

Chasity Walter

ABOUT ME

Results-oriented Healthcare Director of Operations with a proven track record of implementing operational strategies that drive patient satisfaction and clinical quality. Adept at managing budgets, reducing costs, and implementing information systems to enhance operational efficiency and reduce errors.

EXPERIENCE

AMEDISYS INC.

INTERIM DIRECTOR OF OPERATIONS

SS REMOTE CLINICAL MANAGER

Aug 2021-Present

Serve and educator and mentor for new hire Directors of clinical and operations of home health in Arizona, California, Oregon, and Washington.

Perform onsite and remote support to designated locations. Assume administrative responsibilities, identify deficiencies, develop, and implement performance improvement plan for struggling and underperforming locations.

Work with regional leadership to assist in rolling out company initiatives, new education and process improvements throughout assigned territory and designated care centers. Working with care centers of various sizes, from spearheading a start up to Executive director with oversight of 69 therapy and nursing staff and an average daily census of 600+ patients.

Nov 2023-Present

Amedisys Home Health Portland, OR

Role: Interim Director Clinical Operations (remote)

Jun 2023-Nov 2023

Amedisys Home Health Portland, OR

Role: Interim Executive DOO (onsite), DOO mentor (hybrid)

Jan 2023- May 2023

Amedisys Home Health Phoenix, AZ

Role: Interim DOO (onsite), DOO mentor (hybrid)

Jul 2022- Dec 2022

Amedisys Home Health Roseburg, OR

Role: Interim DOO (onsite), DOO mentor (hybrid)

CONTACT

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EDUCATION

UACCB, Batesville, AR

AAS, Registered Nurse

SKILLS

- Patient satisfaction improvement
 - Staff turnover management
 - Patient volume management
 - Reduction of patient wait times
 - Increase in referral rates from external healthcare providers
 - Quality assurance
 - Budget management
 - Process improvement
 - Team recruitment and onboarding
 - Employee satisfaction
 - Healthcare compliance and regulation
 - Operational performance monitoring and analysis
 - Oversight of skilled Therapy and Nursing services
 - Annual Program Evaluation
 - Patient and caregiver education
 - Medication Management
 - Basic and Complex wound care
 - Survey Readiness
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Jan 2022- Jul 2022

Amedisys Home Health King County, Bellevue, WA (start-up)

Role: Interim DOO/CM/PSC, DOO mentor (hybrid)

Sep 2021- Dec 2021

Amedisys Home Health Salem, Oregon

Role: CM/DOO mentor, regional support staff (remote)

DIRECTOR OF OPERATIONS

Amedisys Home Health Batesville, AR

Mar 2016-Aug 2021

Developed and implemented policies and procedures to ensure compliance with healthcare regulations, resulting in multiple successful accreditation surveys with zero conditional deficiencies.

Monitored and analyzed operational performance metrics, identifying areas of improvement that led to a 10-25% increase in patient volume and a significant decrease in patient conversion time.

Managed the organization's budget, achieving cost savings through strategic process improvements and staffing models.

Lead the recruitment and onboarding of a high-performing team, resulting in decrease in staff turnover and an increase in employee satisfaction.

Established Emergency Preparedness Program that brought together local and surrounding Emergency management departments from all counties 14 counties where patients resided as well as sister sites, hospitals, and skilled nursing facilities to ensure patient medical supplies, transportation, and required health care could be provided in the event of emergency. Including, but not limited to education of staff and patients on use of SMART911, identify locations could assist patients with animals, and collaborating with volunteer fire departments to rotate generators for 8-hour increments to patients with oxygen concentrators in the event of power outage.

CLINICAL MANAGER

Oct 2013-Mar 2016

Implemented ER diversion protocol for high-risk patients with CHF that led to a significant decrease in hospital readmission and ER use through strategic coordination with White River Medical Center Care transitions team, medical director and Pharmacy.

Implemented a quality assurance program that led to a significant decrease in hospital readmission, UTI occurrences, and a 30% improvement in patient outcomes and an increase in overall patient satisfaction scores.

Created and implemented practice for use of patient/caregiver friendly education guides for common, but often challenging routine skills such as wet to dry dressing application, iv infusion set up with dial-a-flow and troubleshooting, foley cath (male and female) flushing. The first 6 months of implementation had after hours emergent visits by a clinician down to 2 from an average of 7-10 per month, with an average daily census of

350-400 patients. This also greatly improved staff retention with the provision of a better work life balance for all RN staff.

Implemented paperless technologies that improved operational efficiency and created real time communication between the back office and all collaborating field staff. Created electronic formats for all remaining paper order forms and service requests to allow staff to decrease windshield time, improve compliance with communication and care coordination, resulting in improved turnaround time for patient care provision, enhanced quality assurance, leading to improved survey and service quality outcomes.

Oversight of 35 clinical care team members made up of Skilled Registered Nursing, Licensed Practical Nursing, Occupational Therapy, Physical Therapy, Speech Therapy, Behavioral Health Nursing, and home health aides.

Oversight and approval of all patient plans of care. New hire and annual clinical competencies for all skilled care providers.

REGISTERED NURSE CASE MANAGER

May 2012- Oct 2013

Perform Oasis assessments of new and current patients at required time frames

Establish patient plan of care in coordination with therapy team and ordering providers

Provide skilled complex wound care, and ordered interventions as outlined in home health plan of care

Long term disease and medication management education to patients and caregivers for improved ability to self-manage long term health conditions and remain in the home as long as possible

Supervise care delegated to and provisioned by LPN, HHA

WHITE RIVER MEDICAL CENTER

Emergency Department

BATESVILLE, AR, 72501

Registered Nurse/Triage Nurse Dec 2010-May 2012

LPN Aug 2009-Dec 2010

Phlebotomist/EKG Technician May 2007-Aug 2009