

Christopher Dunn

Hospital Liaison

Hospital liaison with 6 years in post-acute care coordination, the last 3 placing patients from 3 hospitals into home health. Converts 82% of referrals into starts of care through relationship-building with discharge planners, careful Medicare eligibility checks and bedside patient education. Runs quarterly home health services in-services for case managers with clear presentation skills.



christopher.dunn@email.com



(502) 555-0137



Louisville, KY



linkedin.com/in/christopherdunn



Experience

Hospital Liaison

03/2023 - Present

Bluegrass Home Health Partners

Louisville, KY

Embedded liaison at 3 Louisville hospitals for a home health and hospice agency.

- Lead referral management at 3 hospitals, converting **82%** of 140 monthly referrals into starts of care.
- Coordinate discharge planning daily with hospitalists and case managers, confirming Medicare eligibility and homebound status first.
- Deliver bedside patient education on home health services to 90 patients and families a month.
- Track referrals in the CRM and Microsoft Excel, cutting referral-to-start time from 3.1 to 1.9 days.

Patient Care Coordinator

06/2020 - 02/2023

Ohio River Home Medical

Louisville, KY

Coordinated medical equipment and home oxygen orders for hospital discharges.

- Processed 400 equipment and oxygen orders a month for patients leaving 8 area hospitals.
- Verified insurance and Medicare coverage on every order, keeping denial rates under 3%.
- Resolved 50 delivery or coverage problems a week with quick problem solving skills and calls to case managers.
- Built working ties with 35 case managers, which grew hospital referrals 25% in 2 years.



Skills

Referral Management

Discharge Planning

Home Health Services

Medicare Eligibility

Patient Education

CRM

Microsoft Excel

Presentation Skills

Relationship-Building

Problem Solving Skills



Education

Bachelor of Science

05/2020

University of Louisville

Louisville, KY

Health Sciences