

## CORE STRENGTHS

20 years' proven leadership in managing healthcare operations and residential treatment facilities.

*Proven expertise in strategic planning, clinical operations, and implementation. Ability to manage expenses and operations, meeting daily business demands. Excellent negotiator and communicator with deep understanding of insurance billing and utilization review. Known for outstanding leadership, employee training, and relationship building.*

Leadership training	Strategic planning	Professional speaker	Solution-focused intervention
Budget & fiscal management	20 years focus group facilitator	Curriculum development and implementation	Authored and published on trauma-informed practices

## SELECTED CAREER ACHIEVEMENTS

**Operational efficiency.** As CEO of Blue Cherries Inc., increased operational efficiency from 57% to 94% while raising customer satisfaction from 44% to 89% within 6 months. Established partnerships with local and national entities and increased monthly client referrals from 3 to 37 per month, an increase of 81% from the previous year.

**Community influence.** Developed treatment strategies, information, training, and curriculum in collaboration with diverse entities for people and families dealing with trauma-related behavioral health issues, including but not limited to pornography addiction, substance abuse, divorce, child sexual abuse, legal problems, grief, loss, post-traumatic stress disorder, and purposelessness.

**Fiscal oversight.** Oversaw multisite acute and long-term healthcare treatment centers with budgets exceeding \$20 million. Improved staffing and residency projections, monitored and reduced staffing costs while maintaining standards of care, and streamlined insurance billing.

**Keynote speaker.** Established a reputation for dynamic and thought-provoking keynote presentations, contributing to increased awareness and understanding of mental health issues. Key audiences and events have included TedX park city, UCAP, UWLP, KSL 5 TV Kids Under Pressure, UACG, NASRO, and more.

## CAREER HIGHLIGHTS

**DR CHRISTY KANE LLC | Founder & CEO**

2015 - Present

*Christy Kane LLC is an outpatient mental health clinic and consulting firm that offers mental health counseling to individuals and families, as well as behavioral health guidance to corporations.*

- 20+ years of experience directly treating individuals affected by sexual abuse, addiction, divorce, LGBTQ+ matters, gender identity, death, and loss, anxiety, and depression. Extensive experience working with adolescents and adults.
- Engaged mainstream corporations in behavioral health discussions to identify needs and implement steps to help stabilize employees during life crises, specifically in high-risk industries with concerns about suicide.
- Developed a full 10-module curriculum from scratch for the National Association of School Resource Officers (NASRO) to train thousands of officers throughout the U.S. on principles and practices for supporting youth, preventing suicide, addressing trauma, and increasing skills and tools.
- Provided proactive solutions to executive leadership teams, including human resource directors and school administrators, to implement behavioral health procedures onsite.
- Directed focus groups on effective interventions and treatment modalities to address trauma-based and addiction-related issues.

- Assured high levels of client service and continuous quality improvement for suicide prevention by providing crisis services to clients and counseling to organizations.
- Guest speaker at various mental health conferences addressing critical issues facing adolescents and families.
- Spearheaded the development of mental health records and interoperability services with a technology team to improve the quality of care for youths, individuals, and clinicians.
- Implemented a mental health training and stabilization curriculum for schools using a learning management system, which included phone, text, and chat support.
- Led and managed a team of dedicated mental health professionals, fostering team accountability, strategic alignment, and delivering results to scale services. Responsible for balancing the workload among all staff members and providing ongoing feedback.

#### **JACOBSEN INNOVATIONS | Vice President of Clinical Initiatives**

2016 - 2021

*Jacobsen is a multi-million dollar technology organization and a quality supplier across multiple industries.*

- Successfully lobbied on bills and funds appropriation with state-elected officials for mental health reform and mental health stabilization programs.
- Achieved effective resource deployment for mental health initiatives by introducing platforms for stabilization, best practices, and data from leading organizations to key decision makers.
- Revamped organizational structure to constantly iterate our leading-edge technology, which included creating a strategic vision for the organization with a new mission statement.
- Contributed to the development of trauma-informed grants, political influence, and leadership training for school district supervisors to enhance youth, volunteer, and staff experiences.

#### **UACD | Executive Director**

2014 - 2015

*Utah Association of Conservation Districts (UACD) is Utah's Water Soil Conservation Organization*

- Oversaw grant-funding initiatives, provided quality services, and ensured appropriate reporting in a timely manner.
- Interfaced with senators, representatives, and members of the Governor's cabinet to draft legislation and direct public awareness for the organization.
- Spoke at several leading conferences and to the press to promote unification among conservation entities and influence Utah state conservation plans.

#### **UTAH ADDICTION CENTER | Chief Health Officer**

2013 - 2014

*Residential substance abuse treatment center*

- Recruited by Utah Addiction Center to help the company obtain Joint Commission (JC) accreditation and increase their client base-full JC accreditation was achieved within 6 months.
- Leadership oversight reduced documentation and medication administration errors by 53%, resulting in less than one error per 50 audited client files.
- Developed and implemented evidence-based therapeutic approaches for patients dealing with substance abuse and co-morbid mental health issues.
- Modeled and taught effective group processing, client-focused individual therapy, and other classes to staff and families seeking support.
- Achieved full JCAHO accreditation for outpatient and inpatient services.
- Supervised over 20 executive leadership team members and clinical staff in both inpatient and outpatient facilities, providing ongoing mentoring and feedback. Responsible for selecting, motivating, developing, mobilizing, and advancing field management, professional staff, and support personnel.

- Trained team members in clinical documentation, medication management protocols, compliance standards with both state and federal regulations, and best practices in therapeutic approaches. Therapeutic models included: DBT, CBT, EMDR, Rational Recovery, directed life change, and leadership development.
- Identified key financial and operational performance measures.

### **PROPEER | Director of Operations**

2012-2013

*Accredited medical peer review organization for health, disability, worker's comp, auto/personal injury, and life (accidental death) claims.*

- Provided direct supervision to 6 clinical staff members and offsite supervision to over 400 physicians and 30 nurses.
- Executed daily operations including reviews of insurance standards, plan language, billing codes, and compliance with regulatory requirements. Maintained URAC accreditation, completed audits, and oversaw quality control programs.
- Maintained and coordinated the submission of quality data necessary to attain and maintain State and National compliance and accreditations.
- Revamped our client on-boarding procedure which resulted in increased client retention by 44% and overall improved growth rates.
- Led, trained, and mentored staff to embrace corporate mission, culture, and directives. Made presentations to effectively communicate business forecasts and marketing strategies.
- Developed an employee reward system and leadership training modules to promote advancement and retention.
- Increased market share by consistently evaluating and monitoring operational performance using data.
- Enhanced operational efficiency by reviewing files, nursing staff, and physician compliance to Milliman Care Guidelines, which decreased error reviews by 33% to 1%.
- Demonstrated strong entrepreneurial skills in financial management, recruitment, and implementation of treatment protocols, ensuring compliance with regulatory standards.

### **BLUE CHERRIES INC | Chief Executive Officer**

2006-2013

*Acute behavioral health treatment centers for youth with substance addictions and co-morbid mental health diagnoses. Facilities closed in 2013.*

- Established and led an executive team, playing a key role in the overall development of three facilities. This included strategic planning, service delivery, management, and ensuring compliance with all accreditation standards.
- Drove revenues of \$4M. Served as executive director of three residential centers for youth with mental health diagnoses (16 to 60 beds per facility), directing clinical operations, projects, fiscal responsibilities, and a staff of 50 for each facility. Ultimately accountable for 150 staff.
- Improved and streamlined operations and administration of programs and treatments, while maintaining strict compliance with Medicare/Medicaid guidelines at the state and federal levels.
- Taught seminars and trained employees on diversity protocols with an emphasis on interacting with individuals from multicultural ethnicities as well as leading company positioning from a global perspective.
- Developed crisis support training for staff and assessed risk management protocols continuously to improve safety programs, identify potential risks, and protect clients and the environment.
- Implemented evidence-based therapeutic treatment models focusing on dual diagnosis individuals dealing with substance abuse issues with underlying behavioral health problems, leading to both short-term and long-term stabilization of clients' lives.
- Coordinated human resources, accounting, marketing, process improvement, and program development for a \$11M payroll.
- Established long-term tracking metrics, such as ACRON 3,6, and 9-month questionnaires, to assess effectiveness, satisfaction, and quality of care.

- Modeled and mentored clinical staff in therapeutic approaches for youth who identify as LGBTQ+, have anxiety diagnoses, substance abuse issues, or other co-morbid mental health issues.
- Provided training classes for family members seeking support.
- Wrote and implemented the first policy and procedure manual for Blue Cherries Inc. of 600 pages, addressing all areas of Medicare/Medicaid administration, clinical operations, compliance and ethics, documentation, and treatment programs, resulting in the approval of the Joint Commission on Accreditation of Healthcare Organizations (JCAHO\*) requirements for state and federal regulations. (\*Now known as The Joint Commission-TJC).
- Developed an equine-assisted therapeutic program component including the first instruction manual for practitioners. Achieved notable results in breaking addictions for clients enrolled in the program by implementing and managing the program, writing daily schedule assessments, and actively engaging with clients and horses.
- Served as an instructor (licensed by the State of Nevada) for special populations facilities and trained employees in the correct procedures.

**FAMILY DEVELOPMENT CENTER | Clinical Director**

2002-2006

*Acute behavioral health treatment centers for youth with substance addictions and co-morbid mental health diagnoses. Facilities closed in 2013.*

- In three months, created a fully functioning organization from the ground up and maintained a contract with the State of Utah as Clinical Director for Family Development Center.
- Increased client retention by 45% and reduced employee turnover by 33% by creating and implementing strategic marketing plans and program modifications.

**EDUCATION**

<i>Doctorate in Clinical Psychology</i> California Southern University	<i>Master's in Mental Health Counseling</i> University of Phoenix	<i>Bachelor Political Science (Pre-law)</i> Brigham Young University
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**CERTIFICATIONS & AWARDS**

- Utah State License #5716781-6004 - Certified Mental Health Clinician
- Medicare Training through CMS. Covers policies and regulations under parts A, B, C, and D
- Accepted the National Leadership Award by the National Republican Congressional Committee for extraordinary efforts as the Honorary Chairman of the Business Advisory Council.
- Presenter and keynote speaker for several behavioral health conferences. Some include: DCFS, JI, PTA, regional religious conferences, and LGBTQ+ faith-based conferences.

**AFFILIATIONS**

UVU Women of Success board member — Speaker's Chair	United Families International, Utah Chapter	Worldwide Who's Who®	American Counselors Association, Utah Chapter
President Utah Counselors Association 2000	Utah Young Mother of the Year 2000, and nominee 2013	Utah Women Leadership Project Affiliate	Find Your Voice Conference Founder
Defend Young Minds	AFCC Utah Chapter	North Star board	3 time published author