

Michael Peterson, LCSW

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Summary of Qualifications

Dynamic, healthcare management leader with over 20 years of experience working within “best practices,” world renowned health organizations including hospital and behavioral health settings. A focused, results oriented leader with solid competencies in clinical psychiatry programs, effective team management, organizational strategy, budgeting and operational risk management. Proven ability to design and initiate effective psychiatry programs such as

- **Partial Hospitalization Program**
- **Intensive Outpatient Program**
- **Crisis Intervention Program**
- **Geriatric Intensive Outpatient Program**
- **Outpatient Clinic**
- **Emergency Department Psychiatry**

Offer outstanding leadership and a proven track record in the establishment and management of regulatory compliance and clinical outcomes. Effective in the recruiting, training, mentoring, leading and building of top-performing teams committed to exceeding medical organizational goals.

- Recognized visionary and creative thinker adept at identifying medical organization’s goals yet increasing the customer satisfaction of patients. Implemented standardization and processes for patient intakes, case management, quality and effectiveness of groups, and regulatory compliance.
- Innovative professional with over 20 years of clinical psychiatry expertise in diverse organizations to include Los Angeles and Chicago with demonstrated initiative, creativity, and administrative success. A proactive leader with extensive experience and proven ability to build and motivate highly effective clinical psychiatry teams.

A results-oriented and high-energy clinical psychiatry manager who consistently meets and exceeds organizational goals committed to bringing years of team management and solutions-based management to world class psychiatry departments in order to grow an organization to the highest level.

Professional Experience

Cedars-Sinai Medical Center, Los Angeles, California

2002 - Present

Cedars-Sinai is known for providing the highest quality patient care that modern medicine has to offer. Their dedication to excellence, compassion and innovation and devotion to the art and science of healing, which informs every aspect of their four-fold mission: Leadership and excellence in delivering quality healthcare services, expanding the horizons of medical knowledge through biomedical research, educating and training physicians and other healthcare professionals, and striving to improve the health status of our community. Voted most preferred hospital by Los Angeles residents for over 20 years.

Clinical Supervisor

2007 - Present

Department of Psychiatry & Behavioral Neurosciences

Responsible for leading and managing up to 12 clinicians to include MFTs, LCSWs, and RNs in administering various programs in the **Outpatient Psychiatry Department**. Programs and assignments have included Partial Hospitalization Program, Geriatric Intensive Outpatient Program, and Intensive Outpatient Program and Outpatient Clinic. This fast, paced high volume outpatient psychiatry department provides superior clinical therapy on an individual and group basis to over 1,200 patients servicing the greater Los Angeles area.

Accountable for **regulatory compliance, clinical outcomes, and financial performance**. Lead classes for physicians, research faculty, residents, and staff throughout the medical center in **Non-violent Crisis Intervention (CPI)**. Supervise MFT and MSW interns in obtaining their counseling hours. Oversee administrative staff which includes designing and implementing more efficient and effective processes for patient intake, medical records management, patient relations, and patient discharge.

Cedars-Sinai Medical Center continued**Team Leader for Partial Hospitalization Program**

2003 – 2007

Department of Psychiatry & Behavioral Neurosciences

Effectively and strategically managed day-to-day operational and clinical aspects of the Partial Hospitalization Program. Provided direct clinical services in group therapy and case management for patients experiencing severe mental illness such as psychotic disorders, mood disorders, substance disorders, personality disorders and anxiety disorders. High percentage of the patients suffered from dual diagnosis. Integral team member in preparation for Joint Commission audit which led to excellent rating. Consistently requested by senior management to be a part of organization's Performance Improvement Committee and various other quality-control activities. Promoted to Clinical Supervisor.

Intake Counselor& Inpatient Case Manager

2002 - 2003

Department of Psychiatry & Behavioral Neurosciences

Responsible for assessing patient's acuity of presenting mental illness issues through telephone and walk-ins. Through intake conversations arranged and recommended appropriate services to include inpatient psychiatry admissions. Provided direct clinical services in the areas of inpatient case management and group facilitation. Case management required a strong resourcefulness and stellar communication skills in working with complex patient discharge issues. Promoted to Team Leader of Partial Hospitalization Program.

Magellan Behavioral Health, El Segundo, California1998 - 2002

With revenue of nearly \$3 billion in 2011, Magellan is a market leader with broad and deep experience. The company's customers include health plans, employers and government agencies, serving approximately 31.1 million members in its behavioral health business, 15.6 million in its radiology benefits management segment, and 6 million members in its medical pharmacy management product.

Team Leader/Case Management1998 - 2002

Part of the team responsible for the hiring and the training of the "best" clinical Case Managers in the greater Los Angeles area for leading specialty healthcare management organizations. Responsible for providing case management services for HMO clientele which was 100% completed over the telephone. Participated in Quality Improvement committee and other audit related activities. Effectively resolved challenging patient issues through providing appropriate referrals and transitioning patients into community resources that would meet their needs and improve their well-being.

Northwestern Memorial Hospital, Chicago, Illinois1991 - 1998

Northwestern Memorial is an academic medical center hospital where the patient comes first. It is an organization of caregivers who aspire to consistently high standards of quality, cost-effectiveness and patient satisfaction. Medical Center is connected to Northwestern's medical school ranked in top 15% of best medical research schools in America according to US News & World Report.

Crisis Center Coordinator

1994 - 1998

Inpatient Medical Social Worker1991 - 1994

Provided individual and group psychotherapy service in the Outpatient Psychiatry Department. Administered Psychiatry Crisis Intervention Service. Developed and administered Emergency Department Psychiatry Services. Was designated as psychiatry admissions and managed care specialist. Trained all psychiatry staff in managed care issues and how to best balance healthcare cost without compromising care of patient. Provided comprehensive medical social work services in an inpatient psychiatry setting. Received the designation of Social Work Representative to Joint Commission survey committee.

Education & Credentials

University of Michigan, Ann Arbor, Michigan

Master of Social Work

- Mental Health and Community Organization
- Recipient, National Institutes of Mental Health Traineeship

Master of Arts, Education

- Psychological Studies, Curriculum & Teaching
- Recipient, Teaching Fellowship

Bachelor of Arts, English

- Language and Literature

California LCSW, License #20727

Clinical Supervisor, California BBS

Certified Instructor, Crisis Prevention Institute & International Association of Non-violent Crisis Intervention Instructors

Professional Associations

Association of Ambulatory Behavioral Healthcare of Southern California

- Treasurer & Board Member

Behavioral Health Committee of the Hospital Association of Southern California

- Representative from Cedars-Sinai Medical Center