

Elizabeth Still, RN, BSN, MSW

1510 Reed Lane, Kintnersville, PA 18930

Phone: 425-829-3111 Email: elizabethmstill@gmail.com

Objective:

To positively impact patients and communities through thoughtful and informed collaboration and decision making

Education:**Doctor of Social Work, Anticipated graduation date December 2027**

Tulane University

Master of Social Work, June 2007

University of Washington

Bachelor of Science in Nursing, June 1997

York College of Pennsylvania

Experience:

Regional Director of Inpatient Care Management—West Region

8/2019-present

- Provide clinical and administrative oversight of the care management activities for 3 St. Luke's campuses including
- Track key metrics such as LOS and readmissions
- Plan and implement new approaches to effectively manage key metrics
- Lead and manage 22 direct reports
- Facilitates educational opportunities for care management staff
- Reviews and assists in providing management of complex patients from a care management perspective
- Collaborates with other disciplines to improve processes and better patient outcomes

RN PCMH Care Coordinator at Hunterdon Family Physicians

Hunterdon Healthcare Partners

4/2017-8/2019

- Coordinate the care of high risk patients in the primary care setting
- Assist in the process related to diabetic education at the practice
- Provide outreach to high risk patients including patients discharged from inpatient stays and the emergency room

- Match patients with appropriate community resources
- Collaborate with community organizations to offer comprehensive care to patients

RN

St. Luke's University Health Network

9/2016-2/2017

- Cared for patients on an Universal Care Model cardiac floor including a combination of medical/surgical and step-down patients
- Managed complex clinical situation including titrating cardiac intravenous drips, cardiac monitoring, co-morbid conditions, multi-system assessment and monitoring
- Administered medications
- Collaborated with the healthcare team to facilitate healing among patients
- Educated patients on disease process and management to facilitate a smooth transition to a lower level of care

Director of Case Management and Social Services

Kittitas Valley Healthcare

3/2009-7/2016

- Managed RN and Social Work staff at a top 100 rural Washington State Critical Access hospital rated in the top 100 CAH in the nation for 6 consecutive years
- Created and implemented a case management department to provide concurrent utilization management, track readmissions and inappropriate emergency department visits utilizing LEAN tools, and manage insurance calls and denials
- Utilized nursing experience and education to provide hospitalists and surgeons recommendations on appropriate status orders for admissions, continued stays and discharges
- Led a social work team to facilitate timely and comprehensive discharge plans
- Fostered relationships with community partners to improve transitions of care for people in the community and those that were hospitalized
- Developed and implemented policies and procedures for both departments
- Tracked departmental expenses and budget
- Team with other staff members to create smooth multi-disciplinary processes
- Established and led a multi-organizational community-based group focused on assessing and collaborating with people at risk for needing a higher level of care that eventually developed into a county-wide network of organizations committed to high quality care delivery

- Member of the Design and Implementation Team for Honoring Choices, a Washington State initiative aimed at promoting advanced care planning
- Developed a Volunteer Bereavement Team to assist patients and families experiencing crisis after hours and on weekends
- Functioned as a working manager in both Case Management and Social Services depending on the needs of the department

MSW/Discharge Planner

Kittitas Valley Community Hospital

8/2007-2-2009

- Coordinated hospital discharges including home health referral, skilled nursing facility placements and matching patient needs with community resources
- Provided support to patients and families during times of crisis using the companioning model
- Facilitated Child Protective Services and Adult Protective Services referrals

RN

Planned Parenthood

7/2005-8/2007

- Assisted patients interested in birth control, pregnancy testing and options
- Provided education to patients on reproductive and sexual health including sexually transmitted disease testing and treatment, pregnancy testing and birth control

Critical Care RN

Providence Portland

9/199-8/2001

- Cared for critically ill medical patients in the intensive care setting including those diagnosed with sepsis, diabetic ketoacidosis, gastrointestinal bleed, and overdose
- Worked with chest tubes, ventilators, central lines, arterial lines, IV anti-arrhythmics and vasopressors

Cardiac Catheterization Lab RN

State University of New York Downstate

Medical Surgical RN

Lehigh Valley Hospital

Licensure and Continuing Education

- Active New Jersey State RN licensure
- Active Pennsylvania State RN licensure
- Completion of the University of Washington's Medical Surgical Certification Course May 2016
- Master Trainer for Team STEPPS