**MARIA LUISA VERDEJA, LCSW**

(713) 906-1271

Email: [mariav3000.mv@gmail.com](mailto:mariav3000.mv@gmail.com)

SUMMARY: Goal-oriented and patient-focused manager with experience in the management of outpatient services and program development. Proven record of managing and delivering exceptional patient care while promoting program growth.

**PROFESSIONAL EXPERIENCE:**

2/15 to current **DIRECTOR - OUTPATIENT PSYCHIATRIC SERVICES –**

**Sun Behavioral Hospital**

Developed and manage Partial Hospitalization and Intensive Outpatient programs. Responsibilities include:

* Reporting to CEO
* Accountable for program management and business development
* Implement evidence-based treatment models for patients with severe mental illness, co-occurring disorders and significant trauma
* Manage clinical and nonclinical staff in providing psychiatric care, transportation and meeting patient needs.
* Audit department charges on a daily basis and report census
* Preauthorization and concurrent reviews with managed care companies
* Increase the program census
* Monitor compliance with CMS standards, HIPAA, program documentation and hospital policies.
* Implement and revise policies and procedures for outpatient services.
* Monitor intake process to PHP and IOP programs and worked closely with inpatient staff to ensure a smooth transition to outpatient services
* Evaluate patients for diagnosis/treatment recommendations.
* Manage billing and budgetary factors for programs.
* Supervise staff in communication with referring doctors, guardians and family members
* Assist staff with case management, (.e. referrals for aftercare, housing and support groups) and provide individual, family and group therapy as needed

9/15 to 2/2016 **Promoted to** **DIRECTOR of OUTPATIENT PSYCHIATRIC SERVICES –**

**Behavioral Hospital of Bellaire**

* Developed and manage Partial Hospitalization and Intensive Outpatient programs. See responsibilities above.

4/15 TO 8/2015 **PRN THERAPIST – Behavioral Hospital of Bellaire & Houston Behavioral Hospital- Inpatient Unit**

* Provide direct social work services to patients on inpatient unit treating psychiatric disorders and chemical dependency, including individual, family and group therapy, psychosocial evaluation, discharge planning and treatment planning.

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**PROFESSIONAL EXPERIENCE** **(Continued)**

8/12 to 4/2015 **MANAGER - OUTPATIENT PSYCHIATRIC SERVICES –**

**ST. JOSEPH MEDICAL CENTER - Center for Behavioral Health**

Developed and managed Partial Hospitalization and Intensive Outpatient programs. Responsibilities included:

* Reporting to Executive Director
* Accountable for program management and business development
* Implemented evidence-based treatment models for patients with severe mental illness, co-occurring disorders and significant trauma
* Managed clinical and nonclinical staff in providing psychiatric care, transportation and meeting patient needs.
* Increased the program census (from an ADC of 8 patients to over 30 patients; the staff equally increased from 3 FTE's to 9 FTE's).
* Monitored compliance with CMS standards, HIPAA, program documentation and hospital policies.
* Developed and implemented policies and procedures for outpatient services.
* Monitored intake process to PHP and IOP programs and worked closely with inpatient staff to ensure a smooth transition to outpatient services
* Evaluated patients for diagnosis/treatment recommendations.
* Managed billing and budgetary factors for programs.
* Insurance verification, preauthorization and concurrent reviews with managed care companies
* Project Manager of DSRIP 1115 Waiver project (designed to improve and expand healthcare services to uninsured and under-insured persons in the Houston area); project involved expanding the Partial Hospitalization Program (PHP) at St. Joseph
* Communicated with referring doctors, guardians and family members
* Assisted staff with case management, i.e. referrals for aftercare, housing and support groups, and provided individual, family and group therapy as needed
* Conducted marketing and community outreach programs

6/12 to 8/2012 **LEAD THERAPIST – ST. JOSEPH MEDICAL CENTER - Center for Behavioral Health Inpatient Unit**

* Lead therapist on inpatient unit treating psychiatric disorders and chemical dependency. Provided individual and family therapy, ran process and cognitive therapy groups, completed psychosocial assessments, discharge planning and case management

1/10 to current **ADJUNCT FACULTY AT HCC COLEMAN COLLEGE FOR HEALTH**

**SCIENCES -** Human Service Technology Program – Part-time

* Teach classes on Co-occurring Disorders and Assessment to

Students working toward LCDC license

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**PROFESSIONAL EXPERIENCE** **(Continued)**

11/07 to 5/12 **CINICAL DIRECTOR – RGH CENTRAL PHP**

Responsibilities included:

* developed and managed outpatient partial hospital program for large PHP
* Increased the program census (from an ADC of 20 patients to over 80 patients)
* developed and monitored compliance of satellite clinics with P&Ps and documentation standards
* supervised licensed therapists and case managers and coordinated program in addition to providing therapy as needed.
* evaluated patients for diagnosis/treatment recommendations
* communicated with referring doctors, guardians and family members.
* developed policies and procedures manual and quality assurance program.

06/05 to 9/07 **LEAD THERAPIST – INNER WISDOM, INC.** (see 1/03-8/03)

Supervised licensed therapists and coordinated program in addition to duties as therapist.

08/03 to 5/05 **PROGRAM THERAPIST – CONTINUUM HEALTHCARE/PFS**

Houston, Texas

Therapist for a partial hospital program treating psychiatric disorders and chemical dependency. Provided individual and family therapy for day hospital patients. Did psychosocial assessments, discharge planning, case management and liaison with guardians and referral sources.

01/03 to 08/03 **PROGRAM THERAPIST – INNER WISDOM, INC.** Houston, Texas

Therapist for a partial hospital program treating psychiatric disorders and chemical dependency. Provided individual and family therapy for partial hospital and out patients. Also case management and liaison with referral sources and community programs.

01/02 to 11/02: **PROGRAM DIRECTOR – VALLEY CENTER FOR PAIN & STRESS MANAGEMENT** Houston, Texas

Responsibilities included developing and managing outpatient behavioral pain management program, evaluating patients for diagnosis/treatment recommendations, and providing individual, family and group psychotherapy. Focused on helping patients adapt to their limitations and preparing patients for

return to work and/or exploring career change/retraining. Developed treatment plans, did case management and communicated with referring doctors, TRC, insurance companies and TWCC. Supervised all clinical staff, and wrote reports for continuing treatment and appeal letters for denied treatment.

12/97 to 01/02: **PROGRAM** **DIRECTOR -THE CAMBRIDGE INSTITUTE FOR PAIN & STRESS MANAGEMENT** Houston, Texas

Performed duties as listed above. Developed and managed behavioral pain management program. Assessed patients for services and provided group, family and individual therapy.

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**PROFESSIONAL EXPERIENCE** **(Continued)**

**EDUCATION:**

12/88: **UNIVERSITY OF HOUSTON, UNIVERSITY PARK**

Master’s Degree, Social Work

08/86: **UNIVERSITY OF HOUSTON, UNIVERSITY PARK**

Bachelor of Science Degree

**LICENSES & CERTIFICATIONS:**

1988 to Present **LICENSED CLINICAL SOCIAL WORKER**

Applied for LCDCi and plan to sit for exam

1991 to Present **CERTIFIED TRAUMA RESOLUTION THERAPIST**

**PROFESSIONAL ORGANIZATIONS:**

May 2014 to present **Member - International Association of Trauma Professionals**

**Member – Latino Social Workers of Greater Houston Network**

**SPECIAL SKILLS:** **Bilingual**; fluent in both Spanish and English

Proficient in Microsoft Office and the internet.