

**CAREER FOCUS: DIRECTOR OF PATIENT ADVOCACY**

**Extensive experience in Patient Advocacy in healthcare and hospital environments. Proven track record of ensuring patients' rights are protected in line with best practices. Serve as an effective liaison between patients, physicians and providers to expedite access to care. Leverage first-hand clinical and managerial expertise in working with multi-disciplinary teams and instituting a culture of collaboration, and consensus building. Strong background in troubleshooting and creative problem-solving.**

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**PROFESSIONAL EXPERIENCE**

**Hospital for Special Surgery, New York, NY** **2007-Present**  
**Director Risk Management (strong patient advocacy accountabilities)**

***Patient Advocacy***

- Support all facets of patient advocacy as a major component of the risk management function.
- Intervene between patients and providers to facilitate conflict resolution and open up channels for access to care. Successfully championed the needs of autistic and mentally challenged patients.
- Collaborate with inter-disciplinary teams to strengthen, personalize and enhance relationships with patients, and the hospital.
- Develop and conduct continuing education programs for all clinical personnel and staff.
- Create and implement strategies to promote patient safety and reduce institutional liability.

***Risk Management***

- Oversee analysis of adverse event reports and identify trends warranting performance improvement initiatives. Supervise activities of Clinical Risk Specialists and team of administrative support personnel.
- Chairperson of two interdisciplinary committees related to patient safety and principal coordination for one committee regarding professional liability management.
- Project Leader to multiple risk reduction process improvement teams.
- Improved the hospital's safety program by leading team which customized and implemented an electronic occurrence reporting system that radically improved occurrence and near-miss reporting. Launched first organizational occurrence dashboard.
- Enhanced physician office practice management by creating a risk management physician office practice manual and providing educational sessions for physician office managers.
- Increased department's productivity and sphere of influence within the organization through recruiting talent for three key departmental positions.
- Optimized budgeted resources without retaining external consultants by guiding customization for execution of annual physician practice survey.

**Barnett, Eherenfeld, Edelstein & Gross, P.C. and The Barnett Group, LLC** **2002-2007**  
**Vice President for Liability Insurance Program Management & Development / Risk Management Consultant**

- Launched business processes to manage professional and general liability claims processing for newly formed multi-hospital insurance captive programs. Evaluated insurance issues for new claims/events.
- Authored business proposals for client projects ranging from \$25,000 to \$1,000,000.
- Designed and enhanced marketing presentations that resulted in an improved prospective client response rate.
- Created proactive clinical risk management guidelines to assist novice risk managers at client hospitals.
- Provided NYS DOH Medical Malpractice reporting services on-site to regional teaching hospital; created database to maintain on-time report submission.

**Morgan Stanley, New York, NY** **1999-2002**  
**Financial Advisor / Branch Manager Assistant**

- Developed client base and managed investment portfolios for more than 120 individual investors.

**Brookdale University Hospital, New York, NY** **1998-1999**  
**Director of Risk Management**

- Managed hospital's medical malpractice, general liability, and employment litigation programs. Addressed inquiries made by regulatory, state, federal and law enforcement agencies.
- Improved liability premium management that yielded multi-million dollar cost savings through analyzing attending physician insurance program utilization.

**Barnett, Ehrenfeld, Edelstein & Gross, P.C., New York, NY**

**1990-1998**

**Risk Control Coordinator**

- Provided medical liability claims management and investigation services to multiple captive programs and self-insured facilities.
- Acted as Interim on-site Director of Risk Management for client hospital to maintain client's ability to maintain risk management department functions.
- Instrumental in supporting hospital's decision to fund major capital expenditure restructuring Emergency Medicine Department through analyzing claims history for one of the firm's largest hospital clients.

**Rheingold and McGowan, P.C., New York, NY**

**1990-1990**

Coordinated and prepared plaintiff medical product liability claims under senior partner supervision.

**New York University Medical Center, New York, NY**

**1983-1989**

**Registered Nurse**

**Head Nurse-Reconstructive/Cardiovascular/General Surgery Unit (1988-1989)**

- Re-engineered nursing unit to meet demands of increased patient acuity levels and decreased patient length of stay.
- Increased professional staff skill levels and satisfaction; improved quality of care and improved rapport between physicians and nursing staff.
- Chairperson for Surgical Service Nursing Quality Assurance Committee.
- Member of Nursing Department Documentation Staff force.

**Clinical Coordinator Cardiovascular/General Surgery Service / Night Shift (1987)**

- Supervised clinical management of three acute care adult medical surgical units to ensure quality patient care and staff oversight. Managed a team of 30 full-time registered nurses and 9 nursing attendants.

**Prior positions include: Assistant Clinical Coordinator, Nurse Clinician, and Senior Staff Nurse.**

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**EDUCATION**

2012 Villanova University

**Green Belt Six Sigma Certificate in Health Care**

2007 Cornell University

**Certificate in Financial Management**

1997 Long Island University C.W. Post Brookville, N.Y.

**Masters Degree Public Administration Health Systems Finance**

1983 Wagner College Staten Island, N.Y.

**Bachelor of Science Degree in Nursing**

Graduated with Departmental Honors

**PROFESSIONAL AFFILIATIONS**

Member in good standing – ASHRM and AHRMNY

Board Member and Treasurer AHRMNY (2011 to 2013)

Member of Board of Directors and Executive Committee Westchester county Chamber of Commerce (2000-2002)

**CONFERENCE PRESENTATION**

RL Solutions 2012 User Conference Presentation: “Steps for Successful Near Miss Reporting”