

Assa Zanca

Care Manager

Details

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1234 Oak Street, St. Louis, MO 63101

Profile

Dedicated Care Manager with 2 years of experience in effectively coordinating patient care and services. Adept at building strong relationships with patients and families, collaborating with multidisciplinary teams, and implementing personalized care plans. Proven ability to improve patient outcomes, enhance quality of care, and streamline care processes. Strong communication and organizational skills with a passion for delivering compassionate and patient-centered care.

Employment History

Care Manager at Visiting Nurse Association of Greater St. Louis, MO

Feb 2023 - Present

- Successfully managed the care of over 150 patients in the St. Louis area, ensuring timely visits and proper coordination of services, resulting in a 95% patient satisfaction rate.
- Streamlined communication processes between interdisciplinary team members, leading to a 30% reduction in response times for urgent care needs and improved collaboration among healthcare providers.
- Implemented new patient assessment strategies, increasing the accuracy of care plans and contributing to a 20% decrease in hospital readmission rates for high-risk patients.

Assistant Care Manager at Home Instead Senior Care, MO

Sep 2021 - Jan 2023

- Successfully managed a team of 20 caregivers, resulting in a 30% increase in overall client satisfaction and a 15% reduction in caregiver turnover within one year.
 - Streamlined the client onboarding process, cutting the average time for new client integration by 50% and increasing monthly new client enrollments by 25%.
 - Implemented a comprehensive caregiver training program, improving staff competency by 40% and contributing to a 20% decrease in workplace incidents.
 - Developed and maintained relationships with local healthcare providers, leading to a 35% increase in client referrals and a 20% growth in annual revenue.
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Education

Bachelor of Science in Healthcare Management at University of Missouri, Columbia, MO

Sep 2016 - May 2021

Relevant Coursework: Healthcare Systems, Health Policy, Healthcare Finance, Quality and Performance Improvement, Healthcare Ethics and