

William Mace Baker, BA, RN

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Objective

To obtain a position in which my previous work experience and educational background will benefit my community, and employer as well as myself by working towards the goals of the company in combination with my personal ambitions in life.

Experience

UK Healthcare, Hazard, KY

Director of Kentucky Homplace

12/3/12-present

- Oversee the administration and the coordination employees in the Community Health Worker (CHW) division covering 32 Appalachian Counties. This division has the oversight of the Center for Excellence in Rural Health (CERH) research and policy function and health policy to fulfill major legislative mandates for the CERH
- Responsible for the overall administration/coordination of the CHW division, Kentucky Homeplace and other CHW initiatives. Overseeing all aspects of client case management, overseeing the creation of and the updating of all training aspects of the CHWs and outside entities
- Work directly with Cabinet for Health and Family Services to meet the requirements of contract. Contract requires the program to educate and assist rural Kentuckians (who live in medically underserved areas) to access appropriate health care, including preventative care, and provide arthritis specific evidence based interventions
- Overseeing all aspects of client case management and the creation of and updating of all training aspects of the CHWs and outside entities
- Oversee the management of a \$1 million operating budget. Work with Principle Investigator to obtain external funding for CHW projects. Oversees the subcontracts and budget revisions
- Supervise 35 direct reports.
- Conduct five day CHW trainings for new employees and various external agencies who employ CHW's across the state
- Manage Employee Health. Maintain immunization compliance for new and current employees at UK Center for Excellence
- Oversaw the operation of the Connecting Kids to Coverage campaign. This CMS grant involves the utilization of CHWs to enroll and re-enroll children and their parents in Medicaid and the Children's Health Insurance Program (CHIP). Effective July 1, 2016-June 30, 2018. Direct supervision of an assigned Rural Project Manager and indirect supervision of seven CHWs covering 40 counties in Eastern Kentucky.
- Co-lead the development of state-wide Community Health Worker Association (KYACHW) in partnership with the Montgomery County Health Department (in process since 2015). Currently a board member for KYACHW.
- Instruct Community Health Worker classes as adjunct faculty for *Students Striving Toward Better Health in Self and Community* which provides community health worker classes for high school students at the local community college for dual academic credit.

- Worked with the CCRAO on all outcomes of the patient complaints
- Reported unusual incidents to the Department of Protection and Permanency, Licensing and Regulation, and the Department of Mental Health and the Office of Inspector General
- Lead investigator and primary contact person with OIG and Department of P and P. Investigated incidents thoroughly by conducting interviews and collecting data and information following RUI investigator protocol outlined by the Department of Mental Health
- Informed the CCRAO, ARH Administration team and the attending physician of the results of the investigations
- Educated staff on trends and patterns and preventative measures to reduce the number of unusual incidents
- Conducted Biannual NVCI trainings
- Assisted with the development of policies which were directly related to my job duties
- Maintained up to date knowledge of current and proposed investigative procedures as it pertains to the reporting of unusual incidents, as determined by the Department of Mental Health
- Collected and presented statistical data gathered by the community and legal liaisons to the quarterly advisory board meetings for the Department of Mental Health
- Attended weekly incident review meeting with the CCRAO and legal liaisons.
- Facilitated monthly Behavioral Review meeting. Reviewed seclusion, restraint, code greens and care team codes.
- Assumed responsibilities of the Executive Director and the Director of Social Services in their absences
- Assisted the Executive Director with the responsibilities of Director of Nursing once that position was eliminated
- Responsible for operating budget
- Assisted in the physician recruitment process
- Frequent on call responsibilities
- Oversight of activities of security in regard to psychiatric issues
- Consistent and extensive contact with patients, family members, staff, physicians, healthcare agencies, judicial systems, law enforcement and the correctional facilities throughout the 21 county service area
- Frequent contacts with Emergency Department staff at hospitals within the service area
- Responsible for the overall management and operations of the Liaison Department, including oversight of staff and budget management

- Collaborated with KRCC, MCC, CRCC to improve patient transition to the community, reduce readmissions and improve overall patient outcomes
- Proactively sought feedback from patients, their families, and the community at large regarding services offered by the 100 bed acute care ARH Psychiatric Center
- Facilitated monthly consumer council meetings
- Educated patients on their rights and responsibilities as a patient of the ARH Psychiatric Center
- Educated patients about internal patient advocate procedures and external advocacy services such as protection and advocacy and adult protective services
- Investigated patient complaints and assisted patients with resolving complaints in cooperation with other hospital staff

Appalachian Regional Healthcare, Hazard, KY

Nurse Manager

10/3/2005-12/4/2007

- Supervised a 24 bed and a 27 bed unit in conjunction with another Nurse Manager by planning, organizing and controlling all activities of the department
- Implemented, interpreted and enforced work standards and procedures within the limit that are in compliance with the hospital policies, governmental regulations and various regulatory agency requirements
- Incorporated total quality management concepts into unit operations
- Developed, implemented, monitored and enforced the principles of effective nursing care on the unit
- Developed effective communications between unit personnel, physicians and other departments to assure continuity, coordination and collaboration in delivering services
- Provided direct patient care when higher level of skill and judgement are required. Demonstrated the skills and knowledge necessary to provide care appropriate to the age of the patient served
- Relieved other Nurse Managers and works different shifts
- Interviewed new hires and conducted orientation and required on going in-service training and assured maintenance of required licensure or certification
- Developed work schedules and assigned unit personnel on the basis of patient needs and appropriate nursing intervention
- Supervised labor relations activities in the assigned area
- Prepared departmental budget, routine and special reports and various forms and documents as required

Appalachian Regional Healthcare, Hazard, KY

House Nurse Coordinator

3/13/2004-10/3/2005

- Managed Nursing Services on the assigned shift 7pm for a 100 bed facility
- Determined the placement of patients according to nursing care needs and coordinated the transfer of patients in accordance with hospital policy
- Coordinated the solution of interdepartmental problems with the appropriate management and administrative personnel
- Provided direct patient care when higher level of skills were required

- Ensured adequate staffing and oversaw the supervision of nursing staff
- Reassigned nursing staff in accordance with the results of patient classification system

Appalachian Regional Healthcare, Hazard, KY

Staff Nurse

8/18/2003-3/13/2004

- Performed admissions, assessments, and reassessments of patients
- Provided Nursing care for up to 13 patients on an acute psychiatric unit
- Functioned as a team leader and ensured work performed by LPN's, Nursing Aids, ORT's and clerks to validate that treatments and procedures were performed in compliance with the plan of care and the established hospital guidelines
- Reviewed ancillary reports, communicated abnormal results to physicians and notified supervisor and physicians when reports were not completed
- Accompanied physicians on rounds and communicated pertinent information about the patient to the physician and assisted the physician with treatments and procedures
- Prepared and maintained reports, charts, records and forms as required by hospital, state and federal regulations

Wayne Supply Company, Hazard, KY

Counter Sales

2001-2003

- Responsible for weekend counter sales in the parts department

Con Robinson Contracting, Lexington, KY

Foreman

1995-2001

- Responsible for operations of organic recycling center
- Supervision of personnel, pricing of incoming materials and sale of product
- Responsible of accounts receivables
- Compliance with state and federal regulations
- Operated heavy equipment
- Routine product deliveries

Education

Bachelor of Arts & Sciences

Major in English, University Of Kentucky

1997

Associate Degree, Registered Nursing

Hazard Community & Technical College

2003

Additional Training

- *Master trainer for Chronic Disease Self-Management (CDSMP) and Diabetes Self-Management (DSMP) Stanford University*
- Certified NVCI Instructor (training 200 plus employees bi-annual)

- Successfully completed the Certified Investigator training offered by the Department of Mental Health and maintains certification
- Completed UK supervision training
- CPR Basic Life Support Instructor and Heartsaver
- Certified Mental Health First Aid Instructor 2014-present

Research Involvement

- CCTS -*Raising Awareness about Lung Cancer Screening*: Cardarelli (PI) 2014-Present
Kentucky Terminate Lung Cancer Study-Increase the outreach and receptivity of lung cancer screening in a high-risk population in Eastern Kentucky through a community outreach campaign. Reduce lung cancer morbidity and mortality rates in Kentucky and other high prevalence regions in the U.S. through a replicable process model. Role: Rural Project Manager
- WellPoint/Anthem Grant Feltner (PI) 2013-Present-*Kentucky Homeplace – Improving Diabetes Outcomes (I DO) Phase II*-Increase diabetes self-management knowledge, and improve diabetic outcomes that lead to a reduction in complications resulting in a better quality of life, both for the client and their family.
- U.S. Army Medical Research-*Lung Cancer Research Grant Initiative*. Arnold (PI) 2012-2013. To understand the effects of trace elements such as arsenic and chromium, as well as radon on the development of lung cancer
- Center for Medicare and Medicaid Services (CMS) Feltner (PI) 2016-present
Connecting kids to coverage

Awards

- Kentucky Homeplace was recognized during National Rural Health Day 2018 by the National Organization of State Offices of Rural Health (NOSORH) as a **Community Star**, which honors individuals and organizations working in and serving rural communities that support rural health collaboration, communication, education, or innovation.
- Kentucky Homeplace received the Medistar Award's **Hosparus Health Innovation Award**, which is presented to an organization that has developed a new procedure, device, service, program or treatment that improves the delivery of care.
- Kentucky Homeplace received the **Helen M. Lewis Service Award**, which is given to an individual or an organization that has made exemplary contributions to Appalachia through involvement with and service to its people and communities. The award was given at the 2018 Appalachian Studies Association Conference in Cincinnati, Ohio.
- Kentucky Homeplace was included as a program in [Rural Health Models and Innovations](#) by the Rural Assistance Center (RAC) 2015
- Health Impact Award, Hal Rogers in recognition of IDO 2014

References Available upon request