

JUDITH MALLER, RN, BA, MS, CCM
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ACADEMIC AND PROFESSIONAL PREPARATION

Los Angeles Valley College, Van Nuys, California
A.A. Registered Nurse
Mt. St. Mary's College, Los Angeles, California
M.S., Education (Learning Handicapped Specialist Credential)
California State University, Northridge
Standard Elementary Credential
University of Chicago, Chicago, Illinois
B.A., Psychophysiology

CURRENT LICENSURE

Registered Nurse, California, #T375056
Certified Case Manager #05360 (eligibility until 11/30/03)

AREAS OF EXPERTISE

- Case Management of patients with catastrophic conditions and multiple care needs
 - Development of patient and professional educational materials
 - Broad knowledge of Internet resources, especially for patient and professional education
 - PC and Mac competence
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PROFESSIONAL EXPERIENCE

Current Positions as of 5/2001

Case Manager, Writer's Guild Health Fund, Burbank, CA (as of 5/2001)

- Case Management activities in a self-funded environment: coordination of care for patients with catastrophic diagnoses, patient/family support and education, and proactive intervention. Negotiation of contracts and agreements with both local and national providers. Development of work-flows, documentation systems, and reporting mechanisms for case tracking.

Consultant, Pfizer Health Solutions, Santa Monica, CA

- Development of patient and Care Manager educational materials for pediatric and adult asthma, nutrition and weight loss, and building self-efficacy. Utilization of Health Care Literacy Guidelines and Readability standards.

Previous Positions

8/2000 to 5/2001 - AETNA US Healthcare, Woodland Hills, CA

Case Manager

- Case Management of catastrophic cases referred by established criteria. Coordination and management of patient care via contact with facilities, patients, and providers. Provision of the most cost-effective outcomes while monitoring and maintaining quality of care.

4/96 to 4/2000 - Protocare Sciences (formerly Value Health Sciences), Santa Monica, CA

Project Manager and Clinical Developer

- Developed content and processes for the Transplant Learning Center Program (*TLC*) and the Managed Care version of *TLC*, a nationwide patient education program sponsored by Novartis Pharmaceuticals, Inc. *TLC* has an enrollment of over 12,000 solid organ transplant recipients.
- Guidelines and algorithms for disease management and value-added programs were developed by coordination and documentation of research. Established expertise in the development of patient and caregiver educational materials.
- Coordinated team of physicians, consultants, and nurses to develop programs in Acute Stroke and Stroke prevention, Depression in Chronic Illness, COPD, and Smoking Cessation.

6/90 to 4/96 - CIGNA Health Care of Los Angeles - Glendale, CA

Transplant Case Manager

- Participated in the development of the CIGNA National Case Management Program. Lead national workgroups that developed care maps for Organ Transplantation and Pediatric Aids Program. Developed the Case Management Transplant Program for the Los Angeles healthplan (clinic and IPA), which included work flows, careplans, and policies and procedures. Responsible for management of all transplant requests within the LA area healthplan. Led the development and implementation of Paradox database for the tracking and outcomes measurements of

transplant cases. Facilitated special local contracting for patient services and procedures. Appointed to Care Management Council. Featured in national video, CIGNA, the Business of Caring.

Catastrophic Case Management Coordinator

- Managed cases referred by diagnosis or condition (e.g. organ transplant, HIV/AIDS, cancer, premature birth) utilizing the network of contracted ancillary providers, community resources, and Centers of Excellence. Served on TQM and CQI Task Forces. Part of the local healthplan committee for development and rollout of the Case Management.

1/90 to 8/94 - The Beverly Hills Center for Depression and Anxiety - Beverly Hills, CA

Consultant

- Set up new center for clinical trials for central nervous system medications, including the contracting for professional services. Provided quality and compliance management for the ongoing research program.

1988 to 5/1990 Pharmacology Research Institute - Reseda, CA

Administrator

- Responsible for coordination, supervision, and quality assurance of large phase III and IV pharmacological research studies at up to three research sites, served as a liaison between P.R.I. staff and pharmaceutical company representatives, maintained compliance with FDA and IRB requirements. Editor of P.R.I. newsletter.

1987 to 1988 Allergy and Asthma Research Foundation - Brentwood, CA

Research Coordinator

1986 to 1987 Northridge Hospital Medical Center - Northridge, CA

Charge Nurse: Eating Disorders Unit

1984 to 1986 Children's Hospital of Los Angeles - California

Staff Nurse: Medical-Surgical Unit

- Acute care of patients (ages 3 months to adolescence) pre and post tracheostomy, neurosurgery, plastic surgery, ENT and orthopedic procedures.

MEMBERSHIPS, AWARDS, AND PUBLICATIONS

Professional membership: CMSA, Peer Review Panel for The Journal of Care Management

Award: P.R.A.P., CIGNA National Service Award, 1995

Contributor to publication: ICMA Case Management Practice Guidelines, Mosby, 1996

Publications: "The Internet: Why Case Managers Need to be Connected," CMSA-SC Newsletter, Jan. 1997, pg. 2; "Learning for Life," LifeTimes, Issue I:2000

Unpublished studies:

Transplant Education and Adherence: A review of programs and materials

WebSite Directory: Reviews and recommendations for professional and patient educational materials