

## Career Objective

Highly motivated RN with over three decades of nursing experience in every medical specialty across the age spectrum from pediatric to geriatric populations, seeks consulting opportunity as a Legal Nurse Consultant that requires nursing expertise and comprehensive knowledge of nursing standards of care and superior analytical skills.

## Summary of Qualifications

My extensive nursing knowledge of emergency department services and how those services are provided are not always found in emergency medicine textbooks. My unique viewpoint in this setting and in the overall hospital medical system is the ability to see, understand and simplify the total picture of the inner workings of these complicated systems. My deep understanding of electronic medical record documentation systems allows me the ability to quickly unlock and decipher records that are often confusing to interpret, and I can translate the complicated and complex information into layman's terms. As an accomplished reviewer of the medical record, I have analyzed thousands of records for utilization review, medical necessity, and adherence to nursing and medical standards. I have a special interest in wrongful death, traumatic injury and pain and suffering.

## Professional Experience

2011-Present Falmouth Hospital, Falmouth, MA

Cape Cod Hospital, Hyannis, MA

### **Emergency Department and ICU Nurse Case Manager**

- Charged with introducing and developing the role of the Hospital Nurse Case Manager in the emergency department setting.
- Management and coordination of care of complex medical/surgical patients in the Intensive Care Unit from admission to discharge.
- Provided accurate and timely case management assessments and performed utilization management to ED and ICU admissions.
- Identified high-risk patients with criteria including 30-day readmissions.
- Identified quality of care issues and reported to Risk Management for appropriate and thorough follow through.

2010-2011 Saint Vincent Hospital, Worcester, MA

### **Emergency Department Nurse Case Manager**

As above emergency department responsibilities

**TRIAL NO ERROR**

775 E Falmouth Highway, #354, East Falmouth, MA 02536

lynn@paladinolegalnurse.com • paladinolegalnurse.com • p 774-470-4929 • c 508-254-5583 • f 508-957-2166

Member, National Alliance of Certified Legal Nurse Consultants (NACLNC)

- 2006-2010 Children's Hospital Boston, Boston, MA  
**Pediatric Surgery Nurse Case Manager**  
Complex GI Diseases/Disorders (Infants and Toddlers)  
Oncology, Orthopedics, Organ Transplants
- All facets of hospital case management were performed on challenging medically and surgically complex pediatric patients in a fast-paced intense hospital setting.
  - Collaborated with foreign international partnerships regarding patient care with heavy focus on cultural diversity accommodation and provided access and complex coordination of specialized support needs to be able to return to their respective home countries.
  - Performed effective teaching methods to the ability of the patient's caregiver to successfully learn, demonstrate understanding, and follow through with safe and consistent care of the patient in transition from hospital setting to home.
  - Charged with daily utilization management on all assigned patients as required by health insurers to ensure level of care reimbursement to the hospital.
- 2003-2006 University of Massachusetts Memorial Medical Center, Worcester, MA  
Level 1 Trauma Center  
**Trauma Nurse Case Manager**  
Trauma/Critical Care/Surgical Intensive Care
- Case management of complex and catastrophic cases for adults and pediatrics requiring specialty knowledge and intensive attention to complex discharge needs with a proactive and anticipatory approach in moving patients appropriately and timely across the continuum of care to improve outcomes.
- 2003-2007 Beth Israel Deaconess Medical Center, Boston, MA  
**Hospital Nurse Case Manager** per diem
- Performed all case management roles and responsibilities in all specialty areas assigned including the emergency department.
- 2002-2003 Boston Medical Center HealthNet Plan, Boston, MA  
**Maternal Child Health/Adult Specialty Care Manager**
- Accountable to the Medical Director of the health plan
  - Provided hospital care management in four contracted acute care hospitals for health plan members to ensure comprehensive medical coverage and care in partnership with community primary care and specialty physicians.
  - Assessed and identified mothers and infants at high risk for medical, social, and psychiatric needs requiring specialized, creative, and

consistent case management interventions over and above traditional coverage.

- 2001-2002 Beth Israel Deaconess Medical Center, Boston MA  
**Hospital Nurse Case Manager**  
Cardiothoracic Surgery/Trauma Surgery
- Case management of extraordinarily complex patient mix of adult patients requiring specialty knowledge and intensive attention to a proactive anticipatory approach to complex discharge planning in moving patients appropriately and timely across the continuum of care. Applied utilization review level of care criteria and standards as appropriate for hospital reimbursement.
- 1999-2001 North Adams Regional Hospital, North Adams, MA  
**Hospital Case Management Supervisor**
- Provided oversight of the clinical and non-clinical operations and services of the Case Management and Social Services Department under the direction of the Case Management Director.
  - Ensured patients received proper care and service from case management staff.
  - Charged with writing and updating department policy and procedures to ensure accreditation.
  - Charged with adherence to department policy and procedure as well as governing accreditation organizations, the Joint Commission, the National Committee for Quality Assurance, and the Utilization Review Accreditation Commission.
- 1998-1999 Harvard Pilgrim Health Care/Health New England, Berkshire County, MA  
**Hospital Nurse Case Manager**
- Accountable to the Medical Director of the health plan
  - Active participant in Health Plan Case Management Partnership with hospital case managers and providers.
  - Applied utilization review level of care criteria and standards as appropriate for hospital reimbursement by the plan.
  - Daily on-site hospital presence to provide consistent oversight to organized and complex care needs for members of the health plan across the continuum from admission to discharge in real time.
  - Ensured delivery of the most cost effective, comprehensive, evidenced-based quality of care to health plan members.
  - Provided ongoing consistent education for level of care criteria to hospital leadership to avoid insurance reimbursement denials for hospital stays.

- 1994-1998 Health New England Berkshire, Berkshire County, MA  
**Quality Improvement Nurse Case Manager**
- Accountable to Medical Director of the health plan Responsible for health plan compliance with quality service performance measures in collaboration with provider networks.
  - Responsible for quality improvement for members of the health plan through hospital on-site utilization review for four regional participating hospitals.
- 1992-1994 Blue Cross/ Blue Shield-HMO Blue Berkshire, Berkshire County, MA  
**Senior Utilization Review Nurse Coordinator**
- Responsible for performing on-site utilization medical record review for regional participating hospitals of admitted members of the health plan.
  - Authorized appropriate benefits and services for timely surgical procedures and discharge planning.
  - Identified and reviewed quality of care issues internally as a member of Quality Assurance team of the health plan.
- 1991-1993 Gentiva Health Care Services, Pittsfield, MA  
**Staff Nurse, Field Position**
- Responsible for providing nursing care in the home through all phases of care, taking into consideration developmental needs of patients from birth through geriatric population.
- 1987-1991 Family Health Center-Ambulatory Services  
Hillcrest Hospital, Pittsfield, MA  
**Staff Nurse Adult and Pediatric Clinical Services**
- Provided ambulatory care within a hospital setting for a large adult physician group and charged as primary RN for pediatric practice.
  - Demonstrated astute triage of clinical assessments to ensure delivery of timely appropriate care and treatment.
  - Provided patient and family advocacy and assisted with navigation through the healthcare system.
- 1982-1986 Hillcrest Hospital, Pittsfield, MA  
Lee Health Center-Ambulatory Services, Lee MA  
**Staff Nurse Adult and Pediatric Clinical Services**
- Provided overall and ongoing care and treatment to ill, injured and recovering adult and pediatric patients. Assessed patient's conditions, provided support and education as appropriate to the patient's needs involving the family in the process. Participated independently and as part of a team to accomplish both personal and facility mission and goals.

**Education** University of Massachusetts, Amherst, MA, Baccalaureate in Science  
May 1999, GPA 3.89/4.00, summa cum laude  
Berkshire Community College, Pittsfield, MA, Associate Degree Nursing  
May 1982

**Honors** **Barton Excellence in Nursing Award**, Peer Award, Cape Cod Hospital  
**Trauma Award**, Complex Case Management Excellence, University of  
Massachusetts Memorial Medical Center  
**Leadership Award**, Academic Nursing Professor Leadership, University of MA  
**Vote of Confidence Award**, Peer Award, Nursing Class  
**Physicians Award**, Greatest Proficiency in Nursing Skills, Berkshire Medical  
Center

### **Professional Certifications**

Certified Legal Nurse Consultant, *CLNC* Certification Program, Vickie Milazzo  
Certified Nurse Case Manager, *CCM*, Commission for Case Management  
Certification, *CCMC*  
Registered Nurse license# 15995, Board of Registration of Nursing,  
Commonwealth of Massachusetts

### **Professional Memberships**

National Alliance of Certified Legal Nurse Consultants, *NACLNC*  
American Association of Legal Nurse Consultants, *AALNC*  
Massachusetts Nurses Association, *MNA*