**CINDY CALHOUN, RN, BSN, MBA**

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**Executive Summary**: In depth knowledge and experience in the implementation of the accreditation process for healthcare companies seeking accreditation. My nursing training along with owning my own healthcare air ambulance company has given me a unique perspective and working knowledge of integrating business and the delivery of healthcare to the public.

**PROFESSIONAL EXPERIENCE**

**Calhoun Consulting 2016- present**

* President/CEO, a national consulting firm with multiple specialties
* Consulting on Accreditation: JCAHO, NCQA, URAC
* Specialty in HEDIS, STARS programs
* Specialty in Healthcare Risk Management
* Specialty in Healthcare Compliance, and Quality Programs
* Work with Provider offices, Healthcare plans, Private entities (DME, O&P), etc.

**Calhoun & Davenport 2011-2015**

**Consult on Healthcare**

* Owner/Partner of Calhoun & Davenport, a national consulting firm assisting healthcare organizations to achieve accreditation.
* Primary focus is URAC, AAAHC, Joint Commission and NCQA accreditation preparation.
* This requires in depth knowledge of policies and procedures as well as keen business acumen to integrate organizational systems.
* Focus on responding to standards, and elements involved with accreditation.
* Audit preparation, mock surveys, staff training.

**Gorman Health Group 2010 to 2011**

**Senior Consultant**

* A managed care, senior consulting position with the primary focus on the CMS Stars Program. Contracted with multiple Plans nationwide. Performed internal review of all healthcare programs for purposes of recommendations for improvement in the delivery of healthcare for overall improvement in the health of the members.
* In depth analysis with written reports presented to key stakeholders of Plans.
* Stars reimbursement was based on the quality in the healthcare delivery. The Plans are rated on a scale from 1 to 5 Stars. The basis of the re-imbursement is on HEDIS measures, (HOS) Health Outcomes Survey, and (CAHPS) Consumer Assessment of Healthcare Providers.
* Managed and implemented sales and product promotions such as Provider Report Cards, Pay for Performance Program, Compliance tools (software), HEDIS, HOS, CAHPS, and coding.
* CMS Fraud and abuse auditor- CARF.

**Medica Healthcare Plans (HMO) 2010 to 2011**

**Director of Stars Program**

* Developed and implemented the Medicare sponsored Stars Program as a product for a top rated Medicare Advantage Plan. Reported to the CEO and built the program from the ground up. Position included hiring staff, writing Policies/Procedures and software along with enrolling providers.
* Developed and implemented the first “Pay for Performance Physician Bonus Program.” That included site surveys for QI.
* Coordinated with all departments including Finance to implement program and to assure in-house compliance to the STAR measures.
* STAR measures are CMS/NCQA defined and consist of HEDIS, CAHPS, HOS, and CMS defined measures.
* Developed and analyzed statistical programs for compliance to each of the 36 measures, in all 5 of the Domains: Staying Healthy (screenings), Managing Chronic conditions (Disease mgmt.), Getting needed care (access), Grievance &Appeals, and Telephone customer Service.
* Position required a high level of integration of new innovative ideas, including a comprehensive education outreach to the provider offices.
* Recruited directly by Gorman Health Group as lead senior consultant on the STARS program nationwide.

**University Medical Clinics, Inc.2009, 2010**

**MSO/IPA Primary Care**

**Director of Risk Management/Director of Quality Improvement/Accreditation/Chief Nurse Executive/Compliance**

Contracted with multiple Plans; multiple provider offices.

* Responsibilities include Joint Commission Accreditation of all clinics under my direction- successfully achieved.
* Responsible for the Risk Management, Quality, Disease Management, Utilization, and Compliance Programs.
* Responsible for all HEDIS measures for compliance.
* Responsible for all clinical aspects of 6 clinics locally, as well as business contracting in the community.

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**Americas Health Choice Medical Plans, Inc. (HMO) 2003-2008**

**Vero Beach, Florida**

**Director Quality Improvement/Accreditation/Director of Risk Management/Chief Nurse Executive**

* Responsible for the Risk Management Program (level 3), the Quality Improvement Program/Accreditation.
* Chief Nurse Executive: responsibilities include oversight of UM, Referrals, Case and Disease Management, Wellness Programs 16,000 lives.
* Responsible for in- house HEDIS, all phases.
* AAAHC accreditation under my leadership 33 clinics with successful outcomes (X3).

**South Broward Hospital District (SBHD) 2001-2003**

**Memorial Regional Level 1 Trauma Center.**

**Hollywood, Florida**

**Director of Staffing** Dec.2001- July 2003

* Managed staffing for Memorial Regional Trauma Center – staffed all units daily –680 beds.
* Developed and implemented a hospital based staffing agency.
* Both the staffing department and the newly developed hospital-staffing program successfully met Joint Commission Accreditation.

**Founder/Director Memorial DME.**

**Residency in Administration under Frank Sacco, CEO So Broward Hospital District.**

**Midtown Manor, Marol Village, Midtown Healthcare 1997-2001**

**Hollywood, Florida**

**Administrator**

* 300bed retirement/rehabilitation facility, 165 ALF beds, Home Health agency
* Oversaw all operations, worked directly with husband and wife owners.
* Responded to all Federal, State, Accrediting bodies.
* Enforced compliance to all standards, regulations.
* Hired staff, supported local medicare home health agencies.

**Air Medical Services 1990-1997**

**President/Owner/CEO**

* World –Wide Air Ambulance Company. Office located at Ft. Lauderdale International Airport. Transportation included two Lear jets and one twin engine Cessna for both acute and chronic Medi-vac. Licensed by the State in Florida.

**EDUCATION**

* **MBA, Specialty in Health Services Administration Nova Southeastern University 2009.**
* **RN, BSN St. Anselm’s College, Manchester, New Hampshire, 1978**
* **Registered Nurse Legal Nurse Consultant; , Florida**
* **Licensed Healthcare Risk Manager; Florida**
* **Certified in Q.I., Case Management, Utilization, and Workers Comp. Risk Mgmt. Institute of Ft. Lauderdale, Florida.**

**MEMBERSHIP**

* **Florida Society for Healthcare Risk Management & Patient Safety 2015-2016**