



# MICHAEL ANDERSON

## Senior Personal Care Case Manager

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### SUMMARY

Exceptional Personal Care Case Manager with over 10 years of dedicated experience in managing comprehensive care plans for diverse populations. Recognized for developing tailored strategies that enhance patient well-being and promote adherence to treatment protocols. A proven track record in collaborating with multidisciplinary teams to ensure seamless integration of services. Proficient in conducting assessments, evaluating patient progress, and implementing interventions that yield measurable outcomes.

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### WORK EXPERIENCE

#### Senior Personal Care Case Manager HealthFirst Solutions

Jan 2023 - Present

- Designed and implemented individualized care plans for over 200 clients annually.
- Coordinated with healthcare providers to ensure comprehensive service delivery.
- Conducted regular assessments to monitor patient progress and adjust care plans accordingly.
- Facilitated support groups and workshops to empower patients and families.
- Utilized electronic health records (EHR) for efficient documentation and tracking.
- Trained and mentored junior case managers in best practices and compliance regulations.

#### Personal Care Case Manager WellCare Health Services

Jan 2020 - Dec 2022

- Managed a caseload of 150 clients, ensuring timely assessments and interventions.
  - Collaborated with community resources to enhance client support systems.
  - Developed and maintained relationships with families to facilitate communication.
  - Implemented quality improvement initiatives that increased client satisfaction scores.
  - Conducted training sessions on care management for healthcare staff.
  - Participated in policy development and advocacy efforts within the organization.
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### EDUCATION

#### Master of Social Work (MSW), University of Southern California

Sep 2019 - Oct 2020

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### ADDITIONAL INFORMATION

- **Technical Skills:** case management, patient advocacy, healthcare coordination, assessment, EHR, quality improvement
- **Awards/Activities:** Increased patient adherence to care plans by 30% through tailored interventions.
- **Awards/Activities:** Received the 'Excellence in Case Management' award in 2021.
- **Awards/Activities:** Successfully reduced hospital readmission rates by 15% in managed cases.
- **Languages:** English, Spanish, French