

Dyan Hagy, LISW-S

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EMPLOYMENT HISTORY

ED and Inpatient Hospital Social Worker (Emergency Department and Inpatient Float)

January 2014 – Present

Metrohealth Hospital

2500 Metrohealth Drive, Cleveland, OH 44109

The role of the Emergency Department Social Worker includes responding to all traumas and assessing needs based on trauma category and urgency which may include – obtaining information from authorities and EMS, identifying patient and/or family, speaking with families to provide medical updates and hospital logistics, coordinating encounters with physicians, providing immediate crisis intervention, grief and bereavement support. As well, addressing concerns for domestic violence, assaults, notifying authorities per mandated reporting guidelines and making appropriate referrals to the community including APS, DCFS, DV, and VOCARP. Further patient needs are evaluated as it relates to financial, social, emotional, educational, and environmental support systems, reaction to illness and ability to cope, emotional support for adjustment to illness and end of life. Managing risks by identifying potential adverse outcomes and work towards reducing and/or eliminating these risks; including psychosocial assessments to identify behavioral health and/or drug and alcohol risks that may impede medical treatment and compliance. Coordinate community services, and referrals including collaboration with the multi-disciplinary teams and community agencies to facilitate appropriate levels of discharge planning.

PERTINENT SKILLS: Being proficient with critical thinking, multi-tasking, time management, working well with both a team and independently, organization, documentation and good communication skills to provide vital information and education to patients, family members, medical staff, crisis intervention and a solid knowledge base of community agencies.

Inpatient Hospital Social Work Case Manager

(Colorectal, Leukemia and Internal Medicine units)

October 2011- January 2014

Employer: Cleveland Clinic Foundation

9500 Euclid Avenue, Cleveland, OH 44195

The role as a Social Work Case Manager included routinely coordinating care and services to patients and their family by assessing psychosocial risk factors and evaluating prior levels of functioning. Collaborating with multi-disciplinary teams and facilitating patient/family access to community health and social service providers and resources. This included but was not limited to assisting with Social Security Disability, Medicaid, Waiver/PASSPORT, lodging assistance, medication assistance programs and prior authorizations, transportation and other concrete services. Facilitating individual plans of care and discharge planning by screening patients and families and coordinating new home

care (skilled nursing, IV abx, Home Infusion Pharmacy, etc.), Skilled Nursing Facilities, Long Term Acute Care Hospitals and inpatient mental health referrals.

Outpatient Therapist (Intensive Home-Based Treatment Services Therapist)

10/2010-10/2011

**Employer: Crossroads Adolescent Mental Health Agency
8445 Munson Rd, Mentor, OH 44060**

This role included implemented social work training in growth and human development and family dynamics to provide appropriate therapeutic interventions in the home or community for at-risk school aged children, adolescents and their families. Assessed the child's developmental, psychological and psychiatric needs through diagnostic assessments in order to make referrals (including drug and alcohol, inpatient psychiatric and IOP), monitor clinical symptoms and establish individual development plans. Participated in team meetings both within the department and collaborating with other agencies within the community including, Juvenile Court and the Lake County Cluster Board. Fulfilled 24/7 on-call responsibilities which frequently entailed crisis intervention and de-escalation of client and family.

Laboratory Registration/Patient Access Emergency Department

September 2005- October 2009

Employer: Hillcrest Hospital/Lakewood Hospital

Patient access registered patients for outpatient labs in adult and pediatric emergency department services which required the collection of demographic information, insurance verification and co-pay collection. This role was responsible for admitting patients to inpatient and observation bed assignments through the emergency department.

EDUCATION

Cleveland State University

Masters of Social Work- Magna cum laud

Bachelor of Arts, Sociology and Political Science- Magna cum laud

Lakeland Community College

Associate of Arts, Summa cum laud

LICENSURE

Licensed Independent Social Worker with Supervision designation, LISW-S

References provided upon request