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| Guirlene Joseph  Healthcare Supervisor Profile | gdesir411@gmail.com • (347) 218- 2422  Brooklyn, NY |

Summary

Dedicated and organized healthcare management professional with hands-on experience driving improvements in healthcare organizations. Excellent communicator and pragmatic problem-solver, highly adept in office administration, client care, staff development, and operations management. Self-motivated and adaptable individual, ready to collaborate with diverse, high-performing teams to ensure success of organizational goals with focus on delivery of quality patient care.

Areas of Expertise

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| * Healthcare Management * Office Administration * Change Management | * Customer Service Delivery * Conflict Resolution * Process Improvements | * Scheduling & Diary Management * Performance Management * Needs Assessments |

# Career Experience

Center Light Heath System, Brooklyn 06/2018 – 12/2020

Participant Experience Manager / Care Planning Supervisor

Facilitated creation of effective care plans to support patient health objectives. Collaborated with interdisciplinary teams to establish goals, develop action plan, and ensure continued shared understanding. Engaged with caregivers and elderly PACE participants to resolve issues, respond to queries, and identify opportunities to improve healthcare program. Facilitated communicative efforts to check in with caregivers through home visits, phone calls, and emails. Led PACE site tours for prospective participants, delivered orientations on program services & benefits, and organized pre-enrollment home visits. Evaluated care delivery team performance, formulated insights, identified challenges, and compiled reports to guide participant care improvements. Headed initiatives to boost participant attendance in activities and improve retention rates. Fostered positive working environment with focus on quality care, continuous performance development, and productivity.

* Utilized Translator to bridge language barrier between service providers and Creole-speaking participants.
* Headed enrollment processes for CDPAS/CDPAP new applications from initial sign-up through to completion and ensured smooth introductory transition into program.
* Identified opportunities to increase enrollment retention rates, resulting in decreased disenrollment incidents.
* Boosted enrolment retention rates by acting as personal liaison for participants, conducting home visits to ensure satisfaction, and delivering new enrollment packages in person.

Center Light Heath System, Brooklyn 02/2017 – 06/2018

Home Service Manager

Collaborated with skilled Interdisciplinary Care Team (IDT) to deliver quality patient care to clients receiving home-based care. Created schedules and adjusted home care plans to meet individual member needs. Engaged with staff and patients to resolve conflicts and gather feedback to guide future improvements. Supervised homecare activities, monitored performance, and delivered ongoing feedback to improve quality of care. Performed evaluations of program progress in line with individualized support plan and goals.

* Minimized patient grievance incidents through strategic vendor relationship management, effective planning, and professionalism.

Center Light Heath System, Brooklyn 05/2015 – 02/2017

Customer Service Representative II

Delivered direct support to health center members to resolve queries regarding benefits, financial payments, services, and policies. Conducted research to clarify issues and offer alternative solutions to client problems. Utilized in-depth knowledge of company services to promote programs to prospective clients. Maintained accurate records, client databases, and application documentation. Supported client dissatisfaction by escalating issues to senior management teams to ensure delivery of quality patient care.

* Prevented number of participant’s from disenrolling through active follow-ups on monthly delivery of DME suppliers to ensure on-schedule delivery.
* Headed liaisons with transportation vendors to ensure timely collection of participants for medical appointments and activities at day center.

Sunshine Slott & Sunshine PC, New York, NY 04/1992 – 07/2014

Office Manager

Oversaw office administration, engaged with clients, and led smooth running of office operations at law firm. Performed research and gathered data to assist lawyers with cases. Oversaw payroll and controlled office budget. Acted as liaison between courts and attorneys to ensure successful filing and serving of legal documents. Executed diary management, maintained accurate records, and set up conference rooms.

* Worked as Notary to oversee signing of official documents.

# Additional Experience

Customer Service Representative, International Telesis Inc, New York, NY

# Education

Associate of Applied Science (A.A.S) in Business Management

CUNY Borough of Manhattan Community College, New York, NY

# Licenses & Certifications

Licensed Notary Public

Licensed Home Health Aid

Home Health Aide training program, New York State Department of Health, 2016