

**Susan Madden, M.Ed., R.H.I.T.**

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**Profile**

Health information professional skilled with active case finding, data abstraction, data entry, quality assurance, audits and analysis, and reports and graphical representation; familiar with multiple electronic and paper-based records systems; comfortable with Access, SQL and Oracle-based databases; proficient with ICD-9-CM, CPT-4 and HCPCS coding systems; experienced adult educator, workplace trainer and public school teacher with special education background; additional studies in cancer data management and health data analytics; cognizant of HIPAA and FERPA data privacy and security requirements.

**Experience**

Medical Records Lead Field Abstractor

2015

University of Minnesota, Minneapolis, MN

- Train with the CDC Autism and Developmental Disabilities Monitoring Network (ADDM) in active case finding, abstraction and data entry methods.
- Abstract relevant clinical and demographic data at area hospitals and clinics for an autism surveillance study, measuring the prevalence of autism and intellectual disability in Hennepin and Ramsey Counties.
- Foster effective working relationships with team members and clinical sites staff including administration, health information and IT.
- Train and mentor new abstraction team members and perform quality assurance activities to ensure compliance with all database policies and procedures.
- Maintain relevant ADDM project abstraction team data on the NIRS database by entering quarterly updates.

Healthcare Effectiveness Data and Information Set (HEDIS) Quality Reviewer

2014

UCare, Minneapolis, MN

- Participated in an annual HEDIS review, measuring access to and effectiveness of primary care for specific populations in Minnesota and western Wisconsin.
- Reviewed dates, laboratory test values, vital signs, and other specific information abstracted from adult and pediatric records into a HEDIS portal to verify accuracy and completeness of data.
- Communicated with abstraction team to resolve discrepancies between abstracted data and patient records; followed up on issues to ensure complete resolution.
- Applied National Committee for Quality Assurance (NCQA) technical specifications to HEDIS quality measures and stayed current with updated information and clarifications.
- Contributed to the achievement of a 75% chart review rate and an error-free NCQA 2013 audit.

Medical Records Field Abstractor

2011 – 2013

University of Minnesota, Minneapolis, MN

- Trained with the CDC Autism and Developmental Disabilities Monitoring Network (ADDM) in active case finding, abstraction and data entry methods.
- Abstracted relevant clinical and demographic data at area hospitals and clinics for an autism surveillance study, measuring the prevalence of autism in the Somali community in Minneapolis.
- Fostered effective working relationships with team members, state epidemiologist, and clinical sites staff including administration, health information and IT.
- Prepared data for presentation to principal investigators, project team members and Somali community organizers to clarify the abstractors' role in the project and keep stakeholders apprised of abstraction progress.
- Trained and mentored new abstraction team members and performed quality assurance activities to ensure compliance with all database policies and procedures.
- Prepared documentation for a CDC site visit, resulting in a case finding review rating of "Excellent".

Allied Health Programs Instructor

2010 – 2011 and 2003 – 2006

Brown College, Mendota Heights, MN

- Taught medical terminology, medical records management and reimbursement concepts to students from diverse backgrounds and recent immigrant communities.
- Created and modified instructional materials, incorporating technology, simulation and hands-on activities to optimize students' learning experience.
- Visited clinical practicum sites regularly to observe work processes and confer with site supervisors to monitor the effectiveness of educational programs.

Payer Database Administrator

2007 – 2009

Hill Rom Inc., Shoreview, MN

- Met or exceeded all deadlines for populating and updating database applications.
- Carefully implemented policies, procedures and work instructions to promote consistency of data.
- Functioned as database liaison for the Continuous Improvement Team for projects that involved use of or enhancements to the payer database.

Allied Health Programs Instructor (See previous entry for description)

2003 – 2006

Brown College, Mendota Heights, MN

Radiology Coding Specialist

2001 – 2003

St. Paul Radiology, St. Paul, MN

- Coded 500-800 diagnostic and interventional reports daily to increase dollars billed.
- Collaborated with physicians, technicians and administrators to refine concurrent coding and documentation practices to improve compliance and revenue flow.

Elementary Education Teacher

1985-2001

Washington County Schools, Cottage Grove, MN

- Taught all subjects in a contained, primary-grade classroom setting.
- Coordinated a federally funded early intervention program for K-3 students needing support in basic skills learning.
- Participated in the Special Education Student Support Team to identify students in need of assessment, follow through on team recommendations, and maintain compliance with special education regulations.

**Education**

Associate of Applied Science in Health Information Technology  
Rasmussen College, Eagan, MN

Bachelor of Science in Elementary Education  
Master of Education in Adult Education  
University of Minnesota, Minneapolis, MN

**Certification**

Registered Health Information Technician (R.H.I.T.)  
01/31/2014 – 03/31/2016