CURRICULUM VITAE

KRISTEN JONES, RN, CLNC, CNLCP
KRISTEN JONES CONSULTING, LLC
3000-F DANVILLE BLVD. #141
ALAMO, CALIFORNIA 94507
(925) 855-1956
fax (925) 855-1930

PROFESSIONAL EXPERIENCES

Certified Nurse Life Care Planner
Certified Legal Nurse Consultant
Licensed Registered Nurse
Coordinator – Clinical Resource Management
Manager – Physician Peer Review
Coordinator – Quality Assurance/Quality and Resource Management
Coordinator – Utilization Review and Quality Assurance
Director, Patient Care Services
Head Nurse Level II Nursery
Assistant Manager – Birthing Unit
Staff Nurse II – Labor and Delivery, Ante-partum, Post-partum, Nursery, NICU

NURSING EXPERIENCES

Reviewed and entered all Acute Myocardial Infarction (AMI) Data into National Core Studies Program, Joint Commission on Accreditation of Healthcare Organizations, and National Medicare Program for Major Medical Center

Participated in Congestive Heart Failure (CHF), Pneumonia, Surgical Infection, and Cesarean Section data collection for National Core Studies Program, Joint Commission on Accreditation of Healthcare Organizations, and National Medicare Program for Major Medical Center

Performed Physician Peer Review and Quality Assurance duties for Obstetrics and Gynecology, Pediatric, Surgery, Psychiatric, Emergency, Radiology, and Medicine Departments of Major Medical Center

Established and Implemented Physician Peer Review Program to interface with Physician Credentialing for all departments of a Major Medical Center

Conducted extensive Chart Review for Standards of Care, Policy and Procedures, Sentinel Events, and Compliance for all departments of a Major Medical Center

Developed and Implemented Utilization Review and Quality Assurance Program for Health Maintenance Organization (HMO) and Independent Physician Association (IPA)

Developed Medical Appropriateness Guidelines Manual and Policy and Procedure Manual for HMO/IPA

Responsible for Single Source Contract for Home Health Care, Home IV Therapy, and Durable Medical Equipment for HMO/IPA

Case Management of Catastrophic, High Cost, and Long Term Care situations for National Insurance Company and HMO/IPA

Interpretation of Benefits/Claims Adjudication for National Insurance Company and HMO/IPA

Developed and Implemented Policy and Procedure Manual for Level II Nursery of new Home Birthing Unit

Participated in development and implementation of Policy and Procedure Manual for Labor and Delivery, Ante-partum and Post-partum units of new Home Birthing Unit

Patient Care in all areas of Labor and Delivery, Ante-partum, Post-partum, Well-Baby Nursery and Neonatal Intensive Care Units

SKILLS AND PROFICIENCIES

- **Reports - Timelines and Chronologies**
- **Interpretation of Medical Chart, Inpatient and Outpatient**
- **Fetal Heart Tracing Interpretation and Analysis**
- **Medical Record Data Collection and Interpretation**
- **Hospital, Health Care, and Insurance Ethics**
- **Life Care Planning**
- **Life Care Plan Critique and Rebuttal**
- **Private Healthcare Advocacy**
- **Interviewed and Quoted in "Advance for Nurses" Magazine, February 4, 2008, "Planning for Life", pg. 15**
- **Continuing Education in Alzheimer's and Dementia; Defense Medical Examinations; Aging with Spinal Cord Injury; Medical Malpractice: Causation and Legal Principles; Legal Risks of Labor and Delivery; Infections: caMRSA and haMRSA**
- **Competent – Microsoft Outlook, Word, Excel; Internet Research**

SPECIAL CERTIFICATES AND LICENSES

Registered Nurse – California - License #905454 – Active
Certified Legal Nurse Consultant - Active
Certified Nurse Life Care Planner - Active
Private Healthcare Advocate (Certification in process)

PROFESSIONAL MEMBERSHIPS

American Association of Nurse Life Care Planners (AANLCP)
American Association of Legal Nurse Consultants (AALNC)
National Alliance of Legal Nurse Consultants (NACLNC)
Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN)
National Association of Neonatal Nurses (NANN)
Contra Costa County Bar Association (Associate Member)
American Bar Association (Associate Member)
ABA Health Law Section
Forensic Expert Witnessing Association (Associate Membership)
Alameda County Bar Association (Associate Member)
Bar Association of San Francisco (Associate Member)
Reflex Sympathetic Dystrophy Syndrome Association (RSDSA)

PROFESSIONAL SUBSCRIPTIONS

Journal of Nurse Life Care Planning
Journal of Legal Nurse Consulting
American College of Obstetricians and Gynecologists (ACOG) Practice Guidelines
Journal of Perinatal and Neonatal Nursing
Journal of Obstetric, Gynecologic & Neonatal Nursing
Journal Watch (NEJM)
New England Journal of Medicine (online)
The Medical-Legal News
Jury Verdict Review (online)
ADVANCE for Nurses Magazine
NurseWeek Magazine
ABA Journal (and other Bar Association Journals)
RSDSA Review
"The Health Lawyer" ABA Health Law Section Journal
The Legal Eagle-Eye Newsletter
Medical-Legal Grab Bag

EDUCATION

NURSE LIFE CARE PLANNING
MEDICARE SET-ASIDES
Certification
Kelynco
Salt Lake City, Utah
2007

LEGAL NURSE CONSULTING
Certification
Vickie Milazzo Institute
Houston, Texas
2007

Registered Nurse
Diploma Degree
Merritt Hospital School of Nursing
Oakland, California
1979

Major: Health Sciences
San Diego State University
San Diego, California
1976

PROFESSIONAL EXPERIENCE

2007 **CEO**
KRISTEN JONES CONSULTING, LLC
ALAMO, CALIFORNIA
Certified Legal Nurse Consulting
Certified Nurse Life Care Planning
Legal Nurse Consulting and Life Care Planning Services, including Medical Case Screening for Merit, Comprehensive Medical Case Review, Expert Witnessing, Medicare Set-Asides, Specializing in Labor and Delivery Review, Fetal Heart Tracing Interpretation and Analysis, Life Care Plans for Cerebral Palsy and other Birth Injuries.

1998-2007 **COORDINATOR**
CLINICAL RESOURCE MANAGEMENT
ALTA BATES SUMMIT MEDICAL CENTER
BERKELEY, CALIFORNIA
Reviewed the charts of all the patients with a diagnosis of Acute Myocardial Infarction (AMI) averaging 125 to 150 charts per month, 1500-2000 chart reviews per year. Also reviewed the charts of patients diagnosed with Congestive Heart Failure (CHF), Pneumonia, Surgical Infections, and Caesarian Sections. This data base, specific to the hospital, was then sent to the National Core Studies Program, the Joint Commission of Healthcare Organizations, and the National Medicare Program. The data is used to compare outcomes, rate hospital compliance, and set standards at national levels. On the hospital level, it indicates areas and systems needing performance improvement.

1995-1997 **MANAGER**
PHYSICIAN PEER REVIEW
ALTA BATES MEDICAL CENTER
BERKELEY, CALIFORNIA
Developed a Peer Review system for all departments of Alta Bates Medical Center that provided the physicians with statistical feedback regarding performance. It identified specific individual, departmental, and hospital indicators and then provided individual and departmental feedback, which was presented monthly to the Medical Director and

CEO. This system also interfaced with the Credentialing Department to provide data for Physician Recredentialing every 2 years. The Peer Review System also investigated and documented situations with serious or egregious outcomes. These situations happened in every department and needed thorough investigation. Due to a very large Obstetrics department and large volume of maternity patients, Fetal Heart Tracing interpretation and knowledge of Labor and Delivery systems was essential to the investigation of "bad baby" cases. Other specialized areas needing investigation provided intense, and often abrupt, learning experiences.
Participated in Alta Bates Medical Center Ethics Committee in Case Review and Evaluation.

1991-1995 COORDINATOR
QUALITY ASSURANCE/QUALITY AND RESOURCE MANAGEMENT
ALTA BATES MEDICAL CENTER
BERKELEY, CALIFORNIA

Performed general quality assurance duties, reviewed charts, assisted at monthly departmental quality assurance meetings, supported department quality assurance chairmen. The Quality Assurance System was outmoded and needed complete revision to the more advanced system soon to be required by the Joint Commission. The QA Department also needed to interface with the Credentialing Department to decrease duplication of duties and provide data at recredentialing. Indicator identification, surveillance methods for problem indicators, and all assessment systems inadequate.

1990-1991 COORDINATOR
UTILIZATION REVIEW AND QUALITY ASSURANCE
PACIFIC HEALTHCARE
PLEASANTON, CALIFORNIA

Established and implemented Utilization Review and Quality Assurance Program for a new Health Maintenance Organization (HMO) and Independent Physician Association (IPA). Case management of catastrophic, high cost, and long term care situations. Interpretation of benefits for claims adjudication. Responsible for single source contract for Home Health Care, Home IV Therapy, and Durable Medical Equipment.
Established Medical Appropriateness Guidelines Manual, Policy and Procedure Manual, and Standards of Care Manual.

1989-1990 COORDINATOR
UTILIZATION REVIEW AND QUALITY ASSURANCE
CIGNA HEALTH PLAN
OAKLAND, CALIFORNIA

Case management for high cost, catastrophic, long-term, and HIV cases. Provided interpretation of benefits for claims adjudication. Renegotiated contracts for Home Health Care, Home IV Therapy, Durable Medical Equipment, and Prosthetics/Orthotics. Subscriber and Provider teaching regarding HMO procedures.

1988-1989 DIRECTOR
PATIENT CARE SERVICES
MARTIN LUTHER KING JR. FAMILY HEALTH CENTER
RICHMOND, CALIFORNIA
State MediCal Program Clinic. Responsible for all LVNs and Aids working in patient care areas. In charge of Standards of Care, Policy and Procedure guidelines, and scheduling of LVNs and Aides. Supervised Medical Record Department and MediCal/Medicare billing. Troubleshooting problem interactions between MDs, PAs, nurses and patients. Responsible for all Obstetrical Intake and inpatient hospital utilization.

1986-1988 HEAD NURSE, LEVEL II NURSERY
ASSISTANT MANAGER, FBU
FAMILY BIRTHING UNIT
PROVIDENCE HOSPITAL
OAKLAND, CALIFORNIA
Participated in starting a new Home Birthing Unit with Level II Nursery at major hospital. Developed and Implemented Policy and Procedure Manual for Level II Nursery. Responsible for all special equipment needed in Level II Nursery and Birthing Suites. Assisted with development and implementation of Policy and Procedure Manuals for Labor and Delivery, Ante-partum and Post-partum areas. Registered Nurse duties in all areas.

1985-1986 STAFF NURSE II
MATERNITY UNIT
ALAMEDA HOSPITAL
ALAMEDA, CALIFORNIA
Registered Nurse duties Labor and Delivery, Nursery and Post-partum units.

1982-1985 STAFF NURSE II
BIRTHING UNIT
MARSHALL HOSPITAL
PLACERVILLE, CALIFORNIA
Registered Nurse duties in Labor and Delivery, Nursery and Post-partum units.

1981-1982 STAFF NURSE II
MATERNITY UNIT
AMERICAN RIVER HOSPITAL
CARMICHAEL, CALIFORNIA
Registered Nurse duties in Nursery, Post-partum and Labor and Delivery units.

1980-1981 STAFF NURSE II
MATERNITY UNIT
JOHN MUIR HOSPITAL
WALNUT CREEK, CALIFORNIA
Registered Nurse duties in Nursery, Post-partum and Labor and Delivery units.

1979-1981 STAFF NURSE II
NEONATAL INTENSIVE CARE UNIT
CHILDREN'S HOSPITAL MEDICAL CENTER
OAKLAND, CALIFORNIA

Registered Nurse duties in Neonatal Intensive Care Unit, working with very premature infants, compromised newborns, or newborns needing surgery.