

# Amanda M. Walden, MS, RHIA

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## Essential Qualifications Summary

-Certification as a **Registered Health Information Administrator (RHIA)** – October 2007

- **Certified Health Data Analyst (CHDA)** – June 2014

-**AHIMA Approved ICD-10 Trainer** – December 2013

-Extensive knowledge of **HIPAA compliance regulations** including ARRA updates and changes

-7 years **experience in a Health Information Management Department** in a variety of settings including a large acute care hospital, large multi-physician practice, as well as Residential Treatment Center for Behavioral Health and Substance Abuse

-**In depth experience with electronic records platforms as well as paper and hybrid systems.**

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## Education

- University of Central Florida
  - Doctorate of Public Affairs- Health Services Track
  - Expected Graduation Date: 2018
- University of Central Florida
  - Master of Science in Health Services Administration
  - GPA 3.8, August 2009
- University of Central Florida
  - Bachelor of Science in Health Information Management
  - Summa Cum Laude, GPA 3.9, August 2007

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## Employment & Business Profile

**University of Central Florida (Orlando, FL)** – Fall 2012 to Present  
Instructor; Health Information Management Bachelor's Degree Program

*Oversee multiple high level courses including the following:*

- Senior and Junior level courses.
- Web- based courses and Traditional Face-to Face class time.
- Manage courses including reviewing existing content as well as developing new content.
- Assist students with questions and issues regarding material.
- Evaluate student's academic proficiency through essays and examinations.
  - HIM4656
  - HIM3006
  - HIM4256
  - HIM4508
  - HSC3537
  - HIM4344

**University of Central Florida (Orlando, FL)** – January 2010 to Spring 2012  
Adjunct Professor; Health Information Management Bachelor's Degree Program

*Oversee multiple high level courses including the following:*

- Senior and Junior level web-based courses.
- Managed courses including reviewing existing content as well as developing new content.
- Assisted students with questions and issues regarding material.
- Evaluated student's academic proficiency through essays and examinations.

## **Employment & Business Profile (continued)**

**La Amistad Behavioral Health Services (Maitland, FL) – November 2010 to Present**  
Health Information Management Manager and Facility Privacy Officer; Consultant

*Served as department head for 80 bed inpatient and 40 person outpatient capacity facility.*

- Researched, identified, and implemented new Transcription company which resulted in significant increase in quality of reports as well as significant decrease in TAT (turn-around-time).
- Researched, identified, and implemented new storage/shredding company which resulted in compliance with state and federal guidelines, organization of all records, as well as a decrease in costs.
- Daily tasks of department including management of physician deficiencies, release of information (ROI), processing of discharged charts; manage existing policies and procedures for compliance.
- Managed facility privacy issues including training of new and existing staff, handling breaches and ROI.
- Participated in facility committees including Facility Compliance Committee and Quality Council.

**AMZ Healthcare Consulting LLC (Orlando, FL) – January 2010 to Present**  
Owner/Consultant

*Worked in conjunction with Health Information Xperts to evaluate and overhaul a large physician owned practice's Health Information Management Department's Policies and Procedures to ensure compliance with new Federal Privacy Laws*

- Evaluated existing policies and procedures through on-location observation and evaluation.
- Adapted HIXperts current HIPAA compliant Policies to the physician group.
- Updated and improved existing policies and policy structure.
- Developed new policies and procedures.
- Assisted in evaluation of current vendors as well as implementation of new vendors.

**Orlando Health (Orlando, FL) - October 2005 to December 2010**  
Health Information Management Analyst II

*Perform multiple analytical and other tasks including the following:*

- Received and efficiently processed requests for old and current patient records from within and outside the Orlando Health system through use of multiple systems including Electronic Medical Records.
- Adapted to continued increase in workload.
- Gathered new statistics regarding Physician Deficiency Letter process.
- Assembled and disseminated notices of deficiencies on patient charts to physicians.
- Delivered charts for incoming patients and process patient charts for transfer and discharge.
- Evaluated and acted on patient record release issues. Processed death charts for the Medical Examiner.

**Florida Hospital Orlando (Orlando, FL) - June 2009 to July 2009**  
Internship with Vice President at Florida Hospital Orlando

*Actively assisted VP in their oversight of several departments including Transport, Oncology, Medicine, and The Florida Hospital Cancer Institute performing multiple duties:*

- Learned how to incorporate a Disney level of customer service into a healthcare setting through “Creating a World-Class Service Culture” Program at the Disney Institute.

**Walt Disney World (Orlando, FL) - 2004 to 2009**  
Dispatcher – (Part Time; Seasonal Position)

*Worked guest services issues including dispatch, phone operations, and cash management.*

## **Additional Skills**

- Microsoft Office: Word, PowerPoint, Excel, Access
- AMS Sovera (Electronic Medical Record System), Affinity (Registration System), Word-Client (Transcription System), Job-Lister (Transcription System), Sunrise XA (Computerized Physician Order Entry System), EMON (Transcription System), Crystal Reports, AS 400, eMTS Transcription Platform; TruCode; Neehr Perfect EHR.

## University Committees & Activities

- Member of Outstanding Alumni & Scholarship Committee: COHPA 2012-2016
- Member of Appeals Committee: HMI Department 2013-2015
- Member of Faculty Search Committee: HMI Department 2013-2016
- Member of Portfolio Committee: HMI Department 2014-2015
- Member of Library Collection Development Committee: UCF 2014-2016
- Presenter FCTL Summer Conference, Summer 2013
- Completion of IDL 6543 training course- Interactive Distributed Learning for Technology-Mediated Course Delivery, Course Development and Web Services, Fall 2012

## Professional Committees & Activities

- President of Student Health Information Management Association (SHIMA) 2006-2007 & Member 2005-2007
- Faculty Advisor for Student Health Information Management Association (SHIMA) 2014 to present
- Member of Central Florida Health Information Management Association (CFHIMA) 2005 to present
  - Secretary 2013-2014
  - President 2014-2015
  - Past President 2015-2016
- Member of Florida Health Information Management Association (FHIMA) 2005 to Present
  - Arrangements Committee Co-Chair 2012-2013
  - Arrangements Committee Member 2013-2014
  - Arrangements Committee Chair 2015-2016
  - Bridging the Gap Committee Co-Chair 2013-2015
  - Bridging the Gap Committee Member 2015-2016
- Member of American Health Information Management Association (AHIMA) 2005 to Present
  - CEE Research & Periodicals Workgroup Member 2013-2016

## Awards

- Outstanding Student Award from Florida Health Information Management Association 2007
- Outstanding Student Award from the Health Information Management Undergraduate Program at the University of Central Florida 2007
- Graduate Student Fellowship from the University of Central Florida 2007-2008
- American Health Information Management Association Foundation Merit Scholarship 2015
- Dr. Thomas T.H. Wan Scholarship at the University of Central Florida 2016

## Peer Reviewed Presentations

- AHIMA Academy on Education
  - Co-Presenter "Project Management, It's More Than Just a Gantt Chart!" 2014
  - Co-Presenter "A Unique Internship Experience: The Intelligent Hospital at HIMSS" 2014

## Peer Reviewed Journal Articles

- Noblin, A., **Walden, A.**, and Safian, S. (2015) The Value of In-Person Exam Preparation Workshops in Obtaining an AHIMA Credential. *Educational Perspectives in Health Informatics and Information Management*. 1-6.

## Publisher Reviewer

- Elsevier: Online medical terminology platform/content review for Chabner Text