

# Melanie Kaiser, RHIA

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## HEALTH INFORMATION MANAGER

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### HIGHLIGHTS OF QUALIFICATIONS

- Energetic, enthusiastic, and articulate business professional with a B.S. in Health Information Management and 12+ years of experience including Organizational and Process Improvement; Cost Reduction & Budget Management; Quality Assurance/JCAHO Standards Compliance; Staff Recruiting, Training & Development.
- Resourceful problem solver with a talent for identifying needs and presenting effective solutions.
- Decisive manager with a unique blend of business and healthcare experience.
- Entrepreneurial spirit with a proven record of successfully promoting the rapid and profitable growth of a startup company marketing physicians' records services. Ambitious, adventurous, and goal-oriented.
- Ability to convey a warm yet professional image and easily establish a rapport with people from multi-cultural backgrounds.

### PROFESSIONAL EXPERIENCE & ACCOMPLISHMENTS

#### STATIONED OVERSEAS

October 1994 to December 2002

- Recently returned to the USA after living overseas with my family in Lagos, Nigeria and Brunei Darussalam. Active in several volunteer organizations and held the office of Secretary for the American Women's Club in Nigeria, while also home schooling my two children for two of these years.

#### ST. LUKE'S CHILDREN'S HOSPITAL – Houston, TX

February 1993 to September 1994

##### *Director, Health Information Management Department*

- Staffed and managed the organizational and administrative operations of the HIM Department.
- Oversaw coding and record completion of all inpatient, emergency and outpatient records assuring compliance with all regulatory agencies. Established policies and procedures and quality assurance initiatives.
- Planned and organized monthly medical record committee meetings for physicians and hospital staff.
- Recognized for improvement of department operations. Reduced bill hold status (for Medicare unbilled accounts), by approximately 75%. Reduced physician incomplete chart count by approximately 65% to bring HIM Department and hospital into compliance with JCAHO standards. Reduced full-time employee count and department overhead by reviewing and negotiating contracts with outside vendors. Simultaneously improving turnaround time on transcribed reports and release of medical information.

#### ALPHA MICROGRAPHICS – Houston, TX

June 1991 to February 1993

##### *Health Information Management Consultant/Sales*

- Responsible for forming and maintaining business relationships with HIM staff at hospitals and clinics in the Houston metropolitan area. Assessed and recommended record storage solutions—either microfilm, digital/optical imaging or off-site storage.

**HRS (Health Records Services) – New Orleans, LA****January 1989 to May 1991****Owner**

- Strategic planning for new business startup. Development and implementation of marketing plan. Wrote proposal letters, followed up to set appointments, and gave presentations to physicians and office managers regarding services offered. Directed company-wide operations (budgeting, AR/AP, recruiting, hiring and training staff, QA, and customer service).
- Dictated discharge summaries on hospital inpatient medical records on an ongoing basis. Dictated reports were formatted to meet Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards, Medicare, and Peer Review Organization (PRO) guidelines. No clinical judgments or assumptions were made in reporting, only a summary of the patients' actual hospital course as clearly documented in the medical records.
- Business grew exponentially to serve 15 physicians and employ staff of 8 records specialists including RHIA's, RN's, and medical residents.

**ALLIED HEALTHCARE CORPORATION****June 1986 to January 1989**

**Director, Health Information Management Department/ Quality Assurance Coordinator, Overland Park Hospital (Covington, LA)**

**Director, Health Information Management Department and Interim Director, Admitting Department, St. Francis Medical Center (Kenner, LA)**

- Initiated and directed the conversion from manual tracking of incomplete patient records to a automated tracking system.
- Appointed interim director of the Patient Admitting Department in the absence of a director due to layoffs.
- Prepared the Health Information Management Department for successful JCAHO survey, resulting in HIM department and Hospital commendations.
- Contributing member of numerous multi-disciplinary hospital committees (i.e., Quality Assurance, Utilization Review and Medical Records).

**UNITED MEDICAL CENTER – New Orleans, LA****October 1984 to June 1986**

**Director, Health Information Management Department**

- Integrally involved in moving HIM department from one location to another within the hospital.

**MELTZER FOUNDATION HOSPITAL – New Orleans, LA****March 1983 to October 1984**

**Tumor Registrar for the Cancer Institute**

Abstracted relevant statistical information from oncology patient records into a computerized database. Assisted the hospital pathologist in planning and presenting oncology cases at monthly tumor board conferences.

**EAST JEFFERSON GENERAL HOSPITAL – New Orleans, LA****January 1982 to March 1983**

**Hospital-Wide Quality Assurance Coordinator/ICD-9-cm Coder**

**EDUCATION/SPECIALIZED TRAINING**

UNIVERSITY OF TENNESSEE CENTER FOR HEALTH SCIENCES – Memphis, TN

*Graduated Cum Laude with B.S. in Health Information Management*

Passed National Registration Exam after graduation for certification as a RHIA

Competent computer user familiar with MS Windows, Word & Excel

**PROFESSIONAL AFFILIATIONS**

American Health Information Management Association