugs in the Workplace" seminar; and taught substance abuse related classes and lead couples group therapy with addicts and co-addicts in an outpatient chemical dependency recovery program. Clientele: racially, ethnically, culturally, and socioeconomically diverse.

09/1989 - 05/1990

Company Name - City , State MSW Intern

Direct services provided in community mental health setting: conducted biopsychosocial assessments; short and long term individual, couple, family therapy; led group therapy with adults; provided crisis intervention, case management, community referrals. Client presenting problems were: child physical, emotional, sexual abuse/trauma, and difficult transitions to foster care, depression, anxiety, phobias, ADHD, pervasive developmental disorders; teen truancy, gang activity, pregnancy, and substance abuse/addiction; adults with parenting problems; victims of domestic violence; unemployment; co-occurring disorders, grief and loss, panic attacks, and chronic mental illness. Clientele: ethnically, racially, culturally diverse; mostly low to middle income.

08/1987 - 08/1989

Company Name - City , State Resident Counselor

Provided individual, family, group therapy with homeless, run-a-way girls, 12-18 years old, many charged with crimes associated with substance abuse, prostitution and gang activity; filed child abuse reports; provided telephonic crisis intervention; completed new resident intakes; general supervision of residents; designed teen pregnancy awareness program, taught life skills classes, became a lead and trained and supervised staff.

Presentations

1990-1991: Taught classes in Stress Management and Memory Retention to the community, hospital employees, and EAP clients; speaker on Drugs in the Workplace for a large contracted employer.

1992-1996: The following lectures to Family Practice residents, medical students, and/or attending physicians were conducted in class, during hospital "Brown Bag" lunch breaks, or at off-site meetings:

- Parenting 101
- Suicide Risk Factors, Assessment, and Aftermath
- Psychiatric Holds and Conservatorships
- Eating Disorders and Treatment Options
- Multicultural Approaches to Healthcare
- My Patient is Non-Compliant... What Can I Do?
- The Cycle of Domestic Violence: Patient, Child, Perpetrator Effects
- Oh No, it's Not Him/Her Again... Managing Countertransference
- Malingering, Factious, Psychosomatic Disorders
- How to Manage Angry and Aggressive Patients
- Signs and Symptoms of Child Abuse, Elder/Dependent Abuse?
- Who, What, When, Where, and Why of Panic Attacks
- Normal Childhood Fears
- The Mental Status Exams
- Is it ADD, ADHD, Anxiety, Depression, Mania?... HELP!
- How Do I Screen for Drinking/Drug Problems?
- Signs and Symptoms of Alcohol/Drug Intoxication and Withdrawal
- Stages of Chemical Dependency
- Causes and Treatment of Substance Abuse
- Substance Abuse: Breaking Down the Walls of Denial
- Alcoholics Anonymous and the 12-Steps
- Stress Management
- Death: Grief, Loss, and Depression... What's Normal?
- Delirium, Depression, and Dementia, What's the Difference?
- Assessments and Developmental Stages of Life
- Who Can Help With What? (Community Resources)
- Rapport, Compliance, and Lawsuits

Volunteer Work

- Orphanages in Mexico: built and repaired homes, planted gardens, entertained children as mime, provided medical screenings, clothing and school supplies
- Indian reservations in Arizona and New Mexico: built and repaired homes, provided food, clothing, child care, for Navajo, Hopi, Cherokee Indians.
- Camp leader for children and adults with Down's syndrome, traumatic brain injuries, autism, deaf-blindness, and chronic mental illness.
- Assisted adults with mild to moderate intellectual disabilities find employment and closely monitored work performance.

Languages

Sign language