

TAIRYN D. COMPTON

1110 Happy Rd. Cheyenne, WY 82009

(307) 369-3059

tairyn_compton@yahoo.com

tairyncompton@student.lccc.wy.edu

OBJECTIVE: To enrich my VA employment, work experience and education by applying the ICARE Values and furthering my career in a management position.

EXPERIENCE:

Supervisor Medical Support Assistant (Detailed Position); Dept of Veteran Affairs. Cheyenne, Wyoming;(40 hrs/week); 04/2019-Present

- Assign and evaluate work for staff while resolving complex problems
- Verify bene-travel eligibility
- Manage auditors to ensure audits are correctly done
- Extract and analyze data to provide reports in support of performance measures.
- Train new and existing staff
- Conduct audits to identify scheduling concerns, Track audit findings, provide audit finding feed back data analysis track trends to staff and apply audit percentages to appraisals
- Conduct midyear and end of year appraisals, while providing mentoring with staff for growth
- Conduct MSA interviews, place NARS (key and menu requests),
- Report audit findings
- Refer to VA and VHA policies to ensure that we use the ICARE Values.

Lead Medical Support Assistant; Dept of Veteran Affairs. Cheyenne, WY; (40 hr/week); 02/2016-Present

- Provide input on performance, resolve daily workplace issues and maintain workflow.
- Implemented process of appointment audits for all (see # below)schedulers
- Conduct Scheduling Audit and audit reports. Provide training based off of Audit findings
- Provide guidance to staff members to include policies and procedural changes, training for new and current employees, while ensuring to maintain the employees work schedule.
- One of the five VSE Superusers who conducts VSE training for the (however many people have scheduling keys put that # here) facility personnel.
- Refer to VA and VHA policies to ensure that we use the ICARE Values. I assist the MSA's with policy compliance and questions. As a lead I must review, and implement all policies and directives at 100% compliance. Every policy, directive, and memorandum is reviewed immediately upon retrieval. I relay specific instructions to management and supervisory personnel and appropriate subordinates, concerning procedural and administrative requirements.
- Coordinate coverage for all areas in our department and conduct ongoing reviews to make sure quality of work is accurate, timely and the employees workload is balanced and distributed.

- Ensure organization structure and staffing considerations daily to make certain they are following policy. This ranges from ensuring clinic coverage, forecast leave for all MSA's, and ensuring coverage for the MSA's to attend meetings/trainings etc.
- Coordinate administrative matters that cross organizational lines and ensures an open communication between services while addressing several issues for which the Incumbent has specific administrative oversight responsibilities. I work with AO's directly and solve areas of concern w/ scheduling, and ensure MSA responsibilities.
- Run and maintain ongoing reports to ensure staff and department meet all production and compliance standard. Consolidate data as necessary and review to ensure accomplishment of objectives, timeliness, and acceptability. This is done through systems such as BISL, VSSC, and VSE
- Participate and conduct training of both new and existing staff on changes to administrative and health care access policies. I am the liaison with clinical staff, Administrative Officers, and business office management.
- Coordinate actions clarify responsibilities and timeliness for completion. All task that are delegated have a required completion date and time. Throughout the assigned tasking, I continuously do follow up to check status of request. All tasks are educated clearly using the 6 questions (who, what, where, when, why, and how).
- Conduct interviews for new employees
- Subject Matter Expert in various programs such as BISL SAT, ICB, VET LINK, VISTA RAD PACK VSE, VC VIEWER, AND DOMA. I am an expert at utilizing other programs such as VISTA, CPRS, VSSC, and the Microsoft Platform

Veteran Choice Coordinator; Dept of Veteran Affairs. Cheyenne, WY;40 hrs/week; 01/2015-02/2016

- Performed as a scheduling subject matter expert and provided guidance on eligibility issues to the Assistant Chief, and Chief of the Business office
- Created the process and action plans for implementation of VCP policies
- Created Training processes for Care in the community regarding choice program while staff increased from 6 personnel to 46 personnel
- Educated all staff on the program, provided updates, concerns, and future expectations to leadership including VISN director, Executive Leadership Team and Supervisors.
- Provided advice and guidance for improvements and anticipates areas of concern Any anticipated areas of concern were immediately provided to supervisors, the executive leadership team, PC3 regional field officer, VISN Business Implementation officer, and the Compliance officer.
- Provided daily updates on the VCP in the consult committee meetings. These meetings consisted of the Chief of Med, chief of staff, service chiefs, AO's and case managers and other team members.
- Reviewed and interpreted various regulations and directives pertaining to administrative and management of the services. For example, VCP directives, BDSL Scheduling directives, radiology scheduling directives, AFGE master agreement. All memos & policies pertaining to these major directives were reviewed and administratively applied.
- Provided education & training to staff and providers with use of PowerPoint, etc. Communication with the Third-Party Administrator, is done daily through a portal called IDOCS.
- Ensured that I followed through the entire process for care in the community to ensure our veterans received care. I worked with Non-VA to eliminate duplicates consults which will better assist veterans with getting care in a timelier fashion. I also attended biweekly Health Net and PC3 meetings over phone and web, weekly meetings with Non-VA Care, Risk Assessment Workgroup meetings, and Business Office Staff Meetings.
- As a Choice Coordinator, I operated a computer keyboard and printer to perform office automation duties, using a variety of software packages such as DOMA, VC VIEWER, BISL, VSSC, VISTA, and CPRS.

Medical Support Assistant; Dept of Veteran Affairs. Cheyenne, WY; (40 hrs/week); 04/2012-1/2015

Ensured outside medical provider documentation was obtained and scanned into the medical record. I was held accountable for adherence to all organizational and departmental policies, directives, and standards pertaining to all job functions, especially the universal scheduling process, the use of electronic wait lists, pre-registration updates, check-in, check-out, clinic “clean-up”, patient confidentiality and privacy laws, business office policies and insurance capture.

- I actively assisted the department in meeting performance measures, collected information that allows the organization to collect revenue and maintained all policies/procedures/operation manuals to meet Joint Commission (JC) and other VHA Quality Assurance (QA) standards.
- Operated a computer keyboard and printer to perform office automation duties, using a variety of software packages. To include, Visual aid, Vetlink, VSE, Radiology Package, CPRS, VISTA and the Insurance Capture Buffer.

Nursing Assistant; Dept of Veteran Affairs. Cheyenne, WY (40 hrs/week); 07/2010-04/2012

Monitoring patients for safety and health as well as obtaining vital signs, one touch, and weights. Dietary guidelines for individuals including providing meals if needed and water are also followed.

- Followed HIPAA and OSHA regulations as well as assisting in emergency situations as needed.
- Assisting staff in selecting proper equipment and procedure in using the equipment. Equipment Competency assessments were filled out weekly.
- Several forms of communications such as email, meetings and phone calls and online training were used. I conducted ergonomic ongoing environmental and ergonomic evaluations, and notified appropriate staff when patient handling equipment problems or incidents arose.
- All facility and manufacturer infection control requirements were followed.

Direct Support Professional; Mountain Reg Services Inc; Cheyenne WY; (40 hrs/week); 11/2007-12/2010

Duties include but are not limited to:

- Compiled data based on participant’s Behavior Support Plans as well as participant’s Individual Plans of Care.
- Worked as a supervisor within group homes ensuring all staff were compliant with protocols and regulations.
- Allotted funds for individual client needs and outings as well as maintained the budget for house hold expenses for multiple residences

EDUCATION:

- Laramie County Community College, Cheyenne WY; (01-2018 to Present) Pursuing a Degree in Business and Finance.
- Completion of the 6-month course for SAW (School at work catalyst program); (2018)
- Verbal Defense for Healthcare Professional; (2013)
- Central High School, Cheyenne Wyoming; (2006)

CERTIFICATIONS:

- **Basic Phlebotomy Skills:** 5-24-08- Certificate of completions
- **CPR:** Issued 05-26-15
- **First Aid:** Issued 04-21-15
- **Certified in Crisis Prevention Intervention:** Last Certified 2010 at MRSI
- **Wyoming/Montana Safety License:** Completion date 03/2007 expired in 03/2008

EXTRA CURRICULAR/VOLUNTEER:

- President of the PTO at Hebard Elementary for the last 2 years. My duties included, supervising all board members and supervising and maintaining the control of all activities of the organization to uphold the purpose of the organization. I supervised all finances that were deposited or Withdrawn and if not providing reports, ensured all financial reports were available. I am also the only school representative for the Parent Teacher Advisory Committee (PTA). Within this committee are various sub committee's I participate in regarding the review of all school policies and directives. I am the liaison between the PTA and the PTO.
- Volunteered to be a facilitator for a strategic planning committee. Ensured that all members participate in a group setting. I also ensure attendance, project structure, established rules and roles are followed, and facilitate movement of the committee throughout our service line.

References:

(Ret Major) Kevin Bush
Chief of Business Office
Cheyenne VA Medical Center
Work: 307-778-7550

(Ret. Major) Shannon Turner
VA Medical Center
Cheyenne VA Medical Center
Deputy Chief of Business Office
Work: 307-778-7550

Samantha Butler
Cheyenne VA Medical Center
Cheyenne, Wyoming 82001
Work: 307-778-7550