



## **Anwen Ann Boulton, RN, CCM**

### **Professional Experience**

**November 2007 to Present**

**Nurse Case Manager**

**SCM Associates, Inc., Bellflower, CA**

Identifies, assesses, plans, coordinates, implements, monitors, and evaluates options and services for individuals requiring case management services. Provides for quality, cost-effective outcomes for the client through collaboration and communication with the client, the family, the physician, and other members of the health care team.

**November 2002 to November 2007**

**CalOptima Public Health Care Agency, Orange, CA**

**May 2004 to December 2007, Care Coordination Department Manager**

All aspects of planning, developing, implementing, organizing, directing, and overseeing catastrophic case management, high-risk obstetrics, breast and cervical cancer treatment program, transplant services/case management, AIDS/HIV program, Medicare Advantage—OneCare Program. Utilization management—prospective, concurrent, and retrospective. CalOptima provides services directly to Medi-Cal (Medicaid) and Medi/Medi OneCare members in Orange County, as well as overseeing and monitoring delegated related health network activities. Program development, implementation, and evaluation of outcomes. Established and maintained collaborative working relationships with other agencies, programs, and community partners., e.g., County of Orange Health Care Agency, California Children's Services (CCS), Public Health Nurses, Regional Center of Orange County (RCOC), Maternal Outreach Management Systems MOMS), In Home Operation (IHO), and Susan G. Komen Foundation. Developed policies, procedures, and standards for the care coordination department. Developed and oversaw the maintenance of records and reporting mechanisms. Knowledge of Medi-Cal, Title 22, and Medicare.

**November 2002 to April 2004, Care Coordination Department Supervisor**

Planned, organized, and managed utilization management, case management, and care coordination services under the direction of the department manager. Exercised supervision over licensed and support personnel. Assisted in the coordination of programs within the department. Assisted manager in the selection, training, performance appraisal, performance goal setting, and resource allocation for the Care Coordination staff. Provided mentoring for case managers and support staff. Performed routine auditing of Care Coordination processes. Assisted in the development of policies, procedures, and standards for all department activities. Achievements: produced orientation manual for new hires to the department; developed new letters to be incorporated into

the new medical management system, monthly auditing tool, and opening and closing criteria for case management files; produced a cost savings packet and documentation templates. Member of core implementation team and company trainer for the McKesson, CareEnhance Clinical Management Software.

**May 2002 to December 2003**

**Gentiva Health Services, Santa Ana, CA**

**Home Health Nurse Case Manager**

Coordination of care of home health patients. Performed initial comprehensive evaluation of the patient in the home. Produced a plan of treatment for the patient and provided patient education. Coordinated treatment with MD offices. Scheduled appropriate follow-up visits. Supervised LVNs and home health aides. Performed supervisory visit of LVNs and home health aides in the patient's home. Coordinated care with physical therapists, occupational therapists, and speech therapists. Made home visits to post-partum mothers to monitor the progress of the new mother and baby and offered teaching and education of the new mother and family. Analyzed and solved problems as they arose.

**May 2001 to May 2002**

**EOS Managed Care, Irvine, CA**

**Nurse Case Manager**

Member of the Quality Assurance Committee and case management file auditor. Reviewed treatment plans for medical appropriateness. Consulted with medical providers and claims examiners regarding utilization of treatment, modalities, medications, and services. Applied treatment protocols to Workers' Compensation system. Facilitated return to work of injured workers. Worked in a computer-based environment, entering case notes and outcomes and reviewing protocols online. Prioritized and coordinated multiple responsibilities.

**December 1999 to May 2001**

**CorVel Corporation, Orange, CA**

**Nurse Case Manager**

Reviewed treatment plans for medical appropriateness. Consulted with medical providers and claims examiners regarding utilization of treatment, modalities, medications, and services. Applied treatment protocols to Workers' Compensation system. Facilitated return to work of injured workers. Worked in a computer-based environment, entering case notes and outcomes and reviewing protocols online. Prioritized and coordinated multiple responsibilities.

**August 1997 to December 1999**

**Foundation Health Systems Reviewco, Irvine, CA**

**Team Lead/Senior Case Manager**

On site with client, Disney Worldwide Services, Inc. Reviewed treatment plans for medical appropriateness. Consulted with medical providers and claims examiners regarding utilization of treatment, modalities, medications, and service provided. Applied treatment protocols to Workers' Compensation system. Facilitated return to work. Analyzed and solved problems as they arose. Worked in a computer-based environment. Prioritized and coordinated multiple responsibilities. Member of Disney Risk Management Team.

**1994 to 1997**

**Garden Grove Hospital, Garden Grove, CA**

**Charge Nurse/Specialty Registered Nurse, Emergency Room**

**1993 to 1994**

**North Staffordshire Hospital, England, United Kingdom**

**Registered Nurse, Pediatric Unit**

**1992 to 1993**

**North Staffordshire Health Authority, Community Sector, England, United Kingdom**

**Registered Nurse, Community Nursing (Home Health)**

**1991 to 1992**

**North Staffordshire College of Nursing and Midwifery, Keele University, England, United Kingdom**

**United Kingdom**

**Full-Time Student**

Level 1 Nursing Degree. Program included Leadership and Management Studies, Nursing Ethics and the Law, Research Studies, Care in the Community (including a neighborhood study), Midwifery Studies, Statistics, and Multiculturalism in Health Care. Wrote article that was published in a nursing journal.

**1986 to 1991**

**North Staffordshire Hospital, England, United Kingdom**

**1989 to 1991, Registered Nurse, Emergency Room**

**1988 to 1989, Registered Nurse, Rheumatology and General Medical Unit**

**1986 to 1988, Registered Nurse, Acute Rehabilitation Unit**

**Previous experience 1977 to 1988 available upon request.**

**Education**

Registered Nurse (Level 2 degree)

Bronglais School of Nursing, Aberystwyth, Wales, United Kingdom

Registered Nurse (Level 1 degree)

North Staffordshire College of Nursing and Midwifery, Keele University, England, United Kingdom

RN License, California and United Kingdom

Certified Case Manager (CCM)

The Commission for Case Manager Certification

Psychology Certificate

Newcastle-Under-Lyme College, England, United Kingdom

Introduction to Research for Health Care Professionals Course, with production of a Research Proposal

North Staffordshire College of Nursing and Midwifery, Keele University, England, United Kingdom

**Publications**

“An Application of Learning Theory,” *Nursing Standard* (British Nursing Journal), September 11, 1991.