

Professional Experience and Accomplishments

- **18 years of healthcare experience with concentrated experience in:**
 - Hospital Accounting, Finance and Decision Support
 - Health Information Management (Coding and Data Governance)
 - Revenue Cycle Management
 - Physician Practice Management and Consulting
 - Regulatory Compliance
 - Rural Health Clinic Operations
 - Medical Staff Services
 - Coding and Billing Education
 - Hospital Consulting
 - Performance Improvement
 - Conference Presenter and Writer
- **Positions/Titles Held in Healthcare:**
 - Principal/CEO: InQuiseek, LLC, Business & Healthcare Consultant, Bossier City, LA
 - Director of Client Solutions: Impact Healthcare Solutions, Ruston, LA
 - Medical Staff Coordinator: Northern Louisiana Medical Center, Ruston, LA
 - Decision Support Analyst: St. Francis Medical Center, Monroe, LA
 - Accounting and Reimbursement Analyst: Lincoln General Hospital, Ruston, LA
 - Interim Controller: HealthSouth—North Louisiana Specialty Hospital, Ruston, LA
 - 14 additional years in public and industrial accounting prior to entering healthcare

Education and Training

- Bachelor of Science, Louisiana Tech University, Ruston, LA; Health Information Administration, Cum Laude, 2007
- AHIMA ICD-10 Academy, Completed June, 2011
- EHR Implementation Specialist Course, AHIMA/University of Mississippi Medical Center's Institute for Improvement of Minority Health and Health Disparities in the Delta Region, completed October, 2011.
- Annual Minimum of 60 Hours of Biannual CEUs and Professional Training

Credentials, Designations & Appointments

- Registered Health Information Administrator (RHIA), American Health Information Management Association; March, 2007. Credentialed through March 31, 2018.
- AHIMA Approved ICD-10-CM/PCS Trainer, August, 2011; recertified through 6/30/2017.
- CHTS-IM, AHIMA Certified EHR Implementation Manager (Since January, 2012)
- CHTS-CW, AMIMA Certified Clinical Workflow and Information Management Redesign Specialist (Since March, 2012)
- AHIMA Ambassador Program/AHIMA Action Community for Excellence (2011-2015)
- Louisiana Tech University HIA Advisory Board, 2009-Current.
- Louisiana Tech University HIT/HIA Professional Practice Supervisor.

Associations and Memberships

- American Health Information Management Association (AHIMA)
- Louisiana Health Information Management Association (LHIMA)
- American Academy of Professional Coders (AAPC)
- Healthcare Financial Management Association (HFMA)
- Medical Group Management Association (MGMA)
- Louisiana Chapter, HFMA
- National Association of Rural Health Clinics (NARHC)
- Louisiana Rural Health Association (LRHA)

Custom Presentations & Speaking Engagements

Revenue Cycle Performance Improvement, FPI and Benchmarking: An Integrated Approach to Proactive Management, Louisiana Department of Health and Hospitals, Bureau of Primary Care and Rural Health, Rural Hospital Workshop, Baton Rouge, LA, May 3, 2016.

Credentialing, Contracting and Provider Enrollment, *Texas Organization of Rural & Community Hospitals (TORCH)*, Education and Listening Session, Haskell, TX, April 12, 2016; Hallettsville, TX, May 5, 2016.

Navigating Provider Integration, Compensation and HR Issues in Rural Health Care, *Texas Organization of Rural & Community Hospitals (TORCH)*, *Education and Listening Session*, Haskell, TX, April 12, 2016; Hallettsville, TX, May 5, 2016.

Physician Practice Integration, Clinic Revenue Cycle Improvement, Rural Health Clinic 101 and Compliance Hot Topics, presented as part of a corporate healthcare financial leadership conference, Dallas Metro Area, TX, April 6, 2016.

Follow the Money! A Look at the RHC Revenue Cycle, *Alabama Rural Health Association, 2016 Rural Health Conference*, Prattville, AL, March 19, 2016.

Follow the Money! A Look at the RHC Revenue Cycle, *National Association of Rural Health Clinics, 2016 Spring Institute*, San Antonio, TX, March 15, 2016.

Custom Presentations and Speaking Engagements (Continued)

Rethinking Primary Care Revenue Models, 68th Annual Assembly Louisiana Academy of Family Physicians, New Orleans, LA, August 7, 2015.

ICD-10 for Primary Care, 68th Annual Assembly Louisiana Academy of Family Physicians, New Orleans, LA, August 7, 2015.

QAPI in Louisiana RHCs, RHC Workshop, DHH Bureau of Primary Care and Rural Health, Shreveport, LA, June 4, 2015.

ICD-10 for Rural Health: A review of the ICD-10 Code Sets and Implementation Tips, Quarterly Technical Advisory Nationwide Conference Call, sponsored by HHS, Office of Rural Health Policy, 200+ participants, Washington, DC, May 5, 2015. Published via <http://narhc.org/wp-content/uploads/2015/04/ICD-10-for-Rural-Health.pdf> and via <http://www.hrsa.gov/ruralhealth/resources/conferencecall/index.html>

Folks, we're not in Kansas anymore! Thinking outside the Basement, Louisiana Health Information Management Association 2015 Mini-Conference, Monroe, LA, April 24, 2015.

Understanding ICD-10-CM Coding Fundamentals, National Association of Rural Health Clinics (NARHC), 2015 Spring Institute, San Antonio, TX, March 31, 2015.

ICD-10-CM and PCS Customized Internal Training, Community Health Choice (MCO), Houston, TX, March 5, 2015.

RHC Clinic Overview with Billing and Clinical Documentation Guidance, a customized educational event for the medical staff and clinical staff of a rural 50-bed hospital located in NE Louisiana, January, 2015.

Survival Tips for a Changing Industry, ICD-9 and ICD-10: Who, What, When, Why and How, presented at the Mississippi Academy of Family Physicians Spring Conference, Ridgeland, MS; April 11-13, 2014.

ICD-10: An Introduction and Overview (Preparing Your Practice by 10/1/2014), Provider Educational Event sponsored by Community Health Choice and Texas Children's Health Plan (Medicaid HMOs), Houston, TX, April 3, 2014.

Evaluation & Management Coding, National Association of Rural Health Clinics (NARHC), 2014 Spring Institute, San Antonio, TX, March 18, 2014.

ICD-10 Hands-On Coding, National Association of Rural Health Clinics (NARHC), 2014 Spring Institute, San Antonio, TX, March 18, 2014.

ICD-10 Conversion Workshop, Illinois Rural Health Association, Springfield, IL, March 11, 2014.

Stage 2 Meaningful Use, National Association of Rural Health Clinics (NARHC), 2013 Fall Institute, Indianapolis, IN, October 24, 2013.

ICD-10 Documentation Requirements for Family Medicine, National Association of Rural Health Clinics (NARHC) 2013 Fall Institute, Indianapolis, IN, October 24, 2013.

Custom Presentations and Speaking Engagements (Continued)

An Introduction to ICD-10 and Its Documentation Requirements, *Texas Association of Rural Health Clinics, 2013 Annual Education Conference*, Austin, TX, August 1, 2013.

The Impact of ICD-10 on the Revenue Cycle, *Louisiana Health Information Management Association (LHIMA), 2013 ICD-10 Summit*, St. Francis Medical Center (FMOL), Monroe, LA, June 18, 2013.

How to Maximize Revenue by Preventing Common Coding and Billing Errors, *DHH Bureau of Primary Care and Rural Health Practice Management Workshop*, Baton Rouge, LA, June 17, 2013.

Getting Our Feet Wet with ICD-10-PCS, *NE LA District Chapter of Louisiana Health Information Management Association*, LifeCare Specialty Hospital of North Louisiana, Ruston, LA, May 2, 2013.

ICD-10: An Overview of the Code Sets with Emphasis on Documentation Requirements and Practice Readiness, *National Association of Rural Health Clinics (NARHC), 2013 Spring Institute*, San Antonio, TX, March 14, 2013.

Medical Staff Credentialing, Hot Topics & Emerging Issues Panel, *National Association of Rural Health Clinics (NARHC), 2013 Spring Institute*, San Antonio, TX; March 14, 2013.

Meaningful Use, EHRs and Other Quality-Driven Measures, *University of Mississippi Medical Center, 2013 Family Medicine Update*, Jackson, MS; March 7, 2013.

ICD-10: An Overview of the Code Sets with Emphasis on Documentation Requirements and Practice Readiness, *University of Mississippi Medical Center, 2013 Family Medicine Update*, Jackson, MS; March 7, 2013.

EHR, Meaningful Use and ICD-10: Opportunities or Obstacles, *Mississippi Academy of Family Physicians Fall Conference*, Gulfport, MS; October 28, 2012.

Update on ICD-10, EHR, and Meaningful Use, *Texas Association of Healthcare Financial Administration (TAHFA), 2012 Annual Conference*, San Antonio, TX; September 24, 2012.

Preventing Common Coding and Billing Errors in Clinics and Physician Offices, *Louisiana Health Information Management Association (LHIMA), 2012 Annual Convention*, Lafayette, LA; April 18, 2012.

Preparing your Practice (RHC) for ICD, *National Association of Rural Health Clinics (NARHC), 2012 Spring Institute*, San Antonio, TX; March 20, 2012.

What Administrators and Managers Need to Know about ICD-10 and EMR Implementation, presented as part of the *2012 Seminar Series (Multiple Events)*, *Texas Association of Healthcare Financial Administration (TAHFA)*, Lubbock, TX; February 24, 2012; and Dallas, TX, May 18, 2012.

Modifiers and Hospital Billing, presented to contracted hospitals and clients, various sites beginning February, 2012.

Coding: Looking Beyond Reimbursement, *NE LA District Chapter of Louisiana Health Information Management Association (LHIMA)*, Louisiana Tech University, Ruston, LA; December, 2011.

Rural Health Clinic Billing and Basics, presented to contracted hospital and RHC clients, various sites beginning November, 2011.

Preparing your Practice for ICD-10 by 2013, Academy of Family Physicians Fall Conference, Natchez, MS; October 30, 2011

Looking Ahead: An Introduction and Overview of ICD-10-CM/PCS, National Medical Coding Boot Camp, in affiliation with Association of Rural Health Professional Coders, sponsored by DHH and the Louisiana Public Health Institute, New Orleans, LA; August 30- September 1, 2011.

Tweaking your Office: A Review of Coding, Billing and Compliance Basics, Medical Staff and Physician Network Office Managers' Quarterly Meeting, Minden Medical Center, Minden, LA; August, 2009.

What You Need to Know about the Red Flag Rule, NE Louisiana Chapter of Louisiana Health Information Management Association, Louisiana Tech University, Ruston, LA; July, 2009: also presented to specific contracted hospitals and clinics from July, 2009 through December, 2009.

Publications and Webinars

Credentialing, Contracting and Provider Enrollment, Texas Organization of Rural & Community Hospitals (TORCH), Education and Listening Session, Live Member Webinar, June 16, 2016

Navigating Provider Integration, Compensation and HR Issues in Rural Health Care, Texas Organization of Rural & Community Hospitals (TORCH), Education and Listening Session, Live Member Webinar, June 20, 2016

Making New Year's Resolutions for Your RHC, NARHC-News, Winter Newsletter, 2016, via <http://archive.constantcontact.com/fs163/1112944541597/archive/1123464340586.html>

Learning from our Coding Mistakes: Understanding NOS and NEC Codes, NARHC-news, Summer Newsletter, 2015, via <http://files.ctctcdn.com/d9ff9a02301/1637fcbd-8e12-4eb5-8d9e-efodfffb6ca2.pdf>

ICD-10 for Rural Health: A review of the ICD-10 Code Sets and Implementation Tips, Quarterly Technical Advisory Nationwide Conference Call, sponsored by HHS, Office of Rural Health Policy, 200+ participants, Washington, DC, May 5, 2015. Published via <http://narhc.org/wp-content/uploads/2015/04/ICD-10-for-Rural-Health.pdf> and via <http://www.hrsa.gov/ruralhealth/resources/conferencecall/index.html>

Is Your RHC on Auto Pilot? , Spring Newsletter, 2015, via <http://campaign.r2o.constantcontact.com/render?ca=f8ad5dod-3fef-4306-83b8-86e7d1a2eeb3&c=44eoagao-7c57-11e3-a1db-d4ae529cde13&ch=4721c000-7c57-11e3-a2fe-d4ae529cde13>

Building a Successful RHC Team, Fall Newsletter, 2014, via <http://archive.constantcontact.com/fs163/1112944541597/archive/1118419786643.html>

ICD-10 SuperBill-Unspecified Codes, Spring Newsletter, 2014, via <http://origin.library.constantcontact.com/download/get/file/1112944541597-73/Superbill+for+ICD-10.pdf>

ICD-9 Is Dying Next Year, NARHC-News, Fall Newsletter, 2013, via <http://narhc.org/wp-content/uploads/2013/10/NARHC-News-Fall-2013.pdf>

ICD-10 Means More Codes: So, What Does that Mean?, *The Mississippi Family Physician*, Volume 50, No. 1, Winter, 2013.

ICD-10: More Codes = More Documentation, *NARHC- News, Winter Newsletter, 2013*, via http://www.narhc.org/uploads/pdf/narhc_news_winter_2013revised2.pdf Publications and Webinars (continued)

Redesigning Your Clinic's Workflow Through EHR Implementation, *NARHC-News, Fall Newsletter, 2012*, via http://www.narhc.org/uploads/pdf/narhc-news_fall_2012.pdf

Navigating Change: Moving Forward in the Chaos, *NARCH-News, Summer Newsletter, 2012* via http://www.narhc.org/uploads/pdf/narhc-news_summer_2012_newsletter.pdf

ICD-10: So, What's the BIG Deal, *NARHC-News, Winter Newsletter, 2012*, via http://www.narhc.org/uploads/pdf/narhc-news_winter_2012.pdf

Preparing Your Practice for ICD-10 (Webinar), presented on behalf of Association of Rural Health Professional Coders published via <http://www.arhpc.com/webinars/>, June, 2012.

Looking Ahead to ICD-10 (Webinar), presented on behalf of Association of Rural Health Professional Coders published via <http://www.arhpc.com/webinars/>, June, 2012.