

CHRISTY KANE, CMHC

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EXECUTIVE BEHAVIORAL HEALTH

ADMINISTRATION | CONTENT DEVELOPMENT | STRATEGIC PLANNING

20 years' proven leadership in managing healthcare operations and residential treatment facilities.

Dynamic, results-driven, industry leader in managing acute psychiatric behavioral health facilities and staff. Able to balance strategic decisions and financial discipline with strong employee and patient satisfaction. Engaging communicator, trainer, focus groups facilitator, and relationship builder.

Core strengths include:

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|-----------------------------------|-------------------------------------------------------------|---------------------------------------------|
| Leadership Training | ■ Implementing focused solutions | ■ Curriculum Development and Implementation |
| Budgeting & Fiscal Management | ■ Authored and Published Information on trauma-based issues | ■ Professional Presenter |
| 120 years Focus Group Facilitator | ■ Superior Communications Skills | ■ 20 years Direct Client |
| Strategic Planning | | |

SELECTED CAREER ACHIEVEMENTS

- ◆ Directed the turnaround of three state-licensed acute residential treatment centers. Increased patient capacity from 18% to 90% within 90 days, reaching max capacity of 120 clients. Increased average monthly billing per facility from \$104,000 to \$580,000.
- ◆ During initial 6 months as CEO, increased operational efficiency from 57% to 94%, while increasing customer satisfaction from 44% to 89%. Established partnerships with local and national for-profit and not-for-profit entities to increase client referral organizations from 3 per month to 37 per month, an 81% increase over the previous year, creating a prospective client admit waiting list for each facility.
- ◆ Interacted with various organizations, governmental agencies, and corporations to create treatment modalities, information, trainings, and curriculum for individuals and/or families dealing with critical trauma based behavioral health issues which included pornography addiction, substance abuse, divorce, child sexual abuse, legal issues, grief and loss, PTSD, and loss of direction or purpose.
- ◆ Managed operational budgets of \$20+ million for multi-site acute long-term healthcare treatment centers. Enhanced staff and residency projections, monitored and reduced staffing costs while maintaining standards of care, and streamlined insurance billing reimbursements and private payments while meeting utilization review standards.

CAREER HIGHLIGHTS

DRCHRISTYKANE LLC

FOUNDER CHIEF EXECUTIVE OFFICER ■ 2015 to Present

(Dr Christy Kane LLC is a consulting firm which directs corporations in dealing with critical behavioral health issues which face 80% of the American population.)

- ✓ 20 Years of direct face to face treatment of individuals dealing with trauma based issues which include but are not limited to, sexual abuse, addiction, divorce, gender identity, loss, and death by engaging individual in faith-based counseling pathways founded in evidence-based principles.
- ✓ Engaged mainstream corporations in behavioral health discussions affecting corporate America and identified steps businesses can take to help stabilize employees during life crises.
- ✓ Instructed H.R. directors regarding mental health issues and the proactive actions human resources departments can take to assist employees with mental health care issues. Worked with corporations to implement onsite behavioral health care procedures.

- ✓ Guided corporations in strategic planning to help stabilize employees in crisis and decrease employee turnover.
- ✓ Guided and directed focus groups regarding effective interventions and treatment modalities for individuals dealing with trauma based and addiction-based issues. Participated in regional meetings regarding critical issues facing divorced adults in faith-based cultures. Guest speak at various mental health conference.

UTAH ASSOCIATION OF CONSERVATION DISTRICTS

EXECUTIVE DIRECTOR - CONSULTED THROUGH BLUE CHERRIES ■ 2014 to 2015

(State of Utah Water Soil Conservation Organization.)

- ✓ Directed all political public awareness for the organization.
- ✓ Drafted legislation, interfaced with senators, representatives, and members of the Governor's cabinet
- ✓ Managed the creation of all training information, policies, and curriculum

UTAH ADDICTION CENTERS, EAGLE MOUNTAIN, UT

CHIEF HEALTH OFFICER ■ 2013 to 2014

(Residential substance abuse treatment center.)

- ✓ Recruited to help the company obtain their The Joint Commission (TJC) accreditation and increase client base. Completed full TJC out-patient and in-patient accreditation within 6 months.
- ✓ Decreased clinical treatment, medication administration and documentation error rates by a combined 53% based on less than 1 error per 50 file client audit reviews.
- ✓ Developed and implemented evidence-based therapeutic approaches for patients dealing with substance abuse with co-morbid mental health issues. Modeled and taught effective group processing, client-focused individual therapy, and other classes to staff and families seeking to support individuals with mental health issues.

PROPEER RESOURCES, INC., NORTH SALT LAKE, UT

DIRECTOR OF OPERATIONS ■ 2012 to 2013

(Accredited medical peer review organization for health, disability, worker's comp, auto/personal injury, and life (accidental death) claims.)

- ✓ Recruited to increase market share and stabilize operations of a company under new ownership and management. Developed employee reward systems and leadership training modules to promote advancement and retention.
- ✓ Supervised clinical staff, administration, and quality control programs including direct onsite staff of 6 individuals and offsite staff of over 400 physicians and 30 nurses. Maintained URAC accreditation and audit.
- ✓ Conceived new client on-boarding procedures which resulted in increased client retention by 44% and improved growth rates.
- ✓ Increased operational efficiency in utilization review process which included front in staff file preparation, nursing staff review, and physician compliance to Milliman Care Guidelines, which decreased error review rate from 33% to 1%.

BLUE CHERRIES, INC.

CHIEF EXECUTIVE OFFICER / DIRECTOR ■ 2006 to 2012

(Acute behavioral health treatment centers for youth with substance addictions and co-morbid mental health diagnoses. Facilities closed in 2013.)

- ✓ Directed clinical operations for three residential treatment centers. Each center maintained between 16 - 60 beds.
- ✓ Managed annual \$11 million payroll, human resources, accounting, marketing, process improvement, and program development. Ultimately accountable for 150 staff.
- ✓ Implemented evidence-based therapeutic treatment models which produced both short- and long-term life stabilization. Established long-term customer tracking and satisfaction metrics. Instituted monthly ACRON questionnaires and 3-, 6-, and 9-month discharged client tracking.
- ✓ Developed group therapeutic approaches for individuals dealing with substance abuse issues with co-morbid mental health issues. Modeled for clinical staff effective group processing, client-focused individual therapy, and appropriate training classes for family members seeking to support individuals with addictions.
- ✓ Therapeutic models included: DBT, CBT, EMDR, Rational Recovery, directed life change, and leadership development.
- ✓ Used a methodical approach to managing business of facilities and knocking down issues with field organization.
- ✓ Provided clinical directives and direct, face-to-face client interaction. Ensured quality care and verified that policies and procedures of the practice were followed within the scope of service. Oversaw human resources, accounting, marketing, process improvement, and program development – ensuring client satisfaction and profitability.
- ✓ Taught seminars and trained employees on diversity protocols with an emphasis on interacting with individuals from multicultural ethnicities as well as leading company positioning from a global perspective.
- ✓ Implemented evidence-based therapeutic treatment models that focused on treating dual diagnoses individuals dealing with substance abuse issues with underlying behavioral health problems, which produced effective behavioral changes in clients producing both short-term and long-term life stabilization.
- ✓ Taught seminars and trained employees on diversity protocols with an emphasis on interacting with individuals from multicultural ethnicities as well as leading company positioning from a global perspective.
- ✓ Implemented evidence-based therapeutic treatment models that focused on treating dual diagnoses individuals dealing with substance abuse issues with underlying behavioral health problems, which produced effective behavioral changes in clients producing both short-term and long-term life stabilization.

Family Development Center

Clinical Director / Operations Manager 2002 to 2006

- ✓ As Clinical Director for Family Development Center, created a successful start-up, infrastructure, and operations from the ground floor to a fully functioning organization in three months and maintaining a contract with the State of Utah. Created and executed strategic marketing plans and program modifications, resulting in increased client retention of 45% of a \$1.3 million operating budget and a decrease in employee turnover by 33%.

EDUCATION AND CERTIFICATION

Doctorate – Clinical Psychology
California Southern University

Master of Arts Degree – Mental Health Counseling
University of Phoenix, Salt Lake City, Utah

Certified as a Clinical Mental Health Counselor (CMHC)

Bachelor of Arts Degree – Political Science (Pre-Law)

Brigham Young University, Provo, Utah

LICENSURE'S / PROFESSIONAL TRAINING

- ◆ Medicare Training through CMS. Covers policies and regulations under parts A, B, C, and D
- ◆ Utah State License #5716781-6004 - Certified Mental Health Clinician

AFFILIATIONS

- ◆ UVU Women of Success Board Member Speaker's Chair
- ◆ Present and Key Note Speaker for Behavioral Health Conferences which included DCFS, JI, PTA, Regional Single Stake Conferences, LGBT Faith Based Conferences
- ◆ Requested to be on the North Star Board
- ◆ United Families International, Utah Chapter
- ◆ Worldwide Who's Who®
- ◆ American Counselors Association, Utah Chapter
- ◆ Utah Counseling Association
- ◆ Professional Conference Keynote Speaker and Presenter
- ◆ Content Contributor LDS Living On-line
- ◆ President Utah Counselors Association 2000
- ◆ Utah Young Mother of the Year 2000 - Utah
- ◆ LDS Mission April-1988 Nov-1989
- ◆ MTC Teacher 1990-1992
- ◆ Author - Shell Cracking Leaving the Past Behind
- ◆ Nominated for Mother of the Year - Utah