

LAURA M. THORPE, LCSW-C

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HEALTHCARE DIRECTOR

Innovative, highly motivated professional with nine years' experience in healthcare management. Strong background in planning, organizing, coordinating, directing, and evaluating patient care programs, management and operational systems, and staff development programs, as well as facilities expansion and renovation. Adept at troubleshooting and formulating systems to solve operational problems and achieve goals. Increased profitability for multiple locations through solid leadership, strategic business plans, and change initiatives. Skilled in budgetary management with responsibility for administering \$5 million budget. Demonstrated knowledge of regulatory compliance, successful licensure, and quality assurance. Extensive experience in employee relations, including motivation, retention, and communication.

Core competencies include:

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| • Healthcare Management | • Human Resources Management | • Program Management |
| • Budget Development & Control | • Strategic & Growth Planning | • Cross Functional Teams |
| • P&L Accountability | • Corporate Culture & Change Management | • Policies & Procedures |
| • Utilization Management | • Regulatory Compliance/Licensure | • Quality Assurance |
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CAREER EXPERIENCE

Private Practice, Westminster, MD

2004 – Present

Psychotherapist/Consultant

Implement treatment and service delivery managing a wide range of diagnoses, disorders, and life issues. Develop biopsychosocial assessments and history by conducting thorough client interviews and collateral contact interviews. Established an effective practice specialty and niche market for couples/relationship therapy instituting high result therapy/treatment practices.

- Created and implemented a direct mail campaign to local physicians and churches. Doubled client volume within the first two months of opening the practice.

Vesta, Inc., Lanham, MD

1998 – 2003

\$13.5 million behavioral healthcare organization serving adults with severe and persistent mental illness, substance abuse as well as serving the elderly.

Regional Director

Directed entire scope of treatment and service delivery for multiple-site psychiatric day treatment and residential rehabilitation programs, outpatient mental health clinics, substance abuse treatment programs, and an assisted living program. Managed approximately 90 employees with a budget of \$5 million. Provided direction, supervision, and consultation to Program Directors in the respective geographic service delivery area. Ensured effective and efficient service delivery, administrative and fiscal activities, growth of region, cost control, profitability and stability of the region, and refinement of workflow processes within and between programs in the region. Advised management team offering guidance and direction on agency matters including operational policies and procedures, new business initiatives, and management of existing business lines. Ensured COMAR and Medicare regulatory compliance of all programs. Fostered a success-oriented and accountable environment.

- 20-25% increase in direct care services delivered. Developed methods to streamline service delivery, case management and paperwork; maximizing efficiency. Created and implemented culture of accountability; performance-based increases/promotions.
- Drove region from an anticipated loss to an overall profitability rate of 6% by designing and implementing a Utilization Management System yielding an improved fee collection from 62% to 95% in less than 12 months.

(Career Experience Continued)

- Successfully secured expansion space after a two-year search. Increased operational space by 42% as the result of consistent profit and cost control measures during years of conducting the search. Improved clinical and professional space.
- Implemented startups, managed shutdowns, and successfully conducted turnaround operations.

Stress & Health Management, Inc., Severna Park, MD

1996 - 1998

Program Director

Directed clinical, fiscal, and administrative duties for stress management and substance abuse treatment clinic. Supervised clinical and administrative staff. Conducted intakes and court/legal evaluations of drug and alcohol delete clients. Increased client base while implementing increased fees and improved collection rates.

- Increased client base by 50-60%. Increased rates and fees on average of 50%, select fees by 200%. Referral sources increased by 50%. Improved regulatory compliance.

Crosspoint Domiciliary Care Unit, Crownsville Hospital Center, Crownsville, MD

1995 – 1998

Psychiatric Social Worker

Managed large caseload of inpatient, chronically mentally ill and dually diagnosed patients. Conducted intakes for review and assessment of appropriateness for inpatient treatment. Coordinated communication with other treatment personnel throughout hospital and community mental health programs regarding patients' progress and discharge plan.

- Maintained highest discharge rate in history of unit. Referral sources within hospital system increased.

Creative Mental Health Services, Inc., Glen Burnie, MD

1995 – 1996

Director

Monitored clinical, fiscal, and administrative duties for stress management and substance abuse treatment clinic. Supervised clinical and administrative staff. Conducted intakes and court/legal evaluations of drug and alcohol clients.

- Increased client base by 25%, rates and fees on average of 20-30%, and referral sources by 25-30%.

University of Maryland Medical System, Baltimore, MD

1994 – 1995

Clinical Social Worker

Managed caseload of chronically addicted and dually diagnosed clients. Conducted intakes and court/legal evaluations of clients for acceptance into outpatient services. Coordinated communications among treatment, judges, Parole and Probation, and other service providers. Served on committee to monitor and evaluate program efficiency and effectiveness.

EDUCATION & CERTIFICATIONS**Master of Social Work;** University of Maryland School of Social Work, Baltimore, MD

Major: EAP/Clinical Social Work; GPA: 4.0

Bachelor of Science; Florida State University, Tallahassee, FL

Major: Marketing/Management

Licensed Certified Social Worker – Clinical (LCSW-C) (1996); Maryland Board of Social Work Examiners, Exp. 10/06**Board Certified Diplomat (BCD)** (2004); American Board of Examiners in Clinical Social Work**PROFESSIONAL AFFILIATION**

Member, National Association of Social Workers (NASW)