

Jacqueline Indreginal

LICENSURE: RN Hawaii License Number Expiration
Date: 6/30/21.

**PROFESSIONAL
EXPERIENCE:** **Registered Nurse VI**

August 2013 to
Present

Manage and Supervise a team consisting of two (2) office assistants, four (4) professional nurses (3 RN IVs, 1 RN V) and two (2) Social Workers who provide oversight and contract monitoring assuring the quality of care and services provided by AlohaCare, HMSA, Kaiser, Ohana and United HealthCare through the managed care system.

Manage and provide direct oversight, supervision and guidance to three (3) RN IVs and three (3) RN Vs in the areas of Long Term Services and Supports, Home and Community Based Services, Early Periodic Screening Diagnosis, and Treatment (EPSDT), Developmental Disability/Intellectual Disability (DD/ID) Waiver Services, Community Care Services (CCS), and External Quality Review Organization. Participates in joint meetings and planning sessions with other administrators and personnel from other divisions, community groups and providers, to determine best practices and methods of providing quality services to beneficiaries within the boundaries of federal and state guidelines.

Manage and provide direct supervision over the work of two (2) social work positions in all phases of the Appeal and Grievance process and approves the findings/results for review, confirmation and/or preparation for hearing.

Advise and support the RN V with the State Transition Plan to ensure that the State is in compliance with the Final Rule for Home and Community Based Services from the Centers for Medicare and Medicaid Services (CMS). Collaborate with representatives from the MedQUEST Division (MQD), Department of Health (DOH), Council Members, and Advisory Groups in the development of policies and procedures and plans to evaluate and assist service providers to come into compliance with the Final Rule. Regularly participate in SOTA webinar calls to ensure that changes to the federal rules are reflected in the designing of programs and the creation or revision of policies and procedures governing these programs.

From September 2013 through March 2014, directed the transition of approximately 4500 QExA and QUEST members from the Adult Mental Health Division (AMHD) and QUEST health plans into the Community Care Services (CCS) program that serves beneficiaries with severe and persistent mental illness. The transition increased the total of CCS members to over 5000 and has remained in that range since. Collaborated with the Data Analysis and Provider Network (DAPN) Section and Systems Office to assure accurate data from the transition were provided and inputted into our system. Developed and implemented procedures for CCS admission criteria, reviewed all referrals and approved admissions that met the requirements of the program. Developed a workflow checklist and revised the referral application to streamline the referral process and assure the information required was included in the application. Monitor and provide direction to CCS through monthly reports to improve the type and frequency of services provided that assure member needs were being met. Conducted informational training on the CCS referral process/criteria for hospitals, community providers/agencies, and other state departments. Implement and manage pilot programs to expedite CCS admissions for persons that meet criteria entering the system through the Crisis Line, Hawaii State Hospital, and adults transitioning from Child and Adolescent Mental Health Division. Currently working with DD Division in developing a procedure for admission into CCS for their members that have dual diagnosis and may qualify for the CCS program.

Developed and implemented and continue to provide oversight of the Ride Along Program that evaluates the process and accuracy of Health and Functional Assessments performed by health plans service coordinators to determine the needs of beneficiaries requiring LTSS, HCBS, or At Risk services. Evaluation findings are provided to the health plans on a quarterly basis. Consultation provided to the health plans on an "as needed" basis.

Provides monitoring and direction over the Quality Assessment Performance Improvement (QAPI) Program through Performance Improvement Projects (PIPS). PIPS are designed to achieve through ongoing measurements and interventions, significant improvement, sustained over time, in clinical care and non-clinical areas that are expected to have a favorable effect on health outcomes and member satisfactions.

Designates staff in the seven (7) specialized areas within the Quality Section to address work requirements and policies and procedures in the identification, evaluation and resolution of potential and actual problems in meeting the requirements of the contracts and the delivery of services to beneficiaries. Works in

conjunction with the other two Section Supervisors within the branch in recommending implementation of health care evaluation processes and protocols for quality assurance in monitoring the contracts.

Provide oversight and recommend approval for budget disbursements for the "Hawaii Patient Reward and Incentive Program to Support Empowerment - HI-Praise Project" through a University of Hawaii grant under the coordination of a Quality Section staff.

**Registered Nurse V
Unit Supervisor
Office of Health Care Assurance**

January 2004 to
December 2009

The RN V functions as the Unit Supervisor of a team of four (4) Registered Nurse IV's, a Public Health Nutritionist and an Occupational Therapist IV. The RN V is responsible to plan, organize and coordinate a variety of support services to implement Administrative Rules governing providers of medical facilities. Develop standards, policies and procedures as required to ensure quality of care for residents placed within these facilities. Evaluate statistical data to monitor programs for quality assurance and effectiveness and to recommend program changes based on these evaluations and established standard nursing practice and procedures. Evaluate and process new applicants for Care Homes, Developmental Disability Domiciliary Homes, Special Treatment Facilities, Therapeutic Living Facilities, and Assisted Living Facilities, through the licensing process until completion of construction, evaluating program objectives, of staff and ensuring that activity and ancillary programs are implemented by the providers. Consult and collaborate with other regulatory agencies at the county and state level. Conduct and complete investigations of unlicensed activities, and violations of resident rights. Works collaboratively with other State and County agencies in these situations as needed.

**Registered Professional Nurse IV
Nurse Consultant
Office of Health Care Assurance
601 Kamokila Boulevard Room 361
Kapolei, Hawaii 96707**

July 2000-2004

The RPN IV nurse consultant regulates and licenses, Special Treatment Facilities (STF) and Therapeutic Living Facilities for adults and children with alcohol/ substance abuse, and/or emotional disorders, Adult Residential Care Homes (ARCH) and Expanded Care ARCH's, Assisted Living Facilities (ALF), and

Developmental Disabilities Domiciliaries (DDD). Monitor the appropriateness of placement in these settings and compliance to the Hawaii Revised Statutes, Rules and Regulations governing these facilities. Inspections are conducted unannounced annually and more frequently as needed. Unannounced inspections are conducted to ensure the health and safety of the dependent adult, confirm correction of deficiencies, monitor compliance to the state rules and regulations, and for complaint investigations. The incumbent of this position works independently and/or as a team leader or member in specific situations.

October 2001-2002

Staff/Program Development Specialist

Care Hawaii, Inc.
677 Ala Moana Boulevard
Honolulu, Hawaii 96813

The incumbent of this position is responsible for the on-going training and evaluation of personnel in the area of mental health to work with clientele who has a history of chronic mental illness and forensic issues. Develop program curriculum to address the deficit areas of the target population in preparation for reintegration into the community. Develops policy and procedures, program forms and curriculum for resident schedules to meet the Mental Health Division criteria for appropriate level of service

April 1998 to
July 2000

Registered Professional Nurse III

Hawaii State Hospital
Kaneohe, Hawaii

The RPN III has the responsibility of the **Charge Nurse**. Coordinates all aspects of patient care, **supervises** subordinates and assumes the responsibilities of the Nurse Manager during her absence. Serves as the **Care Coordinator** for assigned caseload, conducts monthly Treatment Plan Review's, is familiar with all phases of the Nursing Process and conducts in-house QI on assigned charts. The RPN III demonstrates competent skills in clinical practice and assessment of geriatric patients at the ICF and SNF level of care, and is effective in all areas of communication. Participates in ongoing professional development and holds high ethical standards. Conducts group and training classes for clients.

February 1996 to
April 1998

Kahi Mohala Partial Hospitalization Program
1350 So. King Street #105
Honolulu, Hawaii 96814

Psychiatric Registered Nurse: Functions as a member of an interdisciplinary team at a partial hospitalization program for persons with severe disabling mental illness. Participated or

trained subordinates in the development of treatment planning. The program is designed to treat clients in a highly structured environment that provides extensive individual therapy, group therapy, education and training, medication management and close follow-up with program's psychiatrist and professional staff. The intensive treatment is provided in an effort to prevent re-hospitalization.

The RN provides **comprehensive admission nursing assessments**, assists the psychiatrist in all admission orders, coordinate treatment with collaborative agencies, monitors and administers medication, monitor on-going **health status** of residents, **crisis intervention**, and provide 1:1 counseling as needed. Conducts **authorization interviews** with insurance providers for continued treatment. Involved in all aspects of planning, implementing and evaluating program activities. Assumes the duties and responsibilities of the **Program Administrator** during her absence. Preceptor of **nursing students** from local universities.

Serves as the **Utilization Review nurse**, is familiar with Medicare/HMO rules and regulations, conducts education and training groups daily, participates in interdisciplinary treatment planning and reviews, conducts home visits as necessary, **assess client's physical status and refer or follow-up** with appropriate agencies. Prepares prior authorization forms for specific medications and submit to the proper authorities. Is familiar with community resources that are utilized by the population served. Is aware of Medicaid/Medicare billing standards/process.

Oct. 1974 to
Feb. 1996:

Registered Professional Nurse III/LPN II

Assumed the duties and responsibilities of the RN III and Psychosocial Rehabilitation Program Head since 12/93

Leeward Oahu Community Mental Health Center
94299 Farrington Hwy. Waipahu, Hawaii 96797.

Functioned as a member of an interdisciplinary team at a psychosocial rehabilitation center for persons with severe disabling mental illness. Involved in all aspects of planning, implementing, and evaluating program activities. Served as a member of the **Quality Assurance Committee**. Conducted individual and group counseling, crisis intervention, case monitoring, and administered medication as ordered by the psychiatrist. Functioned as a **care coordinator** for an assigned caseload.

Participated in **Management Team** meetings while assuming the duties and responsibilities of the **Psychosocial Program Head** during the vacancy of that position during a period of two years.

Participated in the development of **policies and procedures** specific to the Mental Health Center.

Received specialized training in Washington in the **Clubhouse Model** within the Psychosocial Rehabilitation Program, which promotes client empowerment. **Planned and implemented** the **Clubhouse Model Program** within the Leeward Oahu Community Mental Health Center. Performed case-management services, and coordinated collaborative services for the center psychiatrists.

Conducted training classes in a variety of contexts for Care Home operators and clients. **Certified as a trainer** in the **MANDT** model on how to deal with difficult and aggressive clients. Participated in developing the revised manual for managing aggressive behavior (**CPMR**) at HSH.

1973-1974

Licensed Practical Nurse II

Waipahu Mental Health Center,
Waipahu, Hawaii

Planned, implemented, and evaluated the **Infant Stimulation Program**. Provided training to mothers in parenting and social skills. Conducted individual, family, and group counseling for emotionally disturbed children in elementary, intermediate, and high school. Consulted with teachers, counselors, parents, and other public agencies. Administered medication as ordered. Performed **case management** services for an assigned case load and crisis intervention in the community/clinic.

1969 to 1973

Paramedical Assistant III

Waimano Training School and Hospital
Pearl City, Hawaii

Assumed charge responsibilities for all aspects of patient care and taught skill building techniques. **Conduct on-going daily assessment of residents physical condition** while providing daily care (skin condition (discoloration, breakage, bruising, etc.) hydration status, monitor vital signs, intake etc.). Implemented behavior modification strategies for mentally retarded adults with severe behavior problems in an institution for the mentally retarded.

EDUCATION:

Registered Nurse Program
University of Hawaii

Honolulu, Hawaii

Liberal Arts-Prerequisites for RN Program
University of Hawaii/Leeward Community College
Pearl City, Hawaii

Clubhouse Model Trainer Certification
New Frontier Club
Seattle, Washington

Liberal Arts-Human Services
Windward Community College
Kaneohe, Hawaii

Liberal Arts
Leeward Community College
Pearl City, Hawaii

Practical Nursing Program
Kapiolani Community College
Honolulu, Hawaii

Other:

Employee of the month in August 1997. Team player, well organized, has a good sense of humor, flexible, calm during crises, works well with people, and has diverse interests. Is familiar with a broad scope of community resources and agencies. **Volunteer facilitator** for the Family Peace Center working with men through the courts system who had issues with domestic abuse. Volunteer working with families dealing with **terminally ill patients** at Wahiawa General Hospital.