

Madeline Walker

CAREER PROFILE:

A seasoned Health Care Professional with extensive experience and specialized expertise in the management of health professionals, as well as, assisting insurers and employers in all aspects of managing both STD and LTD claims. In addition to personally assessing individuals with disabilities in compliance with the various automotive legislations, worker's compensation, and long term or short term disability plans in all matters relating to disability, absenteeism, accommodation, return to work planning, ergonomics, as well as, product development, training and rehabilitation.

PHILOSOPHY:

- ❖ Work is healthy! Feeling productive is critical to our self esteem, creative expression, a sense of accomplishment and satisfaction of social needs.
- ❖ Diagnosis does **not** equal disability; disability does **not** equal absence.

SKILLS & STRENGTHS:

- ✓ Occupational Health Nurse, RN
- ✓ Specialized in all aspects of Disability Management
- ✓ Solid mentoring and facilitation skills
- ✓ Health & Safety Expertise
- ✓ Rehabilitation Specialization
- ✓ Leadership Qualities
- ✓ Ability to work independently, as well as, part of a team
- ✓ Excellent communication skills
- ✓ Ability to organize and prioritize
- ✓ Highly responsive to customer needs
- ✓ Proficient computer skills Microsoft Windows, Excel, Outlook and PowerPoint

PROFESSIONAL EXPERIENCE

Madian Consulting Services Inc –Disability/Rehabilitation Specialist – 2000 – Present

- Conducts assessments on individuals who were off on STD & LTD and made recommendations that would foster a RTW
- Perform Work Site Assessments and make recommendations to increase the chance for a successful RTW
- Liaison with employer, physicians and case manager to achieve successful file management
- Implement and oversee RTW plans, conduct job coaching, as well as, job search assistance
- Provide comprehensive assessments regarding the physical demands of an individual's occupation.
- Perform Ergonomic Assessments to determine appropriate assistive devices that would facilitate a timely return to work
- Perform in-home assessments regarding Activities of Daily Living, with a focus on identifying barriers, as well as, providing realistic recommendations to allow for an increase of functional independence.
- Performed DAC assessments and frequently called upon to testify as an independent third party expert
- Assessment of Attendant Care Needs in accordance with the Statutory Accident Benefit Schedule
- Would set up care, assistive devices, as well as, liaison with other medical professionals to aid with the individuals rehabilitative process

Banyan Work Health Solutions Inc - Quality Control Manager – April 2007 – September 15, 2008

- Managing a team of health management specialists (HMS's) to provide proactive case management with the primary focus to bring a file to a successful closure in a cost effective manner
- Provide quality control measures to a varied customer base, including insurers and employers by means of providing timely reports
- Mentors HMS's, as well as, case managers on issues regarding influencing physicians, the use and implementation of vocational tools, in addition to ensuring that all parties have a solid understanding of coverage concepts and claims provisions
- Utilizes PowerPoint presentations to conduct motivational lectures and case management conferences to health care professionals via tele-web environment
- Provides ongoing analysis and tracking of files to ensure quality control measures
- Proven ability to "think outside the box" and avoid medicalizing files with the focus on function and abilities as opposed to disability
- Identifies non-medical barriers from the outset to assist individuals in understanding why a work place absence may be prolonged

Milton District Hospital –Registered Nurse – 1999 - 2001

- Provided emergent and critical care nursing for individuals admitted to the Emergency and Intensive Care Departments.
- Worked closely with an interdisciplinary team to provide effective discharge planning – including assessing the individual needs of patients for those requiring homecare, occupational therapy, and assistive devices.

Disability Risk Management Associates Inc –Rehabilitation Forensic Specialist – 1998 - 1999

- Provided insurers and legal practitioners with a comprehensive report that identified outstanding barriers to rehabilitation, as well as, suggesting effective strategies to assist with an individual's rehabilitation.
- Through reports assisted clients in reducing exposure and liability, encouraging cost effectiveness and assisted with the successful closure

AssessMed Inc – General Manager/Medical Administrator – 1994 - 1999

- Opened three satellite offices across Canada, which included
 - development of a business plan to attract client market
 - product development addressing clients' specific needs in the areas of rehabilitation
 - assisting with the establishment of a client base
 - assisted with sales and marketing to Employers, Physicians, Nurses, Associations and Insurance Companies
- Developed, implemented and evaluated health promotion programs
- Performed reviews and provided ongoing training for all staff physicians/nurses
- Designed and updated the nursing manual; assisted in designing the physician's procedures manual
- Responsible for setting up of all locations
- Hired and scheduled medical/nursing staff
- Performed functional abilities evaluations to assist physicians in the determination of an individual's capacity to return to employment and /or activities of daily living
- Provided internal auditing for quality control as per ISO 9002 standards

Canadian Red Cross – First Aid, CPR & Child Safe Instructor – 1993 - 1996

- Responsible for certifying both professionals and lay people within the community through teaching them the necessary skills required to obtain their certifications
- Organized and spoke at seminars within various public functions

Women's College Hospital – Registered Nurse – 1985 - 1993

- Responsible for the care of patients within various hospital settings, such as Neonatal Intensive Care Unit (NICU), as well as, normal newborn nursery and transitional nursery
- Responsible for newborn admissions, assessments and administering special care to infants that were premature, had feeding problems, low oxygen support and required IV
- Assist physicians with resuscitation in the delivery room and assessment for admissions
- Assist with intubations and maintaining ventilation
- Frequently these infants were severely premature and required pavulonizing, chest tubes, arterial lines, high oxygen levels and numerous IV lines

EDUCATION

- Sheridan College School of Nursing - Graduate of three year Nursing diploma
- Occupational Health & Safety Certification with Honours – Cowan and Associates
- Updated CPR/First Aid Certification – Active Canadian Emergency Training
- Health & Safety Training
- Certification of assessing and treating Musculo-Skeletal Injuries – Paul Goodyer, Physiotherapist
- Coronary Care Level 1 – Humber College of Applied Arts & Technology
- Rehabilitation Specialization
- Certified and Registered Internal ISO Quality Assurance Auditor – KPMG Quality Registrar Inc.
- Computer literacy - Microsoft Office including Outlook, Excel, PowerPoint and Internet
- Previous Certified Instructor for First Aid, CPR and Child Safe – Canadian Red Cross
- Sheridan College - Registered Dermal Therapist Diploma – graduated with high honours

ACCREDITATIONS/AFFILIATIONS

- Certificate of Competence from the College of Nurses of Ontario
- Certification Occupational Health Nursing
- Member of Ontario Occupational Health Nurses' Association and College of Nurses