

# Melida Mangaoang

Care Coordinator

## Profile

I am a Care Coordinator with over 1 year of experience. I have worked in a variety of settings, including hospitals, clinics, and home health agencies. I have successfully coordinated care for patients with complex medical needs. I have excellent communication and organizational skills, which are essential for success in this field. I am passionate about helping others and making sure that they receive the best possible care.

## Employment History

### Lead Care Coordinator at Providence Health & Services Alaska, AK

Jun 2022 - Present

- Led a team of 15 care coordinators in providing support to over 1,000 patients.
- Implemented new software that improved patient satisfaction scores by 5%.
- Trained new staff on company policies and procedures related to patient care coordination.
- Negotiated with insurance companies on behalf of patients to get coverage for needed services.
- Developed relationships with community resources that could provide additional support for patients.
- Monitored budget and ensured that department stayed within allocated funds.

### Care Coordinator at Alaska Regional Hospital, AK

Jul 2021 - May 2022

- Reduced patient hospital readmissions by 10%.
- Lowered ER visit rates by 15%.
- Implemented a new care coordination program that saved the organization \$100,000 in its first year.
- Increased patient satisfaction scores from 70% to 80%.
- Developed a new discharge planning process that shortened length of stay by 2 days on average.
- Coordinated care for 100+ patients per week.

## Education

### High School Diploma at West Anchorage High School

Aug 2016 - May 2021

I've learned how to study for exams, how to do research, and how to write essays.

## Certificates

### Certified Care Coordinator (CCC)

Dec 2020

### Certified Patient Navigation Professional (CPNP)

Mar 2019

## Details

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## Links

[linkedin.com/in/melidamangaoang](https://www.linkedin.com/in/melidamangaoang)

## Skills

Communication

Interpersonal skills

Organizational skills

Time management

Documentation

Computer literacy

Ability to work independently

## Languages

English

Russian

## Hobbies

Gardening

Knitting

Baking