

# Michelle M. Karkheck Nicola LISW-S, BCD

## Education

The Ohio State University Master of Social Work

The University of Dayton Bachelor of Arts in Sociology

Minors: Social Work and Women's Studies Courses: Business Administration

## Professional Experience

Chalmers P. Wylie Veterans Ambulatory Care Center, US Department of Veterans Affairs Columbus, Ohio (9/97 to present)

*Geriatrics and Extended Care Line (GECL) 5/99-present*

### **Geriatric Evaluation Program Specialist 3/2008-present**

\*Developed Geriatric Evaluation Clinic through research, policy development, and collaboration with Central Office staff

\*Social Worker and Team Leader for clinic which offers interdisciplinary assessment for at risk elderly

\*Advocate for the growth and development of the Clinic

\*Precept Master of Social Work students

\*Member of the facility Dementia Committee, Unit Practice Council, and Behavioral Health Summit

\*Public speaking for VA and community staff

\*Consultant to social workers, neurologists, neuropsychologists, and geropsychiatrist regarding the aged

\*Assisted with creation of monthly memory loss information sessions

### **Care Line Manager/HBPC Program Director 11/2006-3/2008**

\*Responsible for the effective functioning of the Geriatrics Department (Spinal Cord Injury Clinic, Care Coordination/Home Telehealth, Home Based Primary Care, Purchased Community- Nursing Home, Adult Day Health Care, Hospice, Respite, Home Health Aide and Skilled Care).

\*Hired and oriented nine staff

\*Successfully managed interdisciplinary team of social workers, nurse practitioner, dietitian, nurses, psychologist, and program support

\*Met Joint Commission standards in Home Care

\*Led the department during Joint Commission survey

\*Effectively projected program and department growth and expansion to accommodate for aging veteran population

\*Assessed staff workload for appropriate caseload level

\*Responsible for three million dollar yearly budget

\*Filled in for department staff as needed

\*Completed multiple reports for local, VISN and National use clearly, concisely and timely

\*Brought innovative ideas and actions to the department (instituted provider agreements for purchased care)

\*Led group instilling values of hard work, dedication, passion for the elderly veteran, positive attitude, customer service and equity

\*Diligently collaborated with VISN 10 Facility Geriatrics Leadership which led to saving our department \$65,000

\*Developed a respectful working relationship with Central Office Geriatrics Staff

\*Completed program evaluation and process improvement for the department

\*Participant in Central Office HBPC Quality Workgroup

\*Member of VISN 10 Non-Institutional Care Expert Workgroup

\*Achieved 6 Sigma yellow and green belts

### **Care Coordination Home Telehealth Social Worker 7/2006-11/2006**

- \*Researched, developed, implemented Dementia/Caregiver Telehealth Program
- \*Screened, enrolled, and managed caregiver program

### **Home Based Primary Care Social Worker (HBPC) 9/2003-11/2006**

- \*Acting Care Line Manager as requested
- \*Assisted in implementation of the HBPC program through research, staff education and policy development
- \*Researched and changed performance review standards for GECL Social Workers
- \*Created and advocated for appropriate peer review criteria for GECL Social Workers
- \*Provided supervision to Master of Social Work Students
- \*Cross-trained in all GECL programs
- \*Fostered excellent relationships with community agencies and continue to be accessed as a community wide speaker
- \*Integral part of interdisciplinary team, providing consultation on cases and training to team members.
- \*Completed psychosocial and caregiver assessments and provided clinical services to patient population
- \*Utilized counseling, education, problem solving, and linkage to community and VA services as part of treatment planning and implementation
- \*Assessed patient safety in the home, advised regarding placements and referred to Adult Protective Services as needed
- \*Provided education, support, and recommendations while respecting clients right to self-determination. Evaluated for poor judgment versus incompetence
- \*Active in end of life planning and Advance Directive Counseling

### **Community Care Social Worker 5/99-9/2003**

- \*Care manager for veterans enrolled in the Contract Nursing Home and Contract Adult Day Healthcare programs
- \*Comprehensive understanding of Medicaid and Medicare
- \*Knowledge of dynamics of contracting and Fee eligibility
- \*Formed and maintained cooperative and collaborative relationships with community, VAOPC, and VAMC's.
- \*Completed yearly inspections and analysis of nursing homes and daycares using VA, state and federal regulations
- \*Provided supervision to Ohio State University Master of Social Work students
- \*Member of interdisciplinary team both within VA and contracted facilities
- \*Public speaker for VA and community education
- \*Knowledge of disease, symptoms, treatment, aging, mental illness
- \*Met the psychosocial needs of veterans, families and caregivers using focus of quality management

### ***Mental Health Clinic***

#### **Clinical Social Worker 9/97-5/99**

- \*Created, implemented and facilitated the Women's Wellness Group for female veterans
- \*Managed the Contract Adult Day Health Care program while maintaining a full caseload of mental health patients
- \*Implemented and facilitated Day Treatment Center Group
- \*Provided supervision to Ohio State University Master of Social Work students
- \*Prepared comprehensive reports and documentation
- \*Provided individual, couple, and group counseling
- \*Identified and utilized VA and community resources for veterans and families

- \*Completed psychosocial assessments, including Prisoner of War Protocol Exams for Compensation and Pension
- \*Provided quiet room supervision for veterans in crisis
- \*Participated in interdisciplinary treatment planning
- \*Performed crisis intervention