



Carol Anderson

CAROL ANDERSON, RN, BSN, CHPN

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[and Jobsearch.about.com](#)

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Biography

Carol Anderson is an Associate Consultant with Weatherbee Resources, Inc. as well as a Site Visitor for Community Health Accreditation Program (CHAP).

She contributes her energy, experience, and passion to the advancement of hospice and palliative care programs and providers. She is involved in educational offerings, speaking opportunities, and legislative efforts to support the needs of patients and their families, communities, and the hospice providers that care for them.

Carol has had a unique opportunity to experience home health and hospice in many settings and many states over the 15 years she has moved around the country following her husband's career. She became a certified Hospice and Palliative Care Nurse in 2000. She has worked at large and small agencies, for-profit and not-for-profit agencies, and successful and struggling agencies. She gleaned from this a toolkit of best practices that she brings to each new challenge.

She has been a Case Manager, Team Manager, Clinical Information Specialist, Director of Nursing, Director of Hospice and Administrator of multi-site hospice and home health agencies. She assisted in implementing point of care and/or back-office software in 3 separate hospices. Carol has also been involved with Virginia Association for Hospices as an elected board member.

Carol is equally experienced in Home Health operations and management as well as dual management of Home Health and Hospice agencies and the development and implementation of Palliative Care programs that are possible in joint home health and hospice administration.

Scroll down on left margin for samples of written work product!

Education

Multiview, Inc

Clinical Leader Program, Hospice

Program Description: "In all my years, I have seen few clinical managers receive the training needed to be effective on the BUSINESS side of hospice. This is a lost opportunity as these managers have dramatic power over costs, perhaps more than any other position. In my career, I have referred to the ones that have mastered the business side...these special clinical leaders...as "Golden" as they successfully balance the ideas of profit and purpose. This program will be a "shock" to many participants, but that is exactly what is needed. If our hospices aren't absolutely

References

Elias Demoz, MD

(Professional)

Board Certified Hospice and
Palliative Care Physician
New Era Physicians
804.218.2094
drel34@comcast.net

"Carol is an indispensable partner for all professionals involved in end of life care issues in the community. She has phenomenal administrative & organizational skills, sound clinical knowledge, and demonstrates exceptional skills of communication, presentations and training staff. She is indeed, an invaluable asset to Medi hospice and to the community at large. I am privileged to work with Carol towards excellence in Hospice and palliative medicine." **Dr Elias Demoz**

James Chin

(Superior)

Corporate Director
Medical Services of America
800-845-5850
jchin@msa-corp.com

"...To summarize my impression of Carol, I personally find her character to be ethical, resourceful, and passionate. I have learned much from Carol regarding the Hospice business, and what I found to her

thriving economically with the current great Medicare reimbursement, something is wrong...and the Clinical Leader plays a HUGE role." **Andrew Reed, CPA**

Weatherbee

Hospice Regulatory Bootcamp, Hospice

Program Description: This intensive and innovative educational program is designed to provide participants with state-of-the-art knowledge, understanding and resources related to hospice regulations.

Sigma Theta Tau

2001

International Honors Society of Nurses

University of Phoenix

San Diego, CA, United States

1998 - 2000

BSN, Nursing

Member of Sigm Theta Tau

Internation Honor Society for Nurses

Lake City Community College

Lake City, FL, United States

1987 - 1992

ASN, Nursing

Lake City Community College enjoyed a 100% pass rate for many years.

Certifications

Certified Hospice and Palliative Care Nurse (Hospice and Palliative Nurses Association) 2000

Work History

Community Health Accreditation Program

Washington, DC, United States

Jul 2008 - Present

Site Visitor

As a CHAP site visitor I travel the United States to visit Home Health and Hospice agencies to confirm compliance with accreditation standards.

Weatherbee Resources, Inc

United States

May 2008 - Present

credit, is her passion in providing quality Hospice Services." **James Chin, MHA**

Sandra Scherrer, RN, BSN, CHPN

(Superior)

Director
Bon Secours Hospice
804.307.0571
kaychrissa@yahoo.com

"...Carol was able to get reluctant staff to buy into the new system and was truly a change agent. She demonstrated patience and compassion when learning old processes and training new processes. She was well received by all departments. I am privileged to recommend Carol for any opportunity she pursues as I am familiar with her extensive knowledge base, her unique blend of experiences and her insatiable appetite to learn." **Sandra Scherrer, RN, BSN, CHPN**

Autumn Spence (Professional)

National Director of Business
Development
Outcome Resources
aspence@outcomeresources.com

"I have worked with Carol on an array of issues in regards to healthcare and hospice. She has displayed a passion for the industry, the ability to move quickly in times of change and with grace in challenging situations. She is a natural leader that has shown great awareness to details but clear overall vision. Carol is committed to achieving excellence for herself, her team and her employer. She is a charismatic, smart, professional asset to any organization." **A. Spence**

Barbara Flyr, RN, BSN

(Subordinate)

Home Health and Hospice
Administrator
Medi Home Health and Hospice
757.420.7192
bflyr@msa-corp.com

"Carol Anderson is a knowledgeable, fair and consistent manager. She brings a wealth of information, skill and inspiration to the teams she works with. Her presentations are awesome. They are done in such a manner that those with knowledge and those who have none come away having

Associate Consultant

Associate Consultants participate in a variety of consulting projects. Hospice ADR processing, eligibility audits, quarterly compliance audits as well as onsite activities such as Due Diligence audits and Independent Quality Confirmation.

Medical Services of America

Richmond, VA, United States
Regional Administrator

Apr 2005 - May 2008

Regional Administrator providing direction and oversight to 4 Home Health agencies and 4 Hospice agencies in the Commonwealth of Virginia to include Richmond, Chesapeake, Fredericksburg, and Manassas, VA

Instrumental in developing strategic plans with branch administrators and clinical directors to identify strengths, weaknesses, and opportunities. I provided tools and assistance in implementing strategic interventions. Developed indicators to monitor the progress of quality assessment and performance improvement.

Developed toolkit for company to assist in transition of Medicare Conditions of Participation to include development of QAPI program. Identified data elements and methods of retrieval and analysis.

Bon Secours Hospice

Richmond, VA, United States
Software Implementation Team

Aug 2003 - Oct 2004

Started as PRN hospice case manager upon relocating to Richmond. Bon Secours embarked on a recent implementation of a new back-office hospice and home health software application (McKesson). Given my experience in implementing a similar application, I was selected to represent the hospice department on the implementation team.

Bon Secours was also pursuing accreditation from the Joint Commission and I enjoyed participating in developing the language for the Information Management portions of Policy and Procedure.

I performed process assessments of every component of hospice operations, translated current paper processes to electronic processes, including manuals and memos and training sessions.

Hospice of North Central Florida

Jacksonville, FL, United States
Patient Care Administrator

Apr 2002 - Apr 2003

Hired to start-up a hospice program in Jacksonville, FL as a branch of then-named Hospice of North Central Florida (they have changed their name to Haven Hospice since my employment). Florida is a "Certificate of Need" state and even though Jacksonville's population could support many competitors, only one provider had been present in that location for many years. The result was a real opportunity to educate the community at large and the medical community to the Medicare Hospice Benefit. I implemented several educational campaigns for physicians, oncologists, facility staff, as well as new hospice staff as census grew.

The Elizabeth Hospice

Escondido, CA, United States
Team Manager/Clinical Information Coordinator

Apr 2001 - Apr 2002

I started at The Elizabeth Hospice as a Case Manager, I was promoted to Team Manager and managed a census of 60-75 patients. The Elizabeth Hospice decided to implement a new software application (Misys). I worked to beta-test the software while managing my team, then managed the implementation exclusively as point of care "field devices" were rolled out. It was at this point that

learned from the information presented. Her nursing skills are excellent as a clinician she shows a caring and generous spirit for her patients and the families that she is involved with. It has been a pleasure working with Carol, I have learned a great deal from her about Hospice, Management and providing Education to peers."

Barb Flyr, RN BSN

Susan Hogg (Professional)

Executive Director
Virginia Association for Hospices
804-467-2626
shogg@comcast.net

"Carol has a keen understanding of regulations, understands their intent and is very adept at educating staff regarding compliance.

Carol is an excellent leader. She is motivational and participatory."
Susan Hogg

Tara Stewart RN, BSN (Peer)

Corporate Marketing Director of
Home Health Care and Hospice
Medical Services of America
800-845-5850
tstewart@msa-corp.com

"Carol's knowledge of the Hospice arena is bar none to those around her. With the recent changes in Hospice, Carol is one of the few people I trust with the the up to date information needed to stay abreast and maintain excellence in the field. Not many folks can hold a candle to the depth of knowledge she possesses, nor can walk a mile in her shoes. Carol's leadership is strong, even when the storms come, her sun begins to shine!" **Tara Stewart, RN, BSN**

Kenneth Fracaro (Other)

Author
kfracaro@comcast.net

"Carol Anderson is what we consider in the management field an intelligent and high performer. She gravitates toward and has passion for challenging tasks and projects she undertakes. In addition, she willingly takes on responsibility and

my family needed to relocate and I was thankful that my new position at Hospice of North Central Florida included continuing my work with Misys software implementation.

Vitas Hospice

San Diego, CA, United States
Case Manager

Apr 2000 - Apr 2001

Vitas was my first exposure to hospice and I feel fortunate to have had the experience and excellent orientation provided by the company and the mentorship from my team mates. Having experienced hospice in a positive, organized, patient-outcome-driven model has influenced every aspect of my continued career in hospice.

Home Health Experience

Sep 1992 - Apr 2000

[see attached resume' at left](#)

Served as Administrator of 4 Home Health agencies with Medical Services of America (above).

Other managerial and clinical home health experience detailed in printer-friendly resume on left.

see printer friendly resume on left for complete resume to include home health, emergency room, and pediatric work history

Skills

Project Management(Advanced)

<1 Years Experience, (Last Used <1 year ago)



Strategic Planning(Expert)

<1 Years Experience, (Last Used <1 year ago)



Hospice Software Implementation

(Advanced)

<1 Years Experience, (Last Used <1 year ago)



Clinical Management(Expert)

<1 Years Experience, (Last Used <1 year ago)



Sales Management(Advanced)

<1 Years Experience, (Last Used <1 year ago)



Presentation Skills(Expert)

<1 Years Experience, (Last Used <1 year ago)



QAPI Implementation(Intermediate)

1-2 Years Experience, (Last Used <1 year ago)



Extensive training in the new Medicare Conditions of Paraticipation and assessing, analyzing, and implementing mandated Quality Assessment Performance Programs and Performance Improvement Projects

initiative to maximize her job performance. It is quite apparent that she is a person who gives one the distinct impression that with Carol, anything is possible and it will lead to a successful conclusion."
Ken Fracaro

Kenneth Fracaro writes and edits trade articles and online courses and I have enjoyed collaborating and benefiting from his talents for over 15 years.

2008 Resume'

[Printer Friendly Resume'](#)

[Printer Friendly Resume'](#)

[Current pdf 7.08](#)

Current pdf version of visualcv

Sales Presentation

[Palliative Care Program](#)

White Paper

[Terminal Hydration: Myth of Mercy](#)

Management Presentation

[Strategic Planning Presentation](#)

Clinical Presentation

[Hospice Eligibility](#)

Home Health Operations(Expert)

7-9 Years Experience, (Last Used <1 year ago) Demonstrated Understanding of Prospective Payment Reform and Medicare Conditions of Participation.



Home Health/Hospice Start Up(Expert)

10+ Years Experience, (Last Used <1 year ago) Demonstrated experience and understanding of state application and licensure processes as well as Medicare Certification processes. Budget building, strategic planning, developing policies/procedures, forms, orientation programs for both Clinical and Financial components of the Home Health and Hospice industries



Hospice Advocate(Rockstar)

10+ Years Experience, (Last Used <1 year ago)



Marketing Presentation

[Marketing in Nursing Homes: Don't Call them Nursing Homes!!](#)

Creative Writing Sample

[Why We Share the Gift of Hospice](#)

Tool for Understanding Proposed COPs

[Crosswalk NHPCO comments with Proposed Changes in COPs](#)

Business Plan

[Implementing Continuous Care in Existing Hospice Program](#)