



REBECCA W. SPARKS
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CAREER OBJECTIVES

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

PROFESSIONAL EXPERIENCE

CONFLICT INTERVENTION SERVICE/BAR ASSOCIATION OF SAN FRANCISCO– March 2020– Present

Mediator & Clinical Resources Specialist, San Francisco, CA

Mediator and mental health/clinical expert for City-Wide homelessness prevention program through alternative and on-line dispute resolution. Trauma-informed trained through McLean [Harvard] Hospital's Institute for Trauma-Informed Systems Change. Staff and systems trainer in behavioral health, self-care, trauma, de-escalation, etc.

HEALTH SERVICES ADVISORY GROUP – March 2019 – June 2019

Quality Advisor, Glendale, CA

Same as previous position.

HOSPITAL QUALITY INSTITUTE/CALIFORNIA HOSPITAL ASSOCIATION – June 2017 – March 2019

Clinical Improvement Advisor, Sacramento, CA

Hospital Improvement and Innovation Network [HIIN]-Same as above. 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, Oakland, CA

HCRM-Consultation, assessment and development of risk control for a wide variety of healthcare entities including building a risk-assessment tool for large healthcare out-patient clinics. 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 PERMANENT - 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 program and processes. 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

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 participate 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

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

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 COORPORATION-**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

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| M.A. | Organizational Management |
| B.U.S. | Pre-law |
| R.N. | Registered Nursing |
| L.P.N. | Licensed Practical Nursing |

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

R. W. SPARKS CONSULTING (Formerly: Sound Solutions Consulting & Mediation) January 2000 – Present <http://rwsparksconsulting.com>

Mediator, Consultant, Facilitator, Educator, Lafayette, CA

Mediator with expertise in working with challenging, [behavioral/medical,] clients. Consultant and expert in conflict engagement and conflict management education. Experienced facilitator with teams, businesses and families. Former legal nurse consultant and independent case manager/ 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 to enhance productivity, and continuous individual/group quality improvement. Specializing in assisting attorney's, families, businesses and teams meet their conflict-free goals through sound solutions.

BERNALILLO COUNTY METROPOLITAN COURT-June 1999 – January 2002

Mediator, Albuquerque, NM

Mediated individually and cooperatively a wide variety of cases both voluntary and mandated with judgments 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:

2021 *CoRe (Conflict Resolution Clinic) Speaker Series* – “The Impact of Trauma in The Mediation Setting.”

2020 *The Association for Conflict Resolution, CIS, various.*

2017-2019 Many web-based and in-person presentations and educational events with *HQI and HSAG*. SME for critical access hospitals and transitions of care.

2019 *The Association for Conflict Resolution* – “Speaking Up in Healthcare Settings-Patient/Family/Caregiver Experience and Coaching.”

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

The Association for Conflict Resolution – “Positive Positioning”

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

ASSOCIATIONS

2021 American Psychiatric Nurses Association

2000-2006 and 2018-2021

Association for Conflict Resolution [ACR] – Healthcare Section - Leader

2017 – 2020

California Society for Healthcare Risk Management [CSHRM]

2016 – 2020

Institute for Healthcare Improvement [IHI]

November 2015 - Present

National Patient Safety Foundation [NPSF] / Certification Board for Professionals in Patient Safety [CBPPS]

American Society of Professionals in Patient Safety

2014-2015 American Association of Legal Nurse Consultants