



REBECCA W. SPARKS
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CAREER OBJECTIVES

To utilize clinical mediation, consulting and organizational management expertise within employment opportunities.

PROFESSIONAL EXPERIENCE

CONFLICT INTERVENTION SERVICE/THE BAR ASSOCIATION OF SAN FRANCISCO - March 2020 – Present

Mediator & Clinical Resources Specialist, San Francisco, CA

Mediator and mental health/clinical expert for City-Wide homelessness prevention program through alternative and on-line dispute resolution. Ongoing trauma-informed training with McLean [Harvard] Hospital's Institute for Trauma-Informed Systems Change and Harvard Medical School's posttraumatic stress and related disorders. Staff and systems trainer in behavioral health, self-care, trauma, de-escalation, etc.

HEALTH SERVICES ADVISORY GROUP – March 2019 – June 2019

Quality Advisor, Glendale, CA

Same as next position.

HOSPITAL QUALITY INSTITUTE/CALIFORNIA HOSPITAL ASSOCIATION – June 2017 – March 2019

Clinical Improvement Advisor, Sacramento, CA

Hospital Improvement and Innovation Network [HIIN]-Same as above position. Consultation, assessment and development of quality and patient safety improvement measures, as directed per the Centers for Medicare and Medicaid [CMS] contract with Health Services Advisory Group [HSAG] and the Hospital Quality Institute [HQI]. Direct interface with 52 hospitals and health systems leadership. Facilitated conflict management/psychological safety in the workplace trainings among immediate and extended teams. Assisted in management of annual quality conference.

SEDGWICK – October 2009 – June 2017

Professional Liability-Healthcare Risk Manager/Nurse Coder, Oakland, CA

HCRM-Consultation, assessment and development of risk control for a wide variety of healthcare entities including building a risk-assessment tool for large healthcare out-patient clinics. Authored publications for client newsletters and created risk management manual and products for client use. Analysis of both internal and external client products for senior management presentation. Created the professional liability foundation database for the University of California clinically coding over 6000 claims, suits and precautionary incidents. Collaborative clinical coding, reporting and data presentations with methodology and taxonomy education and direction from CRICO/RMF Strategies [Harvard].

KAISER PERMANENTE – August 2008 – February 2009

Clinical Practice Consultant, Oakland, CA

Direct oversight and leadership of quality improvement project and associated medical center preparedness for Department of Managed Health Care corrective actions and ongoing system-wide transition of peer and systems review processes for Northern California health care service centers. Accreditation, Regulation and Licensing Regional Quality Department team member.

JOHN MUIR HEALTH – January 2007 – August 2008

Risk Manager, Concord, CA

Oversight of hospital risk management program and processes. Legal claims, suits representative, management. Staff education and hospital operations support. Committee and administrative liaison with hospital Quality Team and additional campuses. Incident reporting, root cause analyses, implementation of education and culture change related to loss control and patient safety measures. System leader for National Patient Safety week.

TUCSON HEART HOSPITAL – March 2005 – June 2006

Clinical Services Coordinator [Associate Clinical Vice President], Tucson, AZ

Oversight of house supervisors and clinical staff. Development and publication of multiple system projects including but not limited to system-wide policies and procedures, system throughput and wound care initiatives, Medical Staff Bylaws and policies and procedures.

MEDICAL SITE REVIEWERS – January 2004 – May 2004

Site Review Consultant, Albuquerque, NM

Medical site consultant for HEDIS data collection reported to CMS, credentialing, outside reviews, QI education, for Presbyterian Health Services and Lovelace Health plans.

LOVELACE SANDIA HEALTH SYSTEM - February 2002 – January 2004

System Director of Performance Improvement, Albuquerque, NM

Member of seven-person risk management team. Directed all performance improvement and quality activities for a four-hospital (450 bed), multiple-physician group system. Responsible for Joint Commission accreditation, patient satisfaction, and multiple process improvement projects. Opened and received accreditation and licensure for in-patient behavioral health unit.

PREVIOUS POSITIONS

PRESBYTERIAN BEHAVIORAL HEALTH-**Psychiatric Consult Liaison**
UNIVERSITY OF NEW MEXICO MENTAL HEALTH CENTER-**Nurse Supervisor**
OPTIONS HEALTHCARE/FIRST HOSPITAL COORPORATION-**Clinical Care Coordinator**
UNIVERSITY OF NEW MEXICO MENTAL HEALTH CENTER-**Utilization Review Coordinator/Manager**
TELEDYNE/ALBUQUERQUE JOB CORPS-**Vocational Instructor**-Medical Assistant Course
BRIDGE COUNSELING CENTER-**RN/Counselor**
PINON HILLS HOSPITAL-**Evening Charge, Group Counselor, Intake**
VISITING NURSE SERVICE-**Staff RN, On-Call RN, Discharge Planner**
F.S.K. MEDICAL CENTER (John Hopkins System) - **Critical Care Intern/RN**
SPRINGFIELD (Psychiatric) HOSPITAL CENTER-**Licensed Practical Nurse**

EDUCATION AND SPECIALIZED TRAINING

M.A. Organizational Management
B.U.S. Pre-law
R.N. Registered Nursing
L.P.N. Licensed Practical Nursing

BASIC MEDIATION (40 hours+) - 1999
ADVANCED MEDIATION (40 hours) – 2001
LEGAL NURSE CONSULTANT – 2000

Certificate: Basic Quality and Patient Safety – 2016
Certified Professional in Patient Safety – 2016
Certified Conflict Dynamics Profile Facilitator – 2019

ADDITIONAL EXPERIENCE

R. W. SPARKS CONSULTING (Formerly: Sound Solutions Consulting & Mediation) January 2000 – Present

<https://rwsparksconsulting.com>

Mediator, Consultant, Facilitator, Lafayette, CA

Clinical mediator expert and specialist in working with challenging, [behavioral/medical,] clients. Conflict engagement professional and conflict management coach. Experienced facilitator with teams, businesses and families. Former legal nurse consultant and independent case manager. Professionally assisting attorney's, families, businesses and teams to meet their conflict-free goals through empathetically understanding behavior.

BERNALILLO COUNTY METROPOLITAN COURT-June 1999 – January 2002

Mediator, Albuquerque, NM

Mediated individually and cooperatively a wide variety of cases both voluntary and mandated with judgments up to 10,000 dollars.

COMPLEMENTARY EXPERIENCE

Published:

(April 2017) *Client Newsletter* – “Optimizing Patient Experience and Satisfaction to Improve the Bottom Line.”

(October 2004) *R & G Medical Consultants Newsletter* – “Conflict Management as a Legal Nurse Consultant”

(Spring 2003) *The Association for Conflict Resolution* - "Is the Health Care Culture a Bullying Culture?"

Presenter:

2021 *CoRe (Conflict Resolution Clinic) Speaker Series* – “The Impact of Trauma in The Mediation Setting.”

2020-present *Conflict Intervention Service*, various behavioral health/conflict coaching topics.

2020 *The Association for Conflict Resolution*, various.

2019 *The Association for Conflict Resolution* – “Speaking Up in Healthcare Settings-Patient/Family/Caregiver Experience and Coaching.”

2018 *Hospital Quality Institute* – “Trusting the Sound – Understanding Psychological Safety in the Workplace.”

2017-2019 Many web-based and in-person presentations and educational events with *HQI and HSAG*.

SME for critical access hospitals and transitions of care.

2002 *The Association for Conflict Resolution* - "The Why's and How's of Conflict Management in Health Care."

PROFESSIONAL ASSOCIATIONS

2021-present American Psychiatric Nurses Association

2021-present Mediate.Com

2021-present CORE (Conflict Resolution Clinic-BC)

2000-2006 and 2018-2021 Association for Conflict Resolution [ACR] – Healthcare Section – Leader

2017 – 2020 California Society for Healthcare Risk Management [CSHRM]

2016 – 2020 Institute for Healthcare Improvement [IHI]

2015-present National Patient Safety Foundations

2000-2005 and 2014-2015 American Association of Legal Nurse Consultants