

Lee Ann Baldini



RN, CCM | HOSPITAL CASE MANAGEMENT EXPERT



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Salem, MA

PROFESSIONAL EXPERIENCE

Director of Case Management

North Shore Medical Center / MGB Salem Hospital

2008–Present

- Lead case management operations, overseeing transition planning and utilization review for both Salem and Union campuses.
- Develop and implement policies to enhance care coordination and ensure efficient resource utilization, achieving seamless patient transitions across care settings.
- Collaborate with interdisciplinary teams to improve patient outcomes, discharge planning, and post-acute care referrals, ensuring continuity of care.
- Ensure compliance with federal and state regulations, hospital policies, and payer requirements while optimizing reimbursement processes and reducing unnecessary lengths of stay.
- Provide strategic oversight and leadership in the development and mentoring of case management staff, promoting a culture of excellence in patient care delivery.

Manager of Case Management

NSMC Union Campus

2000–2008

- Directed day-to-day case management functions, including discharge planning and utilization review for a diverse patient population.
- Supervised a team of case managers, supporting professional development and performance improvement initiatives.
- Facilitated interdisciplinary communication to streamline care transitions, reduce readmission rates, and improve overall patient satisfaction.



- Played a key role in hospital cost-containment strategies by managing appropriate resource allocation and utilization.
- Coordinated complex patient discharges to ensure safe transitions to home care, rehabilitation, or skilled nursing facilities.

Case Manager

*NSMC Union Campus
1999–2000*

- Managed utilization review and discharge planning on a high-volume medical-surgical unit.
- Coordinated care for patients with complex medical needs, liaising with physicians, social workers, and insurance providers to ensure appropriate levels of care.
- Conducted comprehensive assessments to develop individualized discharge plans, aligning with patient needs and available community resources.
- Implemented strategies to reduce hospital lengths of stay and prevent unnecessary readmissions, enhancing patient outcomes.

Nurse Manager, Medical-Surgical Unit

*Boston Regional Medical Center
1990–1999*

- Managed daily operations for a medical-surgical unit, later expanding responsibilities to cover IV therapy and intensive care units.
- Ensured high standards of patient care and staff performance, fostering a team-based approach to nursing care.
- Developed and enforced protocols to enhance patient safety, reduce infection rates, and improve clinical outcomes.
- Led staff training programs and performance evaluations, ensuring continuous professional development for nursing personnel.
- Managed budgets, staffing, and resource allocation for multiple units, optimizing operational efficiency in a community hospital setting.



3–11 Nursing Supervisor

Boston Regional Medical Center

1989–1990

- Supervised nursing operations for evening shifts, ensuring appropriate staffing and continuity of care across units.
- Acted as the primary point of contact for nursing staff and physicians during after-hours operations, resolving urgent clinical and administrative issues.
- Monitored patient care activities, supporting compliance with hospital policies and regulatory standards.
- Facilitated patient admissions and discharges, ensuring smooth transitions between shifts.

Staff Nurse

Boston Regional Medical Center

1982–1989

- Provided direct patient care in various clinical settings, including medical-surgical, IV therapy, and intensive care units.
- Delivered high-quality nursing care, adhering to evidence-based practices and hospital protocols.
- Worked collaboratively with multidisciplinary teams to assess, plan, implement, and evaluate individualized patient care plans.
- Gained extensive experience in acute care nursing, including complex IV therapies, wound care, and critical care interventions.

E D U C A T I O N & C E R T I F I C A T I O N S

Bachelor of Science in Nursing – 1982

Certified Case Manager (CCM) – 2005 - Present

R E F E R E N C E S

Available on request.