

REBECCA W. SPARKS RN, MA, LNC, CPPS
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CAREER OBJECTIVES

To utilize nursing, medical-legal, consulting, mediation, and organizational management expertise within employment opportunities.

PROFESSIONAL EXPERIENCE

HEALTH SERVICES ADVISORY GROUP – March 2019 – June 2019 [Laid off due to Federal contract budget cuts.]

Quality Advisor [Remote], Glendale, CA

Hospital Improvement and Innovation Network [HIIN]-Consultation, assessment and development of quality and patient safety improvement measures, as directed per the Centers for Medicare and Medicaid [CMS] contract with Health Services Advisory Group [HSAG] and previously the Hospital Quality Institute [HQI]/California Hospital Association [CHA]. Direct interface with hospitals and health systems leadership including but not limited to the executive suite, quality team, infection preventionists, pharmacy, patient experience/disparities champions, analytics etc. Partnered with subject matter experts in falls, hospital acquired infections, analytics, sepsis, pressure injuries, and served as a lead for critical access/rural facilities and readmissions/transitions of care in addition to patient family engagement and disparities in care. Facilitated conflict management/psychological safety and Positive Positioning trainings among immediate and extended teams.

HOSPITAL QUALITY INSTITUTE/CALIFORNIA HOSPITAL ASSOCIATION – June 2017 – March 2019 [CHA discontinued Federal contracts and restructured HQI-transitioned to the primary contractor-Health Services Advisory Group [HSAG].

Clinical Improvement Advisor [Remote], Sacramento, CA

Hospital Improvement and Innovation Network [HIIN]-Consultation, assessment and development of quality and patient safety improvement measures, as directed per the Centers for Medicare and Medicaid [CMS] contract with Health Services Advisory Group [HSAG] and the Hospital Quality Institute [HQI]. Direct interface with hospitals and health systems leadership including but not limited to the executive suite, quality team, infection preventionists, pharmacy, patient experience/disparities champions, analytics etc. Partnered with subject matter experts in falls, hospital acquired infections, analytics, sepsis, pressure injuries, and served as a lead for critical access/rural facilities and readmissions in addition to patient family engagement and disparities in care. Work continued as a Quality Advisor with HSAG upon CHA/HQI no longer participating in Federal contracts for performance improvement. Facilitated conflict management/psychological safety in the workplace trainings among immediate and extended teams.

SEDGWICK – October 2009 – June 2017

Professional Liability-Healthcare Risk Manager and Nurse Coder [Remote], Oakland, CA

HCRM-Consultation, assessment and development of risk control for a wide variety of healthcare entities. Authored publications for client newsletters and created risk management manual and products for client use. Analysis of both internal and external client products for senior management presentation. Development of new business and product lines for HCRM team. Coding-Review and analysis of medical malpractice professional liability cases for the largest health care system in CA. Created the foundation database for the system coding over 6000 claims, suits and precautionary incidents. Collaborative clinical coding, reporting and data presentations with methodology and taxonomy education and direction from CRICO/RMF Strategies [Harvard]. The only position of its kind within Sedgwick. Provided Risk Management departments with the most current claims trends, reports, etc. Ongoing claims data quality auditing, MMSEA coding, routine and project-specific reports to the Office of the President as well as Sedgwick executive management.

KAISER PERMANENTE – August 2008 – February 2009

Clinical Practice Consultant, Oakland, CA

Direct creation, oversight and leadership of quality improvement project and associated medical center preparedness for Department of Managed Health Care corrective actions and ongoing system-wide transition of peer and systems review processes for Northern California health care service centers. Accreditation, Regulation, and Licensing and Regional Quality Department team member.

JOHN MUIR HEALTH – January 2007 – August 2008

Risk Manager, Concord, CA

Oversight of hospital risk management. Legal claims / suits representative / management. Staff education and hospital operations support. Committee and Administrative liaison with hospital Quality Team and additional campuses. Incident reporting / root cause analyses / implementation of education and culture change related to loss control / patient safety measures. Leader for National Patient Safety Week [both campuses].

TUCSON HEART HOSPITAL – March 2005 – June 2006 [Position Eliminated]

Clinical Services Coordinator [Associate Clinical Vice President], Tucson, AZ

Oversight of House Supervisors and clinical staff. Development and publication of multiple system projects including but not limited to system-wide policies and procedures, system Throughput initiative, Medical Staff Bylaws and policies and procedures, interim Performance Improvement, Education, and other Director positions. Co-chair Patient Safety Committee and AZ Hospital Association patient safety representative. Active participant in all committees. Associate with Sr. Administrative team. Liaison between Administration and Directors. Functioned as VP of Clinical Services in VP's absence.

MEDICAL SITE REVIEWERS – January 2004 – May 2004 [Seasonal Position]

Site Review Consultant, Albuquerque, NM

Medical site consultant for HEDIS data collection reported to CMS, credentialing, outside reviews, QI education, for Presbyterian Health Services and Lovelace Health plans.

LOVELACE SANDIA HEALTH SYSTEM - February 2002 – January 2004 [Entered Law School]

System Director of Performance Improvement, Albuquerque, NM

Member of the seven-person risk management team. Directed all performance improvement and quality activities for a four-hospital (450 bed), multiple-physician group system. Responsible for Joint Commission accreditation, patient satisfaction, and multiple process improvement projects. Directly supervised and collaborated with quality assurance / peer review nurse and patient outcomes coordinator. Opened and received accreditation and licensure for in-patient behavioral health unit. Founder and Director of the Albuquerque Quality Collaborative. Active hospital liaison with CMS unannounced surveys and corrective action plans. Successfully mediated concerns over the hospital system PI / QA program, recognized for excellent work. Staff educator for Joint Commission, risk management, performance improvement, quality assurance, regulatory physician education, and conflict management education.

PREVIOUS POSITIONS

PRESBYTERIAN BEHAVIORAL HEALTH-Psychiatric **Consult Liaison**

UNIVERSITY OF NEW MEXICO MENTAL HEALTH CENTER-Nurse Supervisor

OPTIONS HEALTHCARE/FIRST HOSPITAL CORPORATION-Clinical Care Coordinator

UNIVERSITY OF NEW MEXICO MENTAL HEALTH CENTER-Utilization Review Coordinator/Manager

TELEDYNE/ALBUQUERQUE JOB CORPS-Vocational Instructor-Medical Assistant Course

BRIDGE COUNSELING CENTER-RN. /Counselor

PINON HILLS HOSPITAL-Evening Charge, Healing Sexuality Counselor, Intake

VISITING NURSE SERVICE-Staff RN, On-Call RN, Discharge Planner

F.S.K. MEDICAL CENTER (Johns Hopkins System) - Critical Care Intern/RN

SPRINGFIELD HOSPITAL CENTER-Licensed Practical Nurse

EDUCATION AND SPECIALIZED TRAINING

M.A. Organizational Management, University of Phoenix, Albuquerque, NM 2002

B.U.S. Pre-law, University of New Mexico, Albuquerque, NM 1999

R.N. Howard Community College, Ellicott City, MD 1988

L.P.N. Maryland State Dept. of Mental Health and Hygiene, Sykesville, MD 1983

INSTITUTE FOR HEALTHCARE IMPROVEMENT

Certificate: Basic Quality and Patient Safety [2016]

NATIONAL PATIENT SAFETY FOUNDATION

American Society of Professionals in Patient Safety [2016]

CPPS-Certified Professional in Patient Safety

CERTIFIED CONFLICT DYNAMICS PROFILE FACILITATOR

Mediation Training Institute/Eckerd Collage Leadership Development Institute [2019]

Certified CDP Facilitator

ADDITIONAL EXPERIENCE

SOUND SOLUTIONS CONSULTING & MEDIATION/R. W. Sparks Consulting-January 2000 – Present

Consultant / Mediator / Legal Nurse Consultant / Facilitator, Albuquerque, NM

Legal nurse consultant. Previously a subcontractor with R & G Medical Consultants. Participated in a highly technical large project with Fulbright and Jaworski. Professional mediator and facilitator. Professional independent case manager and patient advocate. Consultation with medical-legal and other professionals requiring conflict education, management, and resolution. Through professional mediation skills initiates construction of effective teams, strong quality and communication programs, leadership, and processes in a variety of organizations to enhance collaboration, productivity, and continuous quality improvement. Specializing in Medical-Legal Conflict Education and administration of the Conflict Dynamics Profile [CDP].

BERNALILLO COUNTY METROPOLITAN COURT-June 1999 – January 2002

Mediator, Albuquerque, NM

Mediated individually and cooperatively a wide variety of cases both voluntary and mandated by judgment up to 10,000 dollars.

Published: (April 2017) *Client Newsletter* – “Optimizing Patient Experience and Satisfaction to Improve the Bottom Line.”
(October 2004) *R & G Medical Consultants Newsletter* – “Conflict Management as a Legal Nurse Consultant”
(Spring 2003) *The Association for Conflict Resolution* - "Is the Health Care Culture a Bullying Culture?"

Presenter:

(Fall 2018) *Hospital Quality Institute* – “Trusting the Sound – Understanding Psychological Safety in the Workplace.”

The Association for Conflict Resolution – “Positive Positioning”

(Summer 2002) *The Association for Conflict Resolution*- "The Why's and How's of Conflict Management in Health Care."

Legal Nurse Consultant-January 2000

Advanced Mediator-July 2001

2000-2006 and February 2018-present

Association for Conflict Resolution [ACR] – Healthcare Section Co-Chair

May 2017 – May 2018

California Society for Healthcare Risk Management [CSHRM]

April 2016 – Present

Institute for Healthcare Improvement [IHI]

Basic Certificate in Quality and Safety [6/30/2016]

November 2015 - Present

National Patient Safety Foundation [NPSF]

American Society of Professionals in Patient Safety

American Association of Legal Nurse Consultants / Greater Sacramento Chapter

Secretary / Treasurer [2014]; Dir. at Large [2015]