

CARI UESUGI

WORK EXPERIENCE

10/12 – Present MAUI MEMORIAL MEDICAL CENTER (MMMC)
 QUALITY MANAGEMENT/PATIENT RELATIONS
 Wailuku, Hawaii
Patient Relations Advocate

Established and manage the MMMC's Patient Relations Program which contributes to quality patient care. Developed and implemented a data base system to track complaints and grievances to evaluate and improve services and operations. Writing and submitting narrative reports to Administration based on program data. Developed, implemented, and coordinate on going facility wide training related to customer service, advocacy, conflict resolution, and language access services. Revised MMMC's Language Access and Complaints and Grievance Policy and Procedures. Developed, implemented and manage MMMC's Language Access Plan. Ensures the compliance of the program and Language Plan through Federal and State laws and regulations. Collaborates and carries out liaison responsibilities with government agencies and community organizations to support the Language Access Plan. Furnish advisory services to Hawaii Health System (HHSC) in developing a comprehensive interpreter and translation services program. Wrote and received grant to translate vital documents. Improving the patient experience by developing and coordinating an Advisory Council.

07/06 – 10/12 QUEEN'S MEDICAL CENTER
 PATIENT RELATIONS DEPARTMENT
 Honolulu, Hawaii
Patient Relations Advocate

Identified and assessed patients' concerns, from which interventions resulted in reduced patient complaints and risks. Revised and maintained data base system and prepared statistical information regarding patient satisfaction for presentation to administration, physicians, and research centers. Coordinated and managed interpreter program ensuring compliance of federal and state laws and regulations. Wrote and implemented Language Access Plan. Provided advisory services to administration regarding development and evaluation of language services. Provided facility wide training regarding problem solving methods and techniques related conflict resolution, customer service, and language services. Participated in daily safety brief with administrators.

01/06 – 07/06 CHILD AND FAMILY SERVICES
 INTENSIVE LEARNING CENTER
 Honolulu, Hawaii
Staff Supervisor/Therapist

Provided oversight and coordination of the Center, servicing culturally diverse adolescents with variety of challenges, such as ADD, Learning Disabilities, ODD, Substance Use, and Explosive Anger Disorders. Provided weekly individual and group therapy for the students and their families. Supervised and trained program aides, teacher, and clerical staff in program and organizational policies and procedure. Collaborated and facilitated meetings with the Department of Education, non-profit agencies, and community resources to assist students in reaching their program goals. Submitted reports to Department of Education related to student issues and progress.

07/03 - 12/05 CITY AND COUNTY OF HONOLULU
 CITY COUNCIL
 Honolulu, Hawaii
Legislative aide for Councilmember Barbara Marshall

Directly addressed concerns and inquiries from constituents who resided in Windward area. Attended and actively participated in community organizations, Neighborhood Board, and Interagency Meetings. Submitted daily statistical reporting of constituents' concerns. Communicated daily with governmental agencies,

community organizations, and businesses to evaluate and address the concerns of the constituents. Reviewed proposed legislation and presented findings to Councilmember. Analyzed and interpreted statutes and laws in relation to proposed legislation.

12/03 - 09-04 HAWAII PACIFIC HEALTH
STRAUB MEDICAL CENTER & HOSPITAL
Honolulu, Hawaii
Patient Relations Coordinator

Assisted in the management of Patient Relations program under the Risk Management Department. Administered and coordinated the resolution of patient relations' concerns. Developed and implemented facility wide training on risk prevention and advocacy issues. Served as a member of the Hawaii Pacific Health Risk Management Team ensuring compliance with regulations, policies and requirements.

11/03 - 09/04 STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HUMAN SERVICES
DIVISION OF CHILD AND FAMILY SERVICES
CHILD PROTECTIVE SERVICES/CHILD WELFARE
Vancouver, Washington
Social Worker

To ensure the safety of children and their families: Performed safety and risk evaluation and assessments, developed and implemented individualized safety plans, made recommendations and testified in the courts as to ensuring child safety, facilitated and coordinated multidisciplinary and family team meetings, assisted the Attorney General's office, parent's attorneys, and CASA (children's advocacy agency) in ensuring compliance of laws, statute and regulations. Wrote and submitted narrative progress reports to administration related to child welfare. Performed extensive and intensive work involving a variety of issues including alcohol and substance abuse, domestic violence, depression, mental illness, ADHS, learning disabilities, and child/family abuse and neglect.

EDUCATIONAL BACKGROUND

██████████ Argosy University, Honolulu, Hawaii
18 semester credit hours within the Doctorate of Clinical Psychology Program

██████████ University of Phoenix, Honolulu, Hawaii
Master's in Counseling/Marriage and Family Therapy

██████████ University of Hawaii at Manoa
Bachelors of Science in Human Development

PROFESSIONAL AFFILIATION

07/16 – Present State of Hawaii
Language Access Advisory Council
Member of the Council
Language Access Plan Review Action Group – Review of State Agencies Language Access Plans. Ensuring compliance to State and Federal laws and regulations.

PROFESSIONAL DEVELOPMENT

Department of Health, OLA
10 Years of Language Access in Hawaii: Reaching Back, Forging Ahead Conference, September 2016
Presenter

REFERENCES UPON REQUEST