
[REDACTED], MPH, BSN (RN)

Albuquerque, NM | 505-250-6486 | ksorel25@mac.com

HEDIS Abstractor Nurse Profile

Managed Care | Claims Research | Electronic Health Records (EHR) Collection & Review

Dynamic, analytical healthcare professional with 15+ years' success ensuring outstanding patient experiences through effective collaboration and leadership. Passion for data collection and analysis with ability to navigate codes related to HEDIS technical specification requirements. Extensive knowledge of regulatory environment with ability to institute best practices and drive consensus among staff to continuously enhance quality and compliance.

- Healthcare Management
- HIPAA Compliance
- Medicaid
- Key Performance Indicators (KPI)
- Cross-functional Teamwork
- Quality Assurance (QA)
- Data Analysis and Entry @ 40+ WPM
- Microsoft Office Suite (Word, Excel)
- Healthcare Information Technology (HIT)

PROFESSIONAL EXPERIENCE

BLUE CROSS/BLUE SHIELD (THROUGH ARROW STRATEGIES STAFFING AGENCY), Albuquerque, NM 2019
HEDIS Audit Reviewer

- Met rigorous deadlines while maintaining 96% accuracy as per Healthcare Effectiveness Data and Information Set (HEDIS) Over-Reader while reviewing 100% of available charts totaling about 20 – 30 per day.
- Liaised with providers and mined databases, ensuring data integrity and alignment with specifications before providing remote data abstraction.
- Demonstrated ability to utilize CPT4, ICD9, and ICD10 DX codes to understand procedures and diagnoses.

CHRISTUS ST. VINCENT HOSPITAL, Santa Fe, NM 2018 – 2019
RN Case Manager

- Consulted with patients and families to assess condition and needs, provide education and empathetic support, propose additional resources, and continuously improve quality of care and cost-effectiveness.
- Collaborated with hospice care team to evaluate and implement plans of care, audited charts on weekly basis to ensure insurance compliance, wrote detailed reports, and maintained documentation in EMR.
- Consistently assessed patients within three days of admission and reviewed patient progress at least every three days during admission.
- Coordinated with nursing facilities and medical transporters to arrange logistics for patients according to specific conditions and needs.

HOME TELEHEALTH, VETERAN'S HEALTH ADMINISTRATION, Albuquerque, NM (50% Remote) 2010 – 2017
Care Coordinator

- Handpicked as one of four RNs to pioneer remote work in Telehealth Department due to demonstrated independence, self-motivation, and dependability.
- Skillfully balanced priorities across caseload of up to 85 patients per week with chronic health conditions with focus on promoting optimal health outcomes; utilized home telehealth (HT) technology to monitor daily vital signs, SpO2, and blood sugar.
- Proactively developed audit forms and audited nursing care in department.
- Maintained accurate and detailed documentation and presented findings at VA poster session supporting that departmental interventions decreased patient A1C levels by full percentage point in six months and reduced patient bed days of care by 50%.

Continued...

PRESBYTERIAN HEALTHCARE SERVICES, Albuquerque, NM

2007 – 2010

Case Manager / Education Specialist / Telehealth Lead

- Increased Telehealth staff by 50%, equipment by 75%, and strengthened relationships with all professionals involved in patient care while overseeing entire Home Telehealth Program.
- Championed education for patients and families as well as for healthcare team; devised and delivered new employee orientation as well as information on current nursing, case management, and utilization management best practices.
- Reviewed current health literature and electronic charts to compile and compare statistics supporting program efficacy and followed 25 hospital patients per day to assess utilization management and plans for discharge.

Previous success as Travel Nurse for American Mobile Healthcare, Instructor for nursing and public health topics at Minneapolis College, and Sr. Research Analyst at Institute for Healthcare Quality in Minneapolis.

EDUCATION & CREDENTIALS

Master of Public Health – Occupational Health Nursing, University of Minnesota, Minneapolis, MN

Bachelor of Science in Nursing, St. Olaf College, Northfield, MN

CERTIFICATIONS

Registered Nurse (RN) License, State of New Mexico, Exp. 10/2019

Certified Case Manager (CCM), Case Management Society of America, Exp. 12/2023

Basic Life Support/Advanced Cardiovascular Life Support (BLS/ACLS), American Heart Association, TBC 2019