

Carey Spain

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Summary of Qualifications

An experienced health care leader with expertise in strategic planning, policy and program development, leadership development and team building. A proven record of skillfully managing in a fast paced environment. Strong organization and communication skills with the capacity to concurrently direct multiple business priorities. A multitude of skills transferrable to any administrative position to create and maintain high levels of productivity. A dependable and highly motivated team player.

Experience

Children's Mercy Hospital, Kansas City, Missouri

Director, Social Work Care Continuum

2014-Present

- Oversee day to day operations to enhance and support a cohesive and efficient work environment
- Co-Direct efforts to build a collaborative partnership with Nursing for improved patient/family outcomes
- Oversee all aspects of talent management, appraisal, recruitment and staff resource allocation
- Prepare and execute annual departmental strategic planning and visioning sessions
- Maintain accountability with management team through monthly reports and one on one sessions
- Manage a partnership with a local school district for the provision of mental health services
- Implemented process to track and manage productivity of all staff
- Developed protocol to collect funds for delays in hospital discharge related to children in state custody
- Develop and manage the budget
- Maintain knowledge of and compliance with regulatory requirements
- Relationship management within and outside the facility
- Lead an Advisory Council of front line staff representing all areas within the department to problem solve issues presented by staff
- Conduct monthly leadership development sessions with up and coming leaders
- Developed and implemented an action plan based on a hospital wide employee survey

Assistant Director-Inpatient, Department of Social Work

2013-2014

- Provided direct supervision to 18 Clinical Social Workers
- Administered all aspects of talent management, recruitment and staff resource allocation
- Provided staff development with monthly educational opportunities and 1:1 sessions with staff
- Completed a gap analysis of discharge planning for hospital leadership in preparation for TJC Survey
- Facilitated strategic planning for the development of the Department of Care Management and outlined staffing needs and fiscal impact
- Developed a discharge planning policy to bring the hospital into compliance for Joint Commission accreditation

- Developed and maintain oversight of quality improvement measures related to CMS mandates and hospital policies
- Lead an initiative to standardize inpatient social work practice across all locations
- Liaison to hospital leadership teams through participation on the Utilization Review Committee, Staff Advocacy Committee and Financial Assistance Committee
- Quickly adapted to changes resulting in health care reform and implemented a plan to maintain patient care
- Guide staff in identifying, developing and implementing research projects and goals
- Provided weekly clinical supervision to staff pursuing clinical licensure

Social Work Manager

2010-2012

- Assigned, reviewed and evaluated performance of the social work staff
- Administered all aspects of talent management and staff resource allocation
- Completed quarterly quality improvement projects
- Reorganized team structure to balance workloads
- Supported staff with implementation of new policies
- Developed a risk stratification tool to assist staff in prioritizing workloads
- Provided assistance to the Director of Social Work in guiding the day to day operations of the department and professional development of staff
- Participated in hospital wide committees representing the social work perspective
- Collaborated with community professionals and other departments in the hospital to strategically plan for future growth
- Developed daily huddle to maximize efficiency among staff
- Mediated conflict among staff
- Provided crisis debriefings with staff generally related to child abuse or end of life
- Developed performance improvement plans with staff
- Organized monthly educational meetings for staff
- Provided temporary front line coverage as needed
- Coordinated a 6 hour safety training for staff as mandated by Kansas law

Gastroenterology/Liver Transplant Social Worker

2003-2010

Medical Social Worker

1999-2003

- Facilitated communication among members of the medical team
- Advocated for clients to overcome systemic barriers to medical care
- Performed psychosocial assessments as part of the liver transplant evaluation process
- Educated children and families about chronic illness, IEP's, 504 plans and long term care issues
- Provided case management services for children with chronic illnesses
- Coordinated all aspects of the transition from hospital to home including home care services, medical equipment, parent education, transportation and plans for follow up care
- Ensured client involvement in treatment planning
- Arranged and facilitated medical team conferences for the purposes of client education and transition of care
- Brokered community services to clients and initiated referrals to selected area programs

- Performed crisis intervention in the trauma unit, neonatal intensive care unit and pediatric intensive care unit
- Completed psychosocial assessments for child abuse and neglect while working collaboratively with medical staff, law enforcement, court and family service workers
- Reported child abuse and neglect to state authorities
- Participated in a hospital wide quality initiative to develop a new social work model
- Helped children and families cope and adjust to hospitalization and illness
- Provided counseling and support throughout the hospitalization
- Mediated family conflict
- Assisted medical team in developing plans to engage non-compliant clients

Independence School District, Independence, Missouri

Family- School Liaison Internship

1999-2000

- Completed detailed student and family assessments
- Provided intense one on one counseling to high risk students
- Participated in team collaboration for students with individualized education plans
- Advocated for students to overcome barriers to educational achievement
- Liaison between the school and the community
- Organized and facilitated parent involvement activities
- Communicated student and families' needs to school officials
- Maintained responsibility for the monthly student incentive program
- Educated families on community resources and assisted with referrals when indicated
- Performed crisis prevention and intervention
- Participated in Eastern Jackson County's Inter-Agency Council to share resources, knowledge and support with area colleagues

Park Lane Medical Center, Kansas City, Missouri

Physician Client Liaison

1999

- Managed relationship between hospital and physicians
- Initiated meetings with physicians to determine areas for hospital improvement
- Communicated physicians concerns to hospital administration
- Visited physician offices for marketing hospital services and public relations

Medical Social Worker

1997- 1999

- Performed consultations for medical staff
- Performed multi-disciplinary treatment planning
- Organized transfers and referrals for clients
- Facilitated brokerage of community services
- Performed crisis intervention
- Advocated for clients
- Mediated family conflict

- Reported abuse and neglect to state authorities
- Participated in the Utilization Review Committee and the Ethics Committee

Education

University of Missouri, Kansas City

Masters Degree in Business Administration

University of Kansas, Lawrence, Kansas

Masters Degree in Social Work

University of Central Missouri, Warrensburg, Missouri

Bachelors Degree in Social Work

Professional License/Certification

Licensed Clinical Social Worker

State of Missouri

Licensed Specialist Clinical Social Worker

State of Kansas

Certified Case Manager

Commission for Case Manager Certification

Board Positions

American Case Management Association, MO-KAN Chapter

Secretary, 2015-present

North American Liver Transplant Social Workers

Secretary/Treasurer, 2007-2010

Neighborhood Home Owners Association

Secretary, 2006-2009

Volunteer Experience

Lee's Summit Parks & Recreation

Volleyball Coach, 2015-Present

Girl Scouts

Troop Leader, 2013-2014