

# **Lisa Quinet RN, BSN**

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## **Career Objective**

To use the experience, knowledge and skills gained during my 25+ year nursing career to move in new and exciting ways in the current and future direction of the health care industry.

## **Work Experience**

**02/2019 to Present**      **TOPS Surgical Specialty Hospital**  
**Patient Stay Unit RN Case Manager**

Duties: Maximizing satisfaction and promoting cost effectiveness for all departmental functions in support of the hospital mission, vision and facility goals. Assess, plan, implement, monitor, and evaluate actions required to meet patient needs. Establishes effective working relationships with all constituencies including patients, physicians, physician office staff, employees, and vendors. Work with Senior Leadership in meeting facility goals. Enhance the quality of patient management during their stay and at discharge. Concurrent review. Review admit status for appropriate level of care according to Medicare guidelines and Interqual criteria. Provide clinical update and obtain continued stay authorization from payor source. Facilitate transfer to lower level of care such as inpatient rehab or skilled nursing facility. Arrange DME, home health. Employee skills fair nurse educator. Utilization review data recorder and FPPE, OPPE assist for Quality department. Member of Infection Prevention and Control Council, Disease Specific Committee and Preparedness Committee.

**01/2013 to 01/2019**      **Access Health Providers – Houston, Texas**  
**Managed Care RN Case Manager**

Duties: Management of Medicare Advantage plan patient population. Inpatient continued stay review using Interqual criteria set. Elective outpatient, observation or inpatient review using CMS or Interqual criteria set referring to medical director for secondary review for medical necessity when criteria not met. Retrospective review. Discuss treatment plan with physician. Educate physicians, hospital case managers and patients on services provided by outside hospital care facilities and their appropriate use such as LTAC, SNF, home health, DME etc. Member needs assessment to develop comprehensive medical management plan. Initiate discharge plan and coordinate members post hospital needs. Coordinate transition of care to primary care physician. Utilization review requests for appropriate ICD-10 and CPT coding for organizational determination. Collaborate with medical director when appropriate. Communicate review findings, use of alternative care settings, determination of appropriate level of care, delay of provision of services etc. Issue denials from medical director notifying all affected parties verbally and in writing. Identify members appropriate for case management with targeted chronic conditions. Identifying compliance gaps. Identify and report potential subrogation, workman's compensation and potential loss cases to appropriate department.

**11/2012 to 12/2012**      **Alegis Revenue Group – The Woodlands, Texas**  
**Temp Position as Legal Nurse Consultant**

Duties: Recovery audit contractor reviews of hospital medical records of inpatient stays denied and for recoupment by Medicaid to determine if admissions were medically necessary according to HHSC admission guidelines.

**05/2012 to 09/2012**      **Envoy Medical Implant Center – The Woodlands, Texas**  
**Pre-op and PACU nurse, circulator in training**

Duties: Obtain pre-operative medical history, pre-op testing and clearance. Give preoperative instructions. Assess vitals. Complete head to toe assessment. Obtain surgical consent. Carry out orders from surgeon and anesthesiologist. Obtain IV access. Post-op recovery. Maintain sterile technique. Provide discharge instructions. Triage post-op patient phone calls. Maintain pharmacy and supply inventories.

**03/1999 to 05/2012      Woodlands North Houston Heart Center – Houston, Texas  
Office Nurse for Dr. Gary Coleman and Dr. Brenda Peabody**

Duties: Hospital rounds. Review hospital chart and EMR. Document history and cardiology focused physical exam, subjective symptoms, vital signs, labs, diagnostic testing, diagnosis and treatment in progress notes. Triage in order of acuity. Determine appropriate admission diagnosis. Upgrade admission status. Discharge planning and instruction. Documentation of core measures. ICD and CPT coding. Communicate discharge needs along with physician and case managers. Establish rapport with referring physicians, patients and families. Provide information on cardiology services expectations for diagnosis, testing results and treatment.

Office duties: EMR documentation of history and cardiology focused physical exam. Determine cardiac disability level. Complete worker's compensation, employer and SSI paperwork. Provide updates and cardiac testing results. Manage appointment template. Telephone triage during office hours and on weekend call rotation. Patient education. Discuss diagnostic test results. Pre-surgical cardiac clearance. Adjust Coumadin dose based on PT results. Perform EKG's, holtor and event monitors, treadmill stress tests, pulse oximetry, pacemaker interrogation. ICD and CPT coding. Precertification. Provide clinicals to insurance companies for office testing, hospital procedures, and preauthorization of prescription medications. Train medical assistants, nurses and physicians new to the practice. Assist with hospice admission when appropriate. Liaison between pharmaceutical representatives and physicians regarding timing and products needed or of specific interest to physician. Assist with marketing of physician to new or potential referring physicians regarding appropriate patients for cardiology referral and services. Vein Center marketing within the cardiology practice in regard to services provided, criteria for insurance approval and cost for self-pay.

**1998 to 1999      Houston Cardiovascular Associates- Houston, Texas  
Office Nurse for Dr. George Nasser**

Duties: Phone triage. Appointment scheduling. Rooming patients. Document vital signs, medications, chief complaint. Order medical supplies. Patient education. Prepare paper charts for clinic, scheduled outpatient cardiac testing in the office and hospital. Perform office cardiac testing. Provided clinicals to insurance companies for office testing, hospital procedures, and preauthorization of prescription medications. ICD and CPT coding. Arrange cardiac rehab, home health and physical therapy. Refill prescriptions. Appeal non-formulary prescriptions. Coordinate physician daily and on-call schedule. List hospital charges with physician. Establish rapport with both referring physicians, patients and families, provided information on cardiology services diagnosis expectations, testing results and treatment.

**1997 to 1998      Northwest Diagnostic Clinic - Houston, Texas  
Office nurse for Woodlands location**

Duties: Room patients. Document vital signs, medications, chief complaint. Patient education. Administer oral and injectable medications. Perform EKG's, PFT's, phlebotomy, throat and urine tests, eye and ear washes. ICD-9 and CPT coding. Phone triage. Prescription refills. Order supplies. Appointment scheduling. Train staff on new equipment.

**1996 to 1997      Macgregor Medical Association - Houston, Texas  
Nursing Supervisor – Memorial and Katy Clinics**

Duties: Train, supervise and evaluate clinical staff. Public education. Triage. Coordinate physician and staff coverage. Maintain OSHA, JCAHO and NCQA compliance regarding safety and infection control. AHA and CPR instructor certifying physicians and clinical staff. Orient new employees and physicians to the nursing department.

**1994 to 1996      St. Joseph Hospital - Houston, Texas  
Clinical Nurse II and rotating charge nurse for medical/surgical,**

### **telemetry floor and cardiopulmonary ICU**

Duties: Schedule patient assignments. Precept GN's in the IMU Internship. Unit code team member. Patient care as assigned.

## **Education**

- 05/1994**      **University of Texas Medical Branch - Galveston, Texas**  
Bachelor of Science in Nursing
- 08/1992**      **North Harris County College – Houston, Texas**  
Associate of Arts
- 06/1989**      **Eisenhower High School – Houston, Texas**  
High School Diploma

## **Certifications**

- 09/2015**      **Commission for Case Management**  
CCM – Certified Case Manager

## **References**

Carolyn England RN, BSN  
Director of Nursing  
Envoy Medical Implant Center  
(281) 882-3601

Debbie Arenstein RN, MSN  
Cardiology Nurse Practitioner  
Woodlands North Houston Heart Center  
(832) 526-4641

Nicole Mikelonis RN, BSN, CCM  
Staff Nurse Cardiac Rehab  
St. Luke's hospital The Woodlands  
(936) 697-1338