ANNE PAYNE

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OBJECTIVE To apply my management background and medical education toward a professional clinical specialist position in the biotech/pharmaceutical market. To continue a successful healthcare career where I can participate in leading organizational change and marketing products or services in a team based environment.

SUMMARY Healthcare expertise includes hospital, clinical and homecare settings**.** Results are illustrated by achieving performance improvements and successfully directing organizational change. The challenges I've meet include simplifying complex processes and motivating staff to achieve mission or program objectives.

Strengths

- Strategy Development
- JCAHO/CMS Standards
- Report Writing/Presentations
- Multitasking
- Client Management
- Team Building/Training

CLINICAL MANAGEMENT EXPERIENCE

1998 - Current **Clinical Manager** **TRINITY HEALTHCARE**
Mercy Home Care, Department of Mercy Medical Center Dubuque, IA

Overview Manage operations for a large Midwest homecare provider. As clinical and business manager, I oversee Register Nurses, Social Workers, Occupational, Speech and Physical Therapists, who conduct over 25,000 annual visits. This is an increase of nearly 20% since FY 2002.

Challenges Ensuring the business operates profitably and that good clinical outcomes are attained.

Actions

- Added computerized Point of Care technology with Horizon, McKesson software.
- Manage department operating budget, set yearly goals and ensure service quality.
- Determine all clinical and operational policies and procedures.
- Subject Matter Expert: Joint Commission (JACHO) Standards & Regulations
  Medicaid & Medicare Reimbursement Regulations
  IL/WI/IA state regulations for certified home care & infusion therapy

Result ***Quality*** Clinical Quality Indicators (Outcome Based Quality Improvement) CMS reports (Centers for Medicare and Medicaid Services) show 23 of 27 indicators improved from '02 and 18 indicators outpace national levels.

Result ***Production*** Overtime during implementation of Horizon, McKesson software, 7/02 -12/02 averaged 52 hours per pay period, from 1/03 to 6/03 this has been reduced to 14 hours per pay period.

Result ***Profits*** Delivered a 33% gross profit margin in 2003.
Revenue goal = $2.05MM, delivered $2.4MM

1993 - 1998 Amicare Home Health Care **Clinical Coordinator** (1995 - 1998) Dubuque, IA
Staff Nurse (1993 - 1995)

Overview Coordinated a team of 4 Respiratory Care Practitioners and 12 RNs for the care of complex pediatric patients with specialized equipment.

STAFF NURSE EXPERIENCE

1989 - 1993 ***NICU Staff Nurse*** Saddleback Memorial Hospital Laguna Hills, CA
Neonatal intensive care and relief coordinator for a tertiary unit (level 3).

1985 - 1989 ***NICU Staff Nurse*** Mercy Medical Center Dubuque, IA
Charge Nurse Mercy Medical Center Behavior health and staff nurse. Dubuque, IA

EDUCATION

BS – Health Arts	University of St. Francis	Joliet, IL
RN – Registered Nurse	Northeast Iowa Comm. College	Peosta, IA

CERTIFICATION Neonatal Intensive Care from 1990 – 1998.
LICENSURE Iowa, Illinois & Wisconsin (current), California (inactive).

References available on request.