

Diane German BSN, RN, OCN, ONN-CG, CCM, CLNC

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Nursing Expert, Educator, Consultant: Diane German Nurse Consulting, LLC offers nationwide legal, clinical, and corporate nursing consulting expertise. As founder and CEO, I can apply my expert-level certifications as an Oncology Certified Nurse (OCN), an Oncology Nurse Navigator- Certified Generalist (ONN-CG), a Certified Case Manager (CCM), and a Certified Legal Nurse Consultant (CLNC) plus twenty-six-years of experience rooted in nursing care built on the foundation of quality, compassion, and excellence to meet your needs. I am passionate about helping others with a promise to advance health literacy by providing services as the principal consultant to those who are looking for a nursing or specialty expert in Standards of Care, Oncology, Case Management, and Clinical Education. My experience empowers attorneys, patients, and business leaders through education and navigation. No matter what areas of consulting are needed, I know how to deliver the advantage by steering you to success.

Areas of Expertise

- Oncology | Oncology Nurse Navigation
- Case Management
- Legal Nurse Consulting
- Workflow Improvements
- Curriculum Creation | Training
- Clinical Education
- Patient Care | Patient Education
- Patient Retention | Engagement
- Customer Satisfaction
- Research

Selected Accomplishments

- Improved patient retention within healthcare systems and served as a clinical educator creating new workflows that developed strategies to provide best practices of the nursing and case management process. As a result, there was enhanced knowledge of staff with evidence of improved performance, increased quality audit scores, and elevation of patient and staff engagement
- Identified gaps in care/patient pathways and through implemented change in practice reduced outmigration of patients from 54% to 6%, therefore, increasing in-system utilization, downstream revenue, and physician referrals.
- Extensive career in direct | indirect patient care as a staff | research nurse, nurse navigation, oncology complex case management providing oncology nursing support and education including all facets of the cancer journey: administration of chemotherapy, radiation therapy, oncologic surgeries. Regarded as having an astute talent for clinical and patient education evidenced by improved knowledge of disease process | treatments and reduction in utilization management that reduced overall burden on the healthcare system.

Professional Experience

DIANE GERMAN NURSE CONSULTING,LLC

MARCH 2023- PRESENT

Legal Nurse Consulting: As a champion for quality, I add support to the legal teams in a way that brings a level of authority that solidifies cases and bridges the gap between the medical-legal case and the overall clinical picture; Screen cases for merit, review, organize, summarize, and interpret medical records, streamline content for chronological timelines, evaluate and define applicable | deviations to Standards of Care, identify defendants, and more.

Clinical Nurse Consulting: For over two decades, my compassion has guided countless patients through the complex hardships of healthcare. I exemplify the ability to anticipate your needs and I am considered your best asset in creating solutions tailored to you; provide education, coordinate care, evaluate current

and projected needs, reduce readmission rates to facilities, build more effective office visits, schedule appointments | second opinions, and more.

Corporate Nurse Consulting: I extend industry-led abilities in teaching best practices related to the Case Management process and member engagement. You can expect a commitment to excellence that improves audit outcomes, enhances proficiency, and promotes customer satisfaction; discover learning opportunities that increase performance, author policies for clinical standard operating procedures, standardize onboarding programs, and design curriculum and training centered around business needs.

CLINICAL EDUCATOR | ACCOLADE

FEBRUARY 2022- MARCH 2023

I created a Case Management curriculum for all clinical staff with an adjunct mentorship program to implement change across the organization in clinical operations to meet NCQA accreditation, health plan requirements, customer performance guarantees, improve audit scores, and have staff development of best practices. I taught groups of nurses strategies for developing and honing telephonic nursing case management skills by improving engagement skills. I applied tools to enhance or improve metrics/daily operations; content inclusive of fundamentals of case management, motivational interviewing techniques, the role of audits, outreach and follow-up requirements, care plan creation/monitoring, provider outreach engagement techniques, telephone skills, active listening techniques, and documentation best practices. I constructed a virtual learning program for nurses with metrics or performance deficiencies, aligned a performance improvement plan, and made benchmarks to determine the continuation or termination of the employee. Served as a content developer and instructional designer for staff-wide Clinical Excellence Conference, new hire onboarding, and staff development training. Content provided foundational education regarding the role of case management, implementation, and evaluation of outcomes supporting daily operations of the front-line care team. Established auditing process through the development of case review, preparation, and presentation during live and mock audits (customer, NCQA, internal quality) with the implementation of training related to post-audit findings. Built job aids, authored policy and procedures, and clarified processes with resource development to best support streamlined clinical operations and an improved customer experience.

COMPLEX CASE MANAGER; ONCOLOGY|ACCOLADE| JANUARY 2021- FEBRUARY 2022

Implemented all case management activities with members/family/provider telephonically per NCQA requirements. Maintained high volume caseload for complex oncology case management reducing readmission rates, obtaining access to healthcare services, and reducing out-of-pocket costs to members, employers, and health plans. Focused efforts to ensure accessibility, and efficiency of care with decreased utilization/costs while navigating members and their families from initial cancer diagnosis to recurrence/acute hospital admission/discharge planning/outpatient care/hospice enrollment. Maintained or exceeded all required metrics and obtained the highest level of performance review status.

COMPLEX CASE MANAGER; ONCOLOGY | CVS HEALTH-AETNA; NATIONAL ACCOUNTS DIVISION | JANUARY 2019- NOVEMBER 2021

Assessed needs and deployed plan sponsor/ national/community resources while addressing barriers and gaps in care for oncology patients and families through all phases of the case management process. Exceeded monthly metric requirements for call volume and content standards. Presented at case conferences for overall claim management/discussion and or advocacy for members and established best practices for mock audits to become standard for fellow case managers. Consistently applied critical thinking skills to apply varied resources that upheld health promotion and educated members and families. Crafted proactive member-centric goals to enhance short and long-term outcomes and applied clinical oncology nursing expertise to assist members with all cancer diagnoses for both pediatric and adult populations. Upheld all documentation requirements aligning with best practices while acting as a clinical coach to teach and apply successful strategies, skills, and techniques that lead to improved enrollment and engagement of members.

GENITOURINARY ONCOLOGY NURSE NAVIGATOR; THE PROSTATE EVALUATION PROGRAM | ABINGTON- JEFFERSON HEALTH | DECEMBER 2014- NOVEMBER 2019

Responsible for direct patient care needs for all genitourinary cancer patients within a very large outpatient academic cancer center for all elements related to oncology navigation, education, scheduling, toxicity management, as well as the screening, diagnosis, and treatment planning transitions for newly diagnosed cancer patients into defined treatment plans. Managed high volume, outpatient, revenue-generating, 1200 plus patient roster for a prostate cancer screening program with weekly clinic hours. Created improved workflow to communicate effectively and efficiently for scheduling biopsies and transitioning care to definitive treatment strategies. Partnered with primary care providers to streamline consultations/ boost referral rates in the early detection of prostate-related diseases/cancer. Maintained all billing components, documentation for authorizations/approvals/appeals, and metrics for the entire program. Identified all barriers and gaps in care and deployed necessary supportive services including accompanying patients at office visits to further patient education about the disease process, treatment options, and side effects related to treatment.

ONCOLOGY STAFF| RESEARCH NURSE | THE CENTER FOR CANCER AND HEMATOLOGIC DISEASE; CHERRY HILL NJ; OUTPATIENT AMBULATORY CARE | JUNE 2000- NOVEMBER 2014

Served as a chemotherapy-certified infusion nurse for fast-paced outpatient community practice that included responsibility for all direct patient care, telehealth, or triage needs, and insurance authorization. I created a workflow with interconnected facility coordination for Stem Cell Transplant patients at academic institutions/ambulatory care facilities for all phases of the transplant process. Worked as a primary research nurse coordinator for multiple, concomitant, industry/cooperative group phase I-IV clinical trials. Responsible for the direct care of all portions of protocol execution: screening, eligibility, consent process, scheduled and unscheduled visits, infusions, toxicity management/adverse events, and documentation. Responsible for all CRO/vendor communication, and timely submission of all protocol and regulatory requirements; including management of investigational products/standard of care supplied products, strategies to boost enrollment, and patient recruitment.

Training| Certifications

Multi-State Active Licensure |Registered Nurse: AZ, CA, CO, CT, DE, FL, ID, IL, IA, KY, ME, MA, MN, MO, NE, NV, NH, NJ, NM, NY, OH, PA, TN, TX, UT, VT, WA

Oncology Certified Nurse; 2004 |Certified Oncology Nurse Navigator- Certified Generalist; October 2017
Certified Case Manager; August 2022| Certified Legal Nurse Consultant; August 2022

Education

Bachelor of Science in Nursing | Duquesne University