

HEATHER W. BRUNGARDT

25004 Timberlake Trail ◦ Greenwood, Missouri 64034 ◦ Phone: (cell) 913-530-4064

CAREER SUMMARY

Visionary leader with demonstrated experience in the health care and non-profit sectors with expertise in strategic planning, growth management, leadership development and clinical excellence. Major areas of experience:

- *Quality Management*
- *Strategic Planning*
- *Project Design and Management*
- *Leadership and Team Building*
- *Evaluation and Research*
- *Health Care Financing and Policy*
- *Population Health*
- *Grants Management: Federal, State and Local-Level*
- *Evidence-Based Practice Management*

EXPERIENCE

Children's Mercy Hospital

Kansas City, Missouri

Senior Administrative Director of Psychosocial Services, Patient Care Services Department, February 2017-present

Executive leadership of all psychosocial services at Children's Mercy Hospital including Social Work, Family Centered Care, Child Life and related programs, Spiritual Services, Language Services, Patient Advocate Department and a Primary Care Clinic at Operation Breakthrough. Member of Senior Executive Leadership team driving strategy, fiscal accountability and regulatory compliance. Engaged in leading or participating in multiple Councils, Advisory groups and planning meetings. Leads innovation in population health and value based care to expand health care teams to address social, emotional and spiritual needs of patients and their families. Leads Patient Experience efforts including Patient and Family Centered Care Council.

Senior Director, Social Work and Care Coordination, Department of Social Work, November 2014-February 2017
Senior Director, Patient Advocate Department and Operation Breakthrough Clinic, March 2015-February 2017

Executive leadership of large pediatric Social Work Department with expanded responsibilities for collaborations with leaders throughout the health system to develop and implement innovative psychosocial, mental health, care management and care coordination programs. Oversight of Patient Advocate Department as well as a Primary Care Clinic at Operation Breakthrough.

Director, Department of Social Work, May 2013-November 2014

Executive level leadership of pediatric Social Work Department setting overall vision and planning for 140+ professional staff across a regional health care system. Provide leadership and administrative oversight of Director, Assistant Director and Managers with various inpatient, outpatient, family therapy, home visitation and project management responsibilities. Represent social work throughout all levels of hospital leadership, participating in strategic planning and interdepartmental collaborations.

- Effectively manages department operating, research and budgets totaling over \$6 million annually and formulates a business plan for new programs or services.
- Maintain connections to deliver services that enhance communication among agencies, best practice standards and improved patient and family outcomes.
- Maximize resources to provide employees with tools, resources and an environment to succeed.
- Create a climate in which people feel valued and want to do their best and fosters shared-decision making.
- Lead the application of new knowledge and innovation to advance improvements at the departmental and organizational level.
- Cultivate leadership opportunities for managers to initiate or facilitate quality improvement projects.

- Possess high level of understanding of the national landscape related to health care reform issues and patient outcomes.

American Academy of Family Physicians

Leawood, Kansas

Manager, Center for Quality, September 2012-May 2013

Promotion received after 5 months of employment to Center management position. Retained duties outlined in Manager, Patient Centered Medical Home Initiative position with additional areas of experience:

- Assistant Staff Executive of Division's Commission on Quality and Practice coordinating activities and meetings of 19 member physician led commission.
- Participated on senior management team for Division including strategic planning and growth management.
- Oversight of grant funded projects and cultivation of new funding opportunities.
- Lead for staff collaboration with national Patient-Centered Primary Care Collaborative including participation in various work groups and national events.
- Presentations to AAFP Board of Directors and other leadership groups.

Manager, Patient Centered Medical Home Initiative, April 2012-September 2012

Member of the Division of Practice Advancement leadership team focused on ensuring family physician members across the county are equipped to position their practices for practice transformation and payment reform initiatives in the private and public sector. Oversight of professional staff in quality and practice management strategy areas. Engaged in agency work-group leadership, quality management, program development and member education. Major areas of experience:

- Management of subject matter experts in areas of quality, patient centered medical home and practice management.
- Program development to assist family physicians in practice transformation processes.
- Product development for web, publications and print media.
- Participation in various Division, organization and national committees and planning groups.
- Program management and fiscal oversight.
- Acted as liaison to AFP Chapter Executives for program development.
- Advocacy with federal and private insurers to advance patient centered medical home in primary care settings.

Kansas City Free Health Clinic

Kansas City, Missouri

Director of Community Services, May 2008-April 2012

Member of agency executive leadership team for one of the oldest and largest free health clinics in the country. Oversee managers of four program Departments within the Community Services Division including HIV Case Management, Prevention, Evaluation and Behavioral Health. Engaged in agency work-group leadership, policy development, quality management and program development. Major areas of experience:

- Principal Investigator and Project Director for federal, state and local grants.
- Strategic planning and growth management with new initiatives including EHR conversion, accreditation and third party billing.
- Accountable for Division budget totaling over \$6 million annually.
- Management of more than 60 staff including five managers, 20+ volunteers and students--graduate and undergraduate.
- Represent agency on local, regional and state planning groups, setting strategic direction for service provision, sustained funding and policy creation.
- Creative program design and strategic growth management targeting vulnerable populations.

Children's Mercy Hospitals and Clinics September 1998-April 2008
Program Manager, October 2007-April 2008

Kansas City, Missouri

Member of Social Work Department's senior management team to set overall vision and planning for 110+ professional staff. Provided leadership and administrative oversight for provision of clinical social work services to outpatient, Emergency Department and child abuse clinics.

- Management of 37 professional social work staff including two clinical supervisors and graduate and undergraduate students.
- Acted as a liaison to hospital leadership teams and community based committees for policy and program development.
- Program management and fiscal oversight to ensure effective, quality, cost efficient provision of services.

Clinical Social Work Supervisor, September 1998-October 2007

Member of the Social Work Department's management team to ensure excellence in the provision of clinical social work services. Provided clinical supervision and administrative oversight of social work services to 20+ outpatient and satellite clinics.

- Managed nineteen outpatient social work staff including interviewing, hiring, training, evaluating and providing regular individual and group supervision.
- Coordinated field practicum experiences for students from five area universities including contract management, student interviews, placements and group supervision with students and field instructors.
- Designed and implemented special projects including career ladders, student practicum modules, clinical documentation standards, statistics and population based multi-disciplinary programming.
- Ensured professional growth of social work staff through development of staff orientation program, clinical peer review and licensure supervision protocols and continuing education modules.
- Presented at local and national conferences focused on evidence based practice and clinical excellence.

Family Friends Program Coordinator, September 1998-December 2000

Member of the Social Work Department's management team to ensure excellence in the provision of clinical social work services. Ensured the full implementation of community based grant funded program designed to support grandparents and other caregivers in caring for health and mental health of their children.

- Managed six professional staff including interviewing, hiring, training, evaluating and providing regular supervision.
- Administered grant funded program including grant writing and grants management, contract negotiation, fundraising, program development, quality assurance, evaluation activities and fiscal oversight.
- Coordinated an advisory council as well as other hospital and community based committees.

University of Kansas

Lawrence, Kansas

Part-Time Instructor, Fall of 2003 and 2005 and Field Liaison, August 2003-May 2008

Adjunct Faculty and Field Liaison for the School of Social Welfare at the University of Kansas. Overall responsibility for ensuring the education and effective performance of graduate and undergraduate level students.

- Part-time instructor of graduate level credit course, Social Work in Health and Mental Health.
- Prepared syllabus and weekly lectures, coordinated guest lecturers, counseled students, reviewed assignments and assigned grades.
- Field Liaison duties included supervision of assigned student including review of learning contracts and evaluations, support to field instructors, troubleshooting issues and assignment of grades.

Truman Medical Center

Kansas City, Missouri

Teen MOMs Program Manager, September 1997-December 1999

Ensured the full implementation of community based federal funded grant program designed to reduce teen pregnancy and enhance health and wellbeing of children of teens.

- Administered grant funded program including grant writing and grants management, contract negotiation, fundraising, program development, quality assurance, evaluation activities and fiscal oversight.
- Managed seventeen staff including a clinical coordinator including interviewing, hiring, training, evaluating and providing regular supervision.

Children's Mercy Hospitals and Clinics

Kansas City, Missouri

Pediatric Care Center Social Worker and Teen MOMs Team Leader, December 1994- September 1997**Humana Health Care Plans**

Kansas City, Missouri

Social Work Case Manager, February 1993-December 1994**Children's Mercy Hospitals and Clinics**

Kansas City, Missouri

Endocrinology Social Worker and Special Projects Coordinator, March 1991-February 1993**Kansas City Hospice**

Kansas City, Missouri

Social Worker/Bereavement Counselor, November 1988-March 1991**Indian Meadows Nursing Center**

Overland Park, Kansas

Social Services Director/Admissions Coordinator, March 1988-November 1988

EDUCATION:**University of Kansas, Lawrence, Kansas***Master of Science in Social Work*

Concentration: Administration

Pittsburg State University, Pittsburg, Kansas*Bachelor of Science Social Work*

Minor: Sociology

LICENSURE AND CERTIFICATION:

- Kansas LMSW #2491, February 1991-present
- Missouri LCSW # 003125, October 1992-present
- University of Missouri-Kansas City CITI Institutional Review Board Certified, 2009-present

ACTIVITIES, HONORS AND MEMBERSHIPS:

- *Nat'l Society for Social Work Leadership in Health Care Health Care*, **Health Care Social Work Leader of the Year 2017**
- *National SSWLHC*, **Board of Directors-Member at Large**: 2015-present
- *Cerner Certificate in Health Care Leadership*, **Graduate** October 2015
- *Ronald McDonald House Charities*, **Program and Services Committee**: November 2013-present
- *Mo-Kan Chapter ACMA*, **Board of Directors-Member at Large**: 2015-2017
- *National Patient Centered Primary Care Collaborative*, **Care Delivery and Integration Center Member and Internal Lead**: April 2012-April 2013
- *Kansas City Health Department Ryan White Quality Committee*: August 2011-April 2012
- *Metropolitan Homeless Coalition*, **Member**: August 2008-April 2012
- *Mid-America Regional Council Mental Health Stakeholders Group*, **Member**: August 2008-April 2012

- *Kansas City Ryan White Planning Council*, **Associate Member**: July 2008-April 2012
- *National and Mo-Kan Chapters of Society for Social Work Leadership in Health Care (SSWLHC)*, **Member**: January 2004-present
- *Mo-Kan Chapter SSWLHC*: **Social Work Leader of the Year 2007**
- *National SSWLHC*, **Nominations Committee Member**: 2009; **Education Committee Member**: 2010
- *Mo-Kan Chapter SSWLHC*, **President**: 2006 and 2008
- *Mo-Kan Chapter SSWLHC*, **President-Elect**: 2005 and 2007
- *Maternal and Child Health Coalition of Greater Kansas City*, **Elected Board Member**: March 2009-May 2000
- *Maternal and Child Health Coalition's Adolescent Issues Committee*, **Member**: October 2008-May 2000
- *University of Kansas* (1991-92, 1995-96, 2000, 2008-09), *Central Missouri State University* (1996-97) and *University of Missouri-Kansas City* (2000), **Practicum Field Instructor**
- *State of Missouri*, **Licensure Supervisor**: 1995-2008

References Available Upon Request