
KELLY SCHWINGER, BSN, RN

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REGISTERED NURSE

CLINICAL REVIEW ~ QUALITY ASSURANCE ~ LEADERSHIP & TRAINING ~ LEGAL NURSE

Summary of Qualifications

- **Accomplished registered nurse** with extensive professional experience across direct patient care and treatment as well as clinical review and quality assurance to drive optimal standards of care and regulatory compliance.
 - **Effective team leader** who deploys strong leadership, collaboration, and communication skills to provide rigorous training, coaching, mentorship, and oversight for nursing staff to ensure excellent performance.
 - **Results-driven administrator** who demonstrates a strong attention to detail when reviewing medical records, making Medicare claim determinations, and driving optimizations to quality assurance processes and systems.
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Professional Nursing Experience

Registered Nurse / Senior Clinical Reviewer

October 2021 – Present

Registered Nurse / Clinical Reviewer

May 2018 – October 2021

Noridian Healthcare Solutions – Remote

Apply professional nursing skills and knowledge to make independent payment determinations based on Medicare regulations; collaborate with peers and leadership to deliver high-quality care. Review, research, and analyze medical records to determine compliance with regulations, guidelines, and standards of care. Identify, analyze, research, and assist in continuous improvement of quality assurance process. Compose position papers for submission to The Office of Medicare Hearings and Appeals for Administrative Law Judge hearings.

- Exceed performance standards, quality measures, and production standards; obtained quality assurance score of ~98%+ and exceeded the 80% minimum efficiency productivity standards with results 100% above expectations
- Served in department that maintained a cumulative accuracy rate of 99%, drove projects resulting in uncovering \$65M in improper payments, and inspired 40+ recommendations to the Centers for Program Integrity to enhance and improve Medicare and Medicaid programs
- Provided mentorship and training in quality assurance processes to all oncoming staff transferring into the Quality Assurance team; volunteered in workgroups to assist with process improvements

Registered Nurse, Urgent Care

December 2015 – April 2018

The Iowa Clinic – West Des Moines, IA

Applied professional nursing skills in the care and treatment of acutely ill and injured patients, including the assessment and evaluation of initial worker compensation injuries. Assisted healthcare providers with assessments, procedures, and discharge planning and engaged with patients and providers through telephonic communication.

- Performed 12 lead EKGs, IV access and therapy, and lab analyses to provide data for diagnosis, treatment, and prevention of diseases
- Selected among four full-time urgent care nurses to be responsible for inventory of medical items and ordering necessary medical supplies for clinic

Registered Nurse, Emergency Room

June 2015 – December 2016

Mercy Medical Center - West Lakes – West Des Moines, IA

Displayed expert clinical skills in managing the critical care of all categories of Emergency Department patients. Demonstrated analytic and critical thinking skills in a fast-paced environment with accuracy and attention to detail.

- Triage patients using a five-level system and assisted with the transfer of patients to hospital units; performed discharge planning and patient education
- Oversaw level IV trauma center comprising 14 beds; provided care to five to six pediatric and adult patients at any given time

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Additional Experience (selected)

President

2020 – Present

Random Enterprises, Inc. dba Scooter's Coffee – Altoona, IA

Operate and manage all aspects of franchise business. Supervise 20-25 employees. Perform interviews, hire new employees, complete new hire onboarding paperwork, and manage staff scheduling. Utilize QuickBooks Online for accounting and Homebase for scheduling and biweekly payroll services.

Vice President

2018 – Present

Schwinger Lawn Service, Inc. – Stuart, IA

Co-run family business providing lawn services, tree removal, and snow services; responsibilities encompass staff interviews, payroll, invoices, billing, account reconciliation, and new hire onboarding. Utilize QuickBooks Online for payroll and accounting.

Areas of Expertise

Clinical Review | Medical Review | Utilization Review | Quality Assurance | Legal Nurse | Medicare Claim Processing | Appeals | Clinical Billing Errors | Clinical Audit Requests | Primary Care | Acute Care | Case Management | Emergency Care | Family-Centered Care | Pediatric Care | Behavioral Health | Patient Advocacy | Patient Assessment | Treatment Implementation | Plan of Care Development | Mental Health Services | De-Escalation Training | Crisis Management | Crisis Stabilization | Preventive Services | Hospital Operations | Wellness | Nutrition | Patient Triage | Medical Review Inventory | Therapeutic Communication | Regulatory Compliance | Medical Documentation | CPT/HCTCS Codes | ICD Codes | Cross-Functional Collaboration | Team Building & Leadership | Member Engagement Strategies | Coaching & Training | Verbal & Written Communication | Supervisor | Management

Licenses & Certifications

Registered Nurse | *Enhanced Nursing Licensure Compact (eNLC); Iowa Board of Nursing*

2015

Certified Legal Nurse Consultant | CLNC Certification Institute LegalNurse.com

2024

Education

Bachelor of Science in Nursing | *Mercy College of Health Sciences – Des Moines, IA***Bachelor of Arts in Marketing** | *Upper Iowa University – Fayette, IA***Bachelor of Arts in Human Resource Management** | *Upper Iowa University – Fayette, IA*