

# ERIN R. KELLER

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## EMPLOYMENT

**Wexner Heritage Village**, 1151 College Avenue, Columbus, Ohio 43209

Senior Vice President, Clinical Services: 2015 - Present

Executive Director, Care Coordination: 2014 - 2015

Director of Social Work and Case Management: 2013 - 2014

**Vrable Healthcare Companies**, 3248 West Henderson Road, Columbus, OHIO 43220

Director of Physician and Hospital Relations: January 2012 - 2013: Contingent (2014)

**Riverside Methodist Hospitals**, 3535 Olentangy River Road, Columbus, OHIO 43214

Manager, Utilization Management / Care Coordination: 2010 - 2011

Director, Medical Social Services / Language Services Department: 1993 - 2010

Assistant Director, Medical Social Services: 1988 - 1993

Program Manager, Hotel Care: 1986 - 1988

Medical Social Worker: 1985 - 1986

## PROFESSIONAL EXPERIENCE

### ADMINISTRATIVE

**Wexner:** Provide administrative oversight to operations including Home Care, Hospice, Geriatric Care Management, Memory Care, Rehab / Long Term Care, Assisted Living, Centralized Scheduling / Float Pool, Strategic Planning, overhauled all administrative / clinical contracts and system-wide software products, consolidated service lines to improve cost management, re-developed and executed comprehensive marketing plan that established business-unit census / revenue targets, associated accountability metrics and subsequent strategies, created standardized financial and quality management reports, co-led process to incorporate a new, employee-engagement culture, improve recruitment / retention, and reduce turnover costs

**Vrable:** Nurtured relationships and established formal contracts with key service line administrators in Central Ohio region, coordinated daily intake operations with CEO, company administrators, and marketing team, developed and directed programs / projects geared toward achieving quality outcomes, interfaced with senior management team to develop new strategies designed to meet demands of marketplace and reimbursement protocols

**Riverside:** Responsible for the direction of clinical and administrative components of assigned division areas (50+FTEs), development, implementation and revision of multiple management functions towards associate performance improvement, education and satisfaction, oversight of varied contractual social work services, design and management of department budget, creation and implementation of multi-hospital Interpreting Service and operations of labor resources, administration of Pain and Palliative Consultation Service, and co-management of the case / utilization / social work functions through department service agreements

### SUPERVISION

**Wexner:** Deliver oversight of Village clinical practices and regulatory compliance requirements for all service entities, management of physician relations, including on-site Primary Care practice, Dialysis Center, Wound Care, Physical Medicine, and Behavioral Health across continuum of care locations, supervision of all outsourced vendor / partner relationships, including Dietary, Housekeeping, Laundry, Pharmacy, and Material Management

**Vrable:** Responsible for hiring, orienting, and mentoring new Social Work staff on program operations at center and corporate levels

**Riverside:** Responsible for clinical supervision of master's prepared social work professionals, supervision of weekend / on-call clinicians for system outpatient and inpatient service lines, and effective utilization of hospital and clinic personnel including hiring and termination issues

#### TRAINING and EDUCATION

**Wexner:** Created and awarded grant-funded programming for clinical and leadership teams, provide direction of health and wellness training protocols, oversee student field placement experiences across clinical campus

**Vrable:** Educated and trained Center marketing and clinical teams on the intricacies of all contractual relationships, conducted special topic seminars with social work and nursing staff

**Riverside:** Coordinated educational activities and competency assessments for social work staff, participated in the provision of Medical Resident in-services, secured departmental CEU provider number, and initiated and directed OSU MS/BS School of Social Work Internship Program placements

#### FACILITES PARTICIPATION / COMMUNITY INVOLVEMENT

**Wexner:** Interface with health care partnerships, including hospital, hospice, home care, and residential services as an in-network Preferred Provider, engage with Columbus Ohio Jewish agencies on programming, funding, and events organization, coordinate community outreach activities and elicit volunteer support from local civic groups and schools

**Vrable:** Represented the Company's professional public image via liaison functions, developed and implemented Concierge service, participated in marketing and community relations events

**Riverside:** Chairperson of Length of Stay Committee, Patient Rights Committee, Patient Disposition Committee, Social Work Education Committee, Member of Patient Grievance Committee; Employee Recognition Committee, Utilization Management Committee and Clinical Excellence in Care Committee, served as liaison between hospitals and community providers, consulted with Continuum of Care preferred providers, facilitated hospital / LTACH Quality Council, recipient of Prism Compassion Award and Prism Women's Health Team Award

#### CLINICAL PRACTICE

**Wexner:** Maintain clinical proficiency through direct provision of services across the continuum of care and continuing education, provide on call consultation and intervention 24 hours per day / seven days per week

**Vrable:** Provided direct social work service to geriatric population and their families, redesigned system-wide admission, social work, case management and liaison roles

**Riverside:** Responsible for provision of social services and discharge planning for patients and families throughout 1200+ bed tertiary hospital system encompassing Riverside Methodist, Dublin, and Grant systems, covering OB, ER, Critical Care departments and various clinics, implemented *No One Dies Alone* Volunteer Program

#### **EDUCATION**

Master of Social Work, University of Pittsburgh, Pittsburgh, PA 1985

Bachelor of Science, Journalism, West Virginia University, Morgantown, WV 1982

#### **LICENSURE**

LISW-S: Licensed Independent Social Worker, Supervisor, State of Ohio

CCM: Community Case Management Certification