
STACEY CHAPMAN, MSN, ANP-BC

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Professional Summary

Accomplished Clinical Director with balanced approach to meeting both business and patient needs. Understands critical role of healthcare management and exercises exceptional judgment in planning cost-effective operations. Decisive in determining needed changes and implementing improvements to maintain flexibility in face of changing healthcare trends. Highly skilled in developing relationships with members, customers and team members to guide top performing teams.

Skills

- Leader in Geriatrics
- Relationship Builder
- Managed Care Operations
- Data Analysis
- Strategy Development
- Budget Planning
- Executive Presence
- Clinical Compliance
- Clinical Quality Audits
- Performance Improvement
- Clinical Care Oversight
- Business Operations Management

Experience

Director of Clinical Operations, 07/2021 to Current

Optum Senior Community Care – Atlanta, GA

- Responsible for directing administrative and operational management of 80 registered nurses and advanced practice providers providing care to over 2,400 older adults residing in skilled nursing facilities, assisted living communities and the community. August 2024 - present serving as Interim Director for 2 additional states, 3,000 members and 100 Advanced practice providers and registered nurses.
- Nominated by senior leadership to participate in the Leader Track of the Advisory Board Fellowship for United Health Group
- Develop and manage budget for multiple programs across four states.
- Lead site medical expense team to provide direction for actions to control targeted costs for inpatient and outpatient services.
- Ensure compliance with State and Federal regulations, as well as company policies and procedures. Oversee the integrity of the patient-data base system to ensure consistency in the data entry and integrity.

- Coordinate plans with the local and national quality committee to comply with CMS regulations and National accreditation agencies.
- Strategize with the senior staff regarding program expansion, business development and new models of care.
- Collaborate cross-functionally to meet site business goals and objectives.
- Engage and drive all staff in implementing activities to meet business goals.
- Implement and support new programs and/or new care models.
- Participate in and lead special project groups that provide skill building opportunities for the participants, and allows others to display leadership capabilities.
- Manage salary, bonus incentives, and enforce work rules in a manner that rewards excellent performance, and maximizes staff retention while meeting budget requirements. Maintain overall accountability for clinical team development and performance.
- Direct the orientation, training and ongoing education and skill development of the health services staff. Conduct regular agenda driven meetings with staff to address issues, concerns, and to communicate corporate and site-specific philosophy.
- Coordinate quality program and contractual requirements, maintaining compliance with regulatory and accreditation requirements Direct the development of well-designed processes, which will be evident in efficient daily work flows that support the achievement of business goals.
- Implemented process to identify quality metrics to drive plan to 5 star rating. Ensure appropriate documentation and coding standards are met by clinician

Clinical Services Manager, 10/2013 to 07/2021

Optum Senior Community Care – Atlanta, GA

- Responsible for directing administrative and operational management of ten to sixteen nurse practitioners in skilled nursing facilities. Coordinate care and contingency planning for long term members decreasing unnecessary hospital utilization. Ensure team is engaging with short stay members to decrease readmissions and appropriate discharge planning.
- Continually surpass medical expense management goals for team, including acute inpatient, part A and part B utilization.
- Collect data and audit charts for utilization. Provide feedback for staff regarding national documentation standards.
- Developed and monitored departmental objectives, policies, procedures, and performance metrics.
- Advanced Illness subject matter expert leading team of site experts. coordinated educational materials for team and site meetings.
- Appointed to National Advance Practice Council participating in cross-functional workgroups to support clinical growth and staff retention.

- Selected by leadership of the Center for Clinician Advancement to develop APC Advocacy Council. Principal clinician for GA and NY Advocacy subcommittees.
- Chosen to participate in Emerging Leaders Program to further development.
- Mentor clinical managers in acquired market and assist Director of Clinical Operations support team.

Clinical Advisor, 09/2009 to 10/2013

Optum Senior Community Care – Atlanta, GA

- Manage primary, acute, palliative and end of life care for up to 120 frail elderly members in skilled nursing facilities
- Precept new employees and students.
- Collaborate with sales and provider relations to ensure customer satisfaction.
- Provided health care services, including diagnosis and management of acute and complex conditions in collaboration with the interdisciplinary team.
- Communicated with patients and their responsible parties to educate on disease prevention, chronic disease management and advance care planning.

Nurse Practitioner, 10/1999 to 09/2009

Optum Senior Community Care – Atlanta, GA

- Manage primary, acute, palliative and end of life care for up to 120 frail elderly members in skilled nursing facilities
- Precept new employees and students.
- Collaborate with sales and provider relations to ensure customer satisfaction.
- Provided healthcare services, including diagnosis and management of acute and complex conditions in collaboration with the interdisciplinary team.
- Communicated with patients and their responsible parties to educate on disease prevention, chronic disease management and advance care planning.

Registered Nurse Level 3, 07/1994 to 10/1999

Emory University Hospital – Atlanta, GA

- Assess, plan, implement and evaluate care for neuroscience population within multidisciplinary care team.
- Coordinate and implement infection control policy and procedures for neuroscience floor. Maintain standards and staff education.
- Develop clinical pathways, standards of care and interdisciplinary teaching records.
- Serve as charge nurse on a routine basis. Maintain nursing assignments and coordinate interdisciplinary discharge rounds.

Education

Master of Science: Nursing, May 1999

Emory University - Atlanta, GA

- Awarded Dean's Scholarship.
- Awarded Nursing Education and Tuition Scholarship.
- Vice President, Circle K International.

Bachelor of Science: Nursing, May 1994

Emory University - Atlanta, GA

- Awarded Dean's Scholarship.
- Awarded Nursing Education and Tuition Scholarship.
- Vice President, Circle K International.

Professional Affiliations

Gerontological Advanced Practice Nurses Association

- National Board of Directors
 - Director at Large 2019 - 2021
 - Treasurer 2021 - 2023
- Special Interest Group Chair - Transitional Care - 2017-2018
- Nominating Committee 2012 - 2013
- Conference Planning Committee 2010-2012

Georgia Chapter Gerontological Advanced Practice Nurses Association

- President - 2013-2014
- Past President 2014-2015
- President Elect - 2012-2013
- Secretary 2011-2012
- Chairperson - Volunteer committee 2011-2013
- Conference planning committee 2010-2020
 - Chair 2018

Georgia Medical Director's Association

- Nurse Practitioner Liaison - Board of Directors 2017 to present
 - Education Committee Chair 2022 - present

American Medical Director's Association member

American Academy of Nurse Practitioners member

Sigma Theta Tau International member

Awards

Sages of Clinical Service Award - UnitedHealth Group 2011

Gerontological Advanced Practice Nurses Association Georgia Chapter Clinical Excellence Award 2011

Gerontological Advanced Practice Nurses Association Excellence in Community Service Award 2011

Presentations

"Dementia" - University of North Georgia - October 2004

"Physical Assessment in Skilled Nursing Facilities" Ethica Clinical Leadership Conference - September 2005

"The Role of the Nurse Practitioner in Long Term Care" - Georgia Medical Director's Association - July 2019

"Trauma Informed Care for the Older Adult" - Gerontological Advanced Practice Nurses Association Annual Conference - September 2020

"Trauma Informed Care for the Older Adult" - Vanderbilt University - March 2021

"Infection Preventionist Program" - Georgia Health Care Association Conference- February 2022

"Infection Preventionist Program" - Georgia Leading Age Conference - April 2022

"Leadership: Team Performance" - Georgia Health Care Association Summer meeting - June 2022

"Behavioral Health Challenges in Long Term Care: An Integrated Solution - Georgia Health Care Association Annual Conference - June 2022

"What Matters: Lessons Learned by Advanced Practice Hospice and Palliative Care Nurses" - Gerontological Advanced Practices Nurses Association Annual Conference - September 2022

"Advance Care Planning and Advanced Directives" - Georgia Senior Living Association Annual Conference - October 2023

"Falls: Identifying Risks and Communicating with Families" - Georgia Senior Living Association Annual Conference - October 2023