

BARBARA CARRK BROOKS

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QUALIFICATIONS

Leader...Self-Starter...Teacher...Facilitator...Trainer...Creative...Team Member...Experienced...
Flexible...Mentor...Model...Knowledgeable of regulatory requirements

EDUCATION / LICENSES

MS, Public Administration, 1993, Russell Sage College, Troy, NY
BNS, Nursing, 1991, Hudson Valley Community College, Troy, NY
AAS, Associate Applied Science, 1978, Nursing
RN, currently licensed in NY

PROFESSIONAL EXPERIENCE

Personal Sabbatical, 2001 - 2002

NATIONAL INSTITUTE FOR CASE MANAGEMENT, Little Rock, AR

Small consulting firm making large improvements to hospitals through the use of data and efficient use of staff resources.

Consultant/Associate, 2000-2001. Laid off

- Led Design Team meetings using Continuous Quality methodology to bring hospital staff to consensus about the design of the Case Management method for the individual facility.
- Using a Team Process designed an Appeal Process to track and manage Managed Care denials.
- Designed the tool to be used for and evaluated existing Case Management programs for future improvement possibilities.

HEALTHCARE ASSOCIATION OF NEW YORK STATE, Albany, NY

220 facilities contributing to Maryland Hospital Association Quality Indicator Project/QIP

Manager, 1998-2000

- Managed database of outcome measures aggregate data. Responsibilities include data reliability, data analysis, technical support, clinical support, facilitate user group meetings, training and site visits.
- Designed and produced custom reports from the data for network, corporate and regional customers.
- Developed and managed project budget including invoice oversight, credit and debit records.
- Consultation with facility, network and regional administrative boards to teach data analysis and continuous improvement methods.
- Extensive presentations and analysis with organizations to prepare and submit data for JCAHO ORYX initiative.
- Phone contact for support of members for clinical program issues.
- Developed a participants' website for sharing of information. Video teleconferencing and telephone conferencing options used to facilitate scheduling and assure all members had access to training.

EDDY VISITING NURSE ASSOCIATION, Troy, NY

1,000+ visits per month.

Quality Nurse Specialist, 1996-1998

- Responsible for regulatory review, outcomes management with extended clinical pathway development and implementation.
- Managed OASIS reporting, training and assessment tool design.
- Supervision of coder and 3 file clerks, managing Medical Records and the Utilization Review Coordinator.

COMMUNITY GENERAL HOSPITAL OF SULLIVAN COUNTY, Harris, NY

200 bed acute care, county-based facility with full service for acute and sub-acute care including emergency services, renal dialysis, inpatient surgical and medical services, outreach clinic facilities, acute psychiatric services, ambulatory services, sub-acute rehabilitation and drug detoxification.

Director, QA/ QI/UR/DCP/SW, 1995-1996

- Responsible for Quality Improvement, Utilization Review, Case Management, Discharge Planning and Social Services.
- Educated, cross-trained and implemented with the existing staff, a customer focused case management model. In conjunction with a physician team, designed and inserviced the hospital staff in the first clinical pathways used in the facility.

LANIER PARK REGIONAL HOSPITAL, Gainesville, GA

100 bed acute care, community-based facility, with cardiac services and community outreach programs for wellness and diabetes.

Director, Quality Resource Management, 1994-1995

- Precertification, Utilization Review, Patient Education, Discharge Planning, Case Management, Quality Assessment, Medical Staff Quality, CQI Trainer, Risk Management, Infection Control, Employee Health, Worker Compensation.
- Identified multiple process improvements.
- Reduced FTEs 30% on department level.
- Decreased LOS 1.5 days in first year.
- Streamlined organizational chart by consolidating services.
- Outcome management using Clinical Pathways.

ELLIS HOSPITAL, Schenectady, NY

300 bed acute care, community-based facility with skilled nursing beds, obstetrics, cardiac services, including invasive cardiology procedures and large, urban clinic facilities.

Clinical Quality Assurance Coordinator, 1991-1994

- Medical Staff Quality Assessment, JCAHO Review, Computer Implementation, Committee Reorganization, Search Team for Computer Technology, CQI Team Member, Discharge Planner.
- Float position, flexible assignment covering for absences.

SAINT MARY'S HOSPITAL, Troy, NY

Discharge Planner, 1989-1993

ALBANY MEDICAL CENTER HOSPITAL, Albany, NY

Staff, Nurse, Intensive Care, 1979-1989

ADVANCED CERTIFICATION AND AFFILIATIONS

CPHQ, Certified Professional, Healthcare Quality

CQI Trainer

NYAHQ, NY State Association of Healthcare Quality, Secretary,

NAHQ, National Association Healthcare Quality, Leadership Council,

ACMA, American Case Management Association, Member

PROFESSIONAL PRESENTATIONS / PUBLICATIONS

Quality and Case Management

Presented to ACMA National Education Forum, April 2001

You Have The Answers...What Is The Question?

Presented to NYIMA State Convention, June 1999

CQI and Work Redesign... Who is the Case Manager

Published INNOVATIONS '95 National Awards Program

American College of Physician Executives

Presented to the Georgia CARE Foundation Symposium, October 1994

Presented to HCA/Columbia, Georgia Division, CNO Meeting, 1995

The Evaluation of Five NYS Programs for Parenting Teens

Presented to Graduate Symposium, Russell Sage College, 1993.