

Kassandra Cunningham, BS, MHA, NHA
2925 N. Church St. #B102, Layton UT 84040 (801)603-8566
Kasandy1@yahoo.com www.kassandracunningham.com

PROFESSIONAL SUMMARY

Nursing Home Administrator/EHR Project Manager with over 15 years of expertise in Health Care Management including experience in long-term care, marketing, and training. Career highlights include managing a long-term care facility, EHR software implementation, Meaningful Use Training, Clinical training. **Areas of Expertise: Healthcare Administration, special focus on Long-term Care Administration**, leadership, marketing, quality assurance, training, Medicaid and Medicare guidelines, developing, establishing and monitoring productivity goals, sales and marketing.

HIGHLIGHTS OF QUALIFICATIONS

- **Master of Health Administration/Gerontology**
- **NHA License - Nursing Home Administrator Utah**
- **Certified Electronic Healthcare Records Implementation Specialist**
- Bachelor of Science Health Administrative Services - Long-term care emphasis
- Demonstrated ability to ensure the coordination and delivery of quality care and services
- Ability to deal tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public
- Outstanding skill set to manage people and projects with exceptional results
- Ability to make difficult decisions in stressful situations

WORK EXPERIENCE:

Senior Project Manager/Implementation Specialist, Veridian Strategies, Utah **8/11-current**

Responsible for the successful implementation Electronic Health Care Records (EHR) systems, working directly with clients to train Physicians, Physicians Assistants, Nurses, Medical Assistants, Office Managers and other related staff on EHR systems throughout the entire implementation process. Educates clients on systematic collection of electronic health information about individual patients, and configures Electronic Health Care System database, trains in all areas of the software including configuration, office, clinical, and billing. Conducts usability reviews, readiness reviews and assessments in all areas of the software ensuring success in functionality. Trains physicians and staff on Meaningful Use requirements by conducting live training, virtual training, and seminars using customized software and course material. Responsible for full implementation process with clients, including managing database conversions and interface processes. Authored Meaningful Use workshop with teammates, and then successfully marketed workshop to clients increasing division profitability. This workshop taught providers how to show they are meeting compliance regulations using certified EHR technology to generate stimulus reports that can be measured significantly. Proving that the meaningful use of EHRs intended by the US government incentives is met in the following categories: Improve care coordination, Reduce healthcare disparities, Engage patients and their families, Improve population and public health, Ensure adequate privacy and security.

In addition to helping to author workshop courseware several industry leaders have consulted with company and me on the handbook that was created for course. President of Veridian acknowledged that I was directly responsible for an Outstanding Service Partner award received by company.

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Adjunct Instructor, Broadview University, Utah

9/10-1/12

Instructs courses as assigned by the Dean of Faculty at an expert level and facilitates meaningful learning of the course competencies in the curriculum and proactively support all facets of the learning environment. Provides career education through student centric instruction that will enable graduates to fulfill the evolving needs of the marketplace. Encourages a culture of learning that values mutual responsibility, diversity and ethics as well as personal and professional development. Provides students with basic and advanced medical and technology skills needed to support their collegiate studies and to meet professional level expectations for medical administration profession.

Instructed

Medical Office Procedures Introductory
Medical Office Procedures Advanced
Health Care Law and Ethics
Sociology

SNAP Fitness Health Director - Corporate Sales and Promotions

5/10-8/11

Oversaw all areas and operations for two health clubs, areas of responsibility included Department Management, Member Communications, Marketing, Facility Upkeep, and Club objectives. Directly responsible for a 20 percent increase in club membership since inception of a new revitalized marketing campaign in a down economy.

Medical Record Reviewer, Q Mark, Inc.

02/09-4/09

Qualified Healthcare Effectiveness Data and Information Set (HEDIS) Medical Abstractor.

Validated the integrity of the Utah region with dozens of health plan customers. I was part of a national abstraction team responsible for collecting HEDIS data. I was trained in medical abstraction successfully completing 2007 HEDIS abstractor training. I reviewed over 500 medical records and abstracted pertinent medical data. I utilized the HYBRID Help data system to input audited **data, maintaining a 95 percent or higher accuracy rate and complying with all NCQA HEDIS technical specifications.** Directly responsible for contacting 19 physician offices to schedule medical record review appointments and then performed any follow-up actions as required. Responsible for complying with all company HIPAA guidelines.

Reason for leaving-I completed my seasonal contract.

Nursing Home Administrator, Valley View Rehab and Care Center

09/07-6/08

Skilled Nursing Home Administrator responsible for the day-to-day operations of a 48 bed Skilled Nursing Facility, in accordance with the applicable policies and procedures, current federal, state, and local standards, guidelines. **Valley View Nursing and Rehabilitation Care Center was profitable every quarter resulting in a profit for the corporation and I was awarded additional compensation for exceeding corporate financial goals.** *Facility received the top state surveys in Wyoming 2008 with a near perfect state inspection and only three minor deficiencies.* Demonstrated ability to plan, organize, develop, implement, and interpret the programs, goals, objectives, policies and procedures that are necessary for providing quality care and maintaining a sound business operation. Conceived and implemented new rehabilitation and restorative care program utilizing innovative technology with measurable results in patient satisfaction, fitness and sense of achievement. **Medicare and Medicaid reimbursement policies and guidelines,** overseeing business

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operations to ensure compliance with Medicare and Medicaid regulations on a routine schedule basis. I am experienced in dealing tactfully with personnel, residents, family members, visitors, government agencies/personnel and the general public.

I inspired, motivated and incentivized a team in excess of 85 employees on a routine basis as well as during critical nursing shortages through the use of diplomatic communication and careful consideration, and dexterously scheduling of limited personnel during adverse weather conditions in a remote location. I have interpreted financial budgets and made budget adjustments in response to the census. I have been lauded numerous times as a gifted orator as **I interacted with patients/residents, families, and healthcare professionals while facilitating unique challenging situations.**

Reason for leaving - To pursue and complete my Masters Degree in Health Care Administration.

Administrator-Gerontological, Country Lane Assisted Living Internship **01/07-01/08**

I gained "real life" experience in work settings similar to the experiences in which I will administer. I conducted research on social issues pertaining to the elderly and routinely provided in-services for the staff. I was able to study in a professional facility and experience leadership positions in the public and private sectors where gerontological knowledge was required to improve the quality of care for the elderly population in different settings.

Reason for leaving-I completed my internship and accepted another position.

Nursing Home Administrator, Brigham City Nursing and Rehabilitation Internship **01/06-05/07**

I learned the duties and responsibilities of each discipline and department within the facility as well as daily operations of the corporation. I was mentored in being responsible for ensuring legal compliance, overseeing budgetary concerns, adhering to company policies and procedures, utilizing proper billing protocol, conducting performance evaluations, recruiting and maintaining proper staffing. I was required to utilize my organizational and leadership skills to demonstrate my ability to work in an effective supervisory role.

Reason for leaving-I completed my internship and moved on to Gerontology Internship.

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OTHER RELATED EXPERIENCE:

Oral Surgery Assistant-Healthcare Manager, Dr .R Maw, Oral Surgeon, Escondido, CA **1990-1992**

As a Health Care Manager, I was expected to manage staff members, budgets, meet the critical needs of the organization and patient care. I was known for my work ethic, and therefore trusted by others to get the job done. The teams I led were highly productive and possessed high morale. I was certified by the state of California as an Oral & Maxillofacial Surgical Assistant and earned hospital privileges. I routinely assisted surgeons with surgical procedures in the office setting as well as hospital cases in the operating room at the hospital. I also provided patient education and assisted with monthly educational programs.

Dental Assistant/Office Manager, Comprehensive Dentistry, Bloomingdale, IL **1989-1990**

I assisted in all dental procedures and was responsible for inventory control and ordering. I was also entrusted with conducting bacterial analyses with the Phase Contrast Microscope. I was responsible for all insurance billing, coding, and general offices practices and procedures.

Dental Office Manager, Dr. M. Dolnick, D.D.S., Chicago, IL **1983-1989**

As a dental office manager I acted as the liaison between the dentists and the employees of the office. I oversaw the responsibilities and duties of all the office personnel ensuring that the office operated smoothly and efficiently. I supervised staff, assisted with dental procedures, provided in-services, managed finances, budgets, and was responsible for inventory, payroll, scheduling, and employee retention.

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LICENSURE:

NHA License - Nursing Home Administrator Utah **10/09**

EDUCATION:

Masters of Health Administration/Gerontology **08/07-10/09**
University of Phoenix

Bachelor of Science Health Administration Services **08/04-06/07**
Long-Term Care Administration Emphasis - Minor in Gerontology
Weber State University, Ogden, UT

Associate of Science General Studies **08/02-05/04**
Weber State University, Ogden, UT

TECHNICAL SKILLS

- Knowledge of key factor reports
- KRONOS payroll system
- Patient need assessment
- MARS (medication administration records)
- TARS (Treatment administration records)
- Quality Assurance
- Microsoft Office, Windows XP
- Experienced Trainer
Experience in Mediation
- Employee Recruitment
- Inter Disciplinary Team Facilitator

TRAINING:

- Certified Nursing Assistant
- Emphasis on individual and group behavior, interpersonal skills
- Decision-making, motivation, teamwork, and organization design
- Resident care and quality of life
- Leadership and management
- Understanding changes in Psychosocial Regulations/Survey
- Understanding the New Psychotropic Medication Regulations
- Cultural Changes in Long-term Care
- Essential Leadership Skills for Healthcare Professionals
- Technological Advances in Brain Diseases
- Human resources
- Facility compliance

ORGANIZATIONS:

Corporate Connections-Networking Association **2010**
Weber State Alumni **2010**
Member of the Gerontology Society of America **2010**
PAC ~ Political Action Committee - (Long-term care issues) **2008**
ACHE ~ American College of Healthcare Executives **2007**

AWARDS:

Honors Awards, Weber State University **2006**
Academic Scholarships, Weber State University **2002-2006**
Certificate of Honors in Achievement, Davis School District **2002**
Impromptu Public Speaking **2002**