

## Speaker / Bio:

### Mary Jane McKendry

- State of Kentucky, Medicaid (pediatric program) – strategic development and implementation planning for integration of utilization review, case management, and quality management programs
- Utilization review/management and case management integration for both provider and payer organizations
- Utilization management process redesign for provider organizations
- Utilization review program design/redesign for carve-out payer organizations

Health Care Executive with proven expertise in both the corporate and clinical arenas. Areas of experience include: cross-functional team building, cost containment strategies (utilization review and management, case management, quality management, and outcomes management), and new product development. Excels in supervising, motivating, communicating, negotiating, researching, writing, public speaking, and teaching/training. Possesses a strong positive attitude with a healthy enthusiasm for personal growth. Is a team player, dependable, conscientious, and creative.

Sixteen years of progressive clinical experience from charge nurse to supervisor Primary focus – Obstetrics. Other experiences include in-services education, pre-natal class educator, intensive care, orthopedics, and acute rehabilitation.

- MBA (Leadership Focus) – Magna Cum Laude, Franklin Pierce College, Rindge, NH
- BS, Business Studies (Management Certificate) – Summa Cum Laude, Franklin Pierce College, Rindge, NH
- Diploma Registered Nurse – Summa Cum Laude, Salem Hospital School of Nursing, Salem, MA

## Topics:

- Balancing Case Management Activities: Integrating Utilization Review Into the Case Management Role
- Case Management's Latest Challenge: Integration with Disease Management
- Developing Customized Performance Evaluation Tools
- Care Management: The Integration of Interrelated Processes
- Health Care Ethics – The Impact on Case Management
- Ethical Challenges of Managing Health Care
- The Importance of Education for Your Healthcare Organization
- Case Management: Legal and Ethical Considerations
- Negotiation and Communication Skills for Utilization and Case Managers
- What's Going On In Healthcare Today?

- Utilization Review and Case Management – An Education Program
- What is Utilization Review?
- Accreditation, Certification, Licensure and So On – Keeping Quality Afloat
- What's Going On? The Quality-Outcome Interface

