

KATHY QUAN RN BSN PHN

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KathyQuan.com

PROFILE

RN BSN with 30 plus years experience, primarily in home health and hospice nursing as a field nurse, nurse manager, staff educator and quality improvement analyst. Published author, blogger, copywriter and copyeditor, webmaster, desktop publisher and freelance writer primarily in the health care field for nurses, healthcare professionals and patients.

Strong leadership and management skills. Excellent communication skills and ability to work well with all levels of employees. Driven to be an excellent patient/client educator, staff educator and advocate. Excellent knowledge of ICD-9 coding, OASIS, Medicare, MediCal, Title 22, JCAHO, CHAP, and CMS home health care conditions of participation.

PROFESSIONAL EXPERIENCE

EXPERT WITNESS (May - July 2012)

Bertrand, Fox & Elliott, a Professional Corporation, San Francisco, CA

Provided advice, review of documentation, and expert witness testimony in case involving an injury sustained during unlicensed home health care.

COPYEDITING and COPYWRITING 2009-Present

NAPNAP (National Association of Pediatric Nurse Practitioners) Cherry Hill, NJ
NUCLEUS Medical Media, Inc. Kennesaw, GA

Provide copyediting and copywriting services for professional and consumer education documents and video scripts.

QUALITY IMPROVEMENT SPECIALIST 2010-PRESENT

Assisted Home Hospice, Thousand Oaks, CA

Review records for all four hospice offices within the company to ensure quality of care, performance improvement and compliance with the hospice COPS. Aggregate data quarterly and annually for quality control and to establish goals and guidelines for performance improvement projects. Develop and participate in staff education programs for nurses, aides, social workers and spiritual counselors.

QUALITY IMPROVEMENT SPECIALIST AND STAFF EDUCATOR 1999-2005

Assisted Home Care, Los Angeles, CA

Specialist in reviewing and ICD-9-coding of all OASIS and home health care paperwork. Orientation/education of all new/old staff to paperwork and home health quality care. Analyzed data for quality of care and established guidelines for quality improvement. Developed and participated in staff education programs and filled in as nurse manager as needed.

NURSE MANAGER/SUPERVISOR 1997-1999

Assisted Home Care, Thousand Oaks, CA

Supervised staff of nurses, therapists, social workers and home health aides. Coordinated care and staffing. Insurance verification. Counseled patients, caregivers and family members in establishing long term and short term plans for care. Arranged care/services with outside vendors. Oriented new staff including those new to home care. Developed and participated in staff education programs and presented continuing education courses to staff and community.

NURSE MANAGER/SUPERVISOR 1992-1997

Livingston Memorial VNA, Thousand Oaks and Ventura, CA

Supervised staff of nurses, therapists, social workers, and home health aides. Counseled patients, caregivers and family members in establishing long term and short term plans for care. Arranged care/services with outside vendors. Oriented new staff including those

new to home care. Developed and presented staff education classes. Reviewed paperwork for quality of care and reimbursement. Intake and insurance verification for new referrals.

HOME HEALTH FIELD NURSE 1977-1992

Livingston Memorial VNA, Thousand Oaks and Ventura, CA
VNA of Pasadena and San Gabriel Valley
VNA of Los Angeles

Field nurse: developed and managed plan of care for variety of home health and hospice patients. Educated patients and caregivers in all aspects of health care such as medication management, home safety, wellness, conditions and treatments. Oversight of home health aides. Coordinated care with vendors and arranged for care after discharge.

ASSISTANT HEAD NURSE 1976-1977

Med/Surg RN 1975-1976
Methodist Hospital of Southern California, Arcadia, CA

OWNER/EDITOR-IN-CHIEF 1996-Present

TheNursingSite.com and **TheNursingSiteBlog.com** — 2000-present

Write, research, edit, web publish articles and blogs for nurses, student nurses and those who want to become nurses. Own and maintain two other Websites for home health care professionals: **HomeHealth101.com** and **HouseCalls-Online.com**, and a blog about caring for aging parents: **AboutAgingParents.com**. Maintain social media updates through Facebook and Twitter.

CONTRIBUTING WRITER — 2005-PRESENT

Research and write feature articles, blogs, brochures and education materials for nurses, student nurses and those who want to become nurses. Sites include: UltimateNurse.com, NurseTogether.com, SupportForNurses.com, HealthCare.com, RNDegrees.net, Suite101.com.

GUIDE TO NURSING AT ABOUT.COM — 2005-2007

Was the last Guide (feature writer) at Nursing.About.com, part of the New York Times Company. Researched, wrote and web published articles and blogs for nurses, student nurses and those considering a career in nursing. Moderated accompanying Forum and emailed weekly newsletter to site subscribers. Learned to use SEO, PR and social media aspects of promotion and web writing.

OWNER: DESKTOPPERS DARE TO DREAM PRODUCTIONS 1988-PRESENT

Freelancer writer, photographer, webmaster and desktop publisher. Research, develop, write and web publish or desktop publish newsletters, business materials, ad copy, and freelance articles for variety of clients such as nurses, Realtors, engineers, educators, non-profit organizations, youth sports, and the general public.

EDUCATION

California State University at Los Angeles — BSN RN with PHN Certificate -- March 1975
Continuing education courses in all aspects of nursing specializing in areas of Home Health care and Hospice, Diabetic Education, Nurse Management Skills, Wound Care, and Provider Education Program for Mental Illness Education (from NAMI).

RN License and PHN Certificate current and active in State of CA
CPR BLS certificate current
Certified Finger Print Roller- 2009

REFERENCES

References available upon request.

PUBLISHED BOOKS

The Everything New Nurse Book, 2006-- Adams Media
The Everything New Nurse Book, second edition- 2011--Adams Media
The Everything Guide to Careers in Health Care, 2007-- Adams Media
The Everything Guide to Caring for Aging Parents, 2009-- Adams Media
150 Tips and Tricks for New Nurses, 2009-- Adams Media

OTHER WRITING

Links to writing samples and websites/blogs available at: <http://www.KathyQuan.com>