

CANDY RAPHAN, RN, BSN, ARNP-C, MAOM

Candy joined Broadspire in 1989. For over 23 years, she has held various management roles within the Broadspire organization in a variety of functional areas, including Occupational and Non-occupational Disability Management, Utilization Management, Medical Bill Review, Quality, and Medical Management Strategic Outcomes. In her current role as Director of Medical Services, Candy interacts with clients, brokers and Occupational Health Staff that support the health and wellness of employees representing all types of industry sectors. She is also responsible for the developing strategic clinical programs designed to minimize disability.

In addition to her experience at Broadspire, Candy brings a varied background of clinical, managed care and health industry related experience. She is Certified Advanced Registered Nurse Practitioner with a specialty in family practice, Candy holds a bachelor's degree and advanced practice certificates in nursing from the University of Miami and a master's degree in Organizational Management from the University of Phoenix. Candy is also a member of the National Association of Professional Women, the Association of Safe Patient Handling Professional and Therapy Dog International.

CANDIDATE STATEMENT

In my role as a professional clinician, I strive to support the creation of an environment focused on the improvement of health and reducing disability. As a member of the Board, this will provide me with the opportunity to share the benefit of my experience and expertise to further the organization's mission. My priorities in supporting the Board would focus on creating increasing awareness of the organization in the risk management sector. In addition, I do feel that greater access to data will further guide the development of programs, initiatives and appropriate use of financial resources to prevent injury. Specifically, as a nursing professional, my background includes many years of hands-on experience caring for patients in settings ranging from primary to tertiary care. In my current role, I have frequent interactions and strong relationships with individuals and influencers in risk, safety and finance of large healthcare organizations. Having this perspective and interaction, will provide me an opportunity to garner input and perspective in order to share and develop meaningful initiatives.

Thank you for the opportunity to seek this appointment.

Candy Lee Raphan, RN, BSN, ARNP, MAOM

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Education/Licensure

Master of Arts in Organizational Management University of Phoenix, Fort Lauderdale, Florida	2000
Florida RN/Advanced Registered Nurse Practitioner 86314-C 1981	Original Issue
Certified Advanced RN Practitioner, Family Practice Program University of Miami, Coral Gables, Florida	1981
Bachelor of Science in Nursing University of Miami, Coral Gables, Florida	1976

Professional Experience

Broadspire Services, Inc Sunrise, Florida Director, Medical Management Services (Current Position) Director, Client Services – Absence & Care Management Senior Manager, Strategic Outcomes, Medical Management Manager, Telephonic Care Management/Utilization Management Manager, Utilization Management	2000 - Present
University of Phoenix Plantation, Florida Instructor, Health & Human Services – Undergraduate Program	2003 -2007
United Healthcare of Florida, Inc. Sunrise, Florida Manager, Preventive Health Manager, Quality Improvement	1997 - 2000
Kemper National Services, Inc. Plantation, Florida Managed Care Coordinator, TPA-Disability Asst. Vice President, Utilization Management Director, Utilization Review Director, Medical Bill Review Director, Hospital Bill Audit	1988 - 1997
Hialeah Hospital Hialeah, Florida Charge Audit Nurse Asst. Director, Business Office	1985 - 1988
Mercy Hospital Miami, Florida Asst. Director, Employee Health Program	1983 – 1984

Health Care of Broward Plantation, Florida Primary Care Provider/Director of Nursing	1981 – 1983
University of Miami, Jackson Memorial Hospital, Miami Florida Staff Nurse/CCU/ICU -Research Associate Cardiology	1978 – 1980
Cedars Medical Center Miami, Florida Staff/Charge Nurse CCU/SCCU/SICU	1976 – 1978

Functional Expertise

Operations Management
Quality Management
Primary Health Care Provider -ARNP/ FNP
Developing and delivering clinical strategy
Data Analysis

Case Management
Utilization Management
Disease Management
Building Customer Relationships

Achievements

Responsible for departmental strategic planning, budgeting, product development and implementation, manpower planning, continuous quality improvement, education, administrative and operational management for various departments.

- Developed and supported implementation of innovative strategies to assist with cost-containment, employee safety and return to work strategies
- Developed a comprehensive Pharmacy Management program as a component of multiple cost containment initiatives for workers compensation TPA
- Developed health and wellness program strategies and interventions for more than 450,000 members of a Group Health Plan
- Project Manager for HEDIS, Disease Management Implementation, Regulatory Compliance Medicare and Medicaid programs
- Planned individual wellness strategies and provided primary patient care in an Occupational Health and staff Model HMO setting
- Developed and implemented operative and surgical claim review programs, for workers' compensation and group health claims, resulting in significant savings
- Developed and managed a national hospital charge audit network
- Developed and directed a multi-disciplinary utilization management and peer review program
- Instrumental in securing URAC accreditation and licensing for Case Management and Utilization Management Programs

- Developed and implemented various integrated occupational and non-occupational disability management programs
- Developed and implemented underwriting policies and procedures for non-occupational disability program

Publications/Presentations

Recurrent Ventricular Tachycardia, Miami Medicine Magazine, Sung, R.J., Raphan, C., April 1980

Contributor: Better Prescribing Through Technology, Risk and Insurance, Roberto Cenicerros, June, 2014

Leader and Facilitator: Pharmacy Summit, March 2012

Presenter: DMEC Annual Conference, Integrated Medical Management. Positively Impacting Stay at Work and Return to Work: August 2014

Contributor: Simple tactics help benefit managers decrease drug dispensing by doctors, Business Insurance, Stephanie Goldberg, June, 2014

Affiliations

Member of the Association of Safe Patient Handling Professionals

National Association of Professional Women

Therapy Dog International – Certified Assistive Pet Therapy Team