

+ Work History

Project Assistant, Integrated Revenue Cycle

Medical University of South Carolina

Served as the project assistant providing leadership and support for the Patient Accounting Directors as well as the Chief Revenue Officer. Duties included:

Executive Management support for Directors and their operational areas;

Operational Coordination, facilitating internal and external communications with employees, Physicians and/or department representation, MUSCP corporate staff, vendors and patients;

IT Support;

Revenue Cycle program support for educational programing related to coding, billing and payer liaison activities.

Manager, Quality Institute

Ohio Hospital Association

The overall mission of the Ohio Hospital Association (OHA) is to help hospitals in the State of Ohio work together for the common good. Duties provided were as follows:

Assisted the Vice President, Quality Institute in managing the overall work of the department, tracking deliverables, due dates and status of projects.

Coordinated quarterly meeting arrangements (food, room, handouts, PowerPoints, etc.) for the OHA Research and Educational Foundation (REF) governing board while acting as a liaison and resource to REF Board members (15 board members and varying staff members that were involved).

Assisted the Director of Quality Improvement with the Ohio Patient Safety Institute (OPSI) governing board (20 members) and related committees staffed by other members of the department.

Assisted the Director of Quality Improvement with the Continuous Service Readiness (CSR) Program, its web page, contact database and bi-annual education meetings with attendance of about 300 people over a two-day period.

Invoiced and maintained the billing system and reconciled/managed accounts receivables (went from \$495,000 three years ago to less than \$20,000 this year).

Managed and tracked deliverables of external vendors and contractors. The deliverables included CORE/-CARE, Continuous Service Readiness (CSR) through the Joint Commission, and five different collaborative areas within the state, hand hygiene programs and Patient Safety Organization (PSO).

Oversaw maintenance of contact database (Personify) for quality collaborative members, committee chairs and allied hospital association staff.

Also played a role in the creation of an Apple iPad Hand Hygiene program (licensed by Apple and patented by OHA) to be used tracking hand hygiene procedures throughout Ohio hospitals. This iPad application allows approximately 30 student nurses throughout Ohio to go into specified hospitals and "secretly" check if hand hygiene processes are followed. Daily hand hygiene techniques are checked, recorded, and feedback is immediately available to the hospital management staff. In the year that this program has been in place, hand hygiene rates have shown marked improvement based upon the facts provided by the Apple iPad program developed

Sr. Executive Assistant to CEO & President

Experience Columbus

Functions included prioritizing the workload of the CEO; reviewing, highlighting, and distributing mail in both electronic and paper environments; developing and distributing communications to Executive's Team and senior leadership; proactively following up with Executive on correspondence and action items; coordinating and scheduling meetings and department events, including travel, accommodations, site selection, and agenda; attending team meetings to document action items; preparing agendas and topics for team meetings; composing correspondence on a day-to-day basis; preparing and submitting expense reports on behalf of Executive; and developing PowerPoint presentations for Executive.

Manager of Fund Raising

Jack Nicklaus Museum (In conjunction with The Suddes Group)

Managed \$5MM fund raising initiative for the Jack Nicklaus Museum, coordinating with the Board of Directors including: Gerald Ford, Bob Hope, Sean Connery, Pandel Savic and 10 professional golfers. The museum was created, and resides, at Ohio State University.

+ Qualifications

A Practical, Realistic Independent Manager with highly developed organizational skills offering strengths in areas of:

- + Customer Service
- + Administrative Functions
- + Quality
- + Planning & Managing Events
- + Mentoring & Encouraging
- + Document Management
- + Staffing/Training
- + Communication & Writing

Microsoft Office 2007 Certification of Completion (Word, Excel, Outlook, Microsoft Publisher, Windows Vista, PowerPoint) from Babbage Simmel in 2008.

Helped create an iPad application to record hand hygiene processes throughout Ohio hospitals.

+ Achievements




Completed Bachelor's Degree in 10 Quarters at Miami University with a 3.6 GPA in Business Education

Coached girls' basketball for 2 years at the high school level while teaching (Upper Arlington High School)

President of the collegiate and alumnae chapters of Delta Gamma Sorority.

Member/Volunteer with The Childhood League Center for autistic children for over 6 years.

+ Contact

-  902 Longkeep Ln. #206.
Daniel Island, SC 29492
-  me@chandadicke.com
-  614-581-2051

For more work experience, please visit:

www.chandadicke.com