

Danna Henry

Health Professions Investigator

📞 (608) 555-7314 ✉️ danna.henry@example.com

🌐 linkedin.com/example/dannahenry 📍 Madison, WI 53703

STRENGTHS

- ⚠️ **Risk based triage**
Prioritized sensitive caseloads by public protection risk and deadlines, keeping urgent matters visible and moving.
- 📁 **Evidence development**
Built organized case files from records, interviews, inspections, and exhibits, giving reviewers a clear factual foundation.
- ♥️ **Neutral reporting**
Separated allegations, evidence, analysis, and findings in reports, helping leaders review matters with confidence.
- 🗣️ **Calm interviewing**
Used structured conversations with patients and licensees, creating space for facts to emerge during difficult matters.
- 👥 **Partner coordination**
Worked with counsel, agencies, clinicians, and public partners, keeping communication courteous and case focused.

SKILLS

Complaint Investigation

Case Triage Fact Finding

Medical Record Review

Evidence Preservation

Regulatory Inspections

Report Writing

Professional Standards

Critical Thinking

Case Management Interviewing

Infection Control

Drug Diversion Review

Customer Service Testimony

SUMMARY

Health professions investigator with seven years of experience across regulatory investigations, healthcare compliance case management, and clinical quality review. Investigates complaints involving licensed healthcare professionals, including **patient boundary concerns**, competency, infection control, medication handling, and drug diversion. Conducts structured interviews, **on site inspections**, medical record reviews, evidence preservation, and objective fact finding. Applies statutes, administrative rules, professional standards, and ethical judgment when triaging risk, managing deadlines, and developing defensible case files. Produces clear investigative reports, case chronologies, exhibits, and technical summaries for regulatory leaders, counsel, and multidisciplinary reviewers. Communicates calmly with patients, licensees, attorneys, agencies, and public partners. Registered Nurse with **Certified in Healthcare Compliance** credential, prepared to support regulatory review, **contested case proceedings**, evidence presentation, and public protection.

EXPERIENCE

Senior Health Professions Investigator

Great Lakes Health Licensing Council 📅 January 2024 - Present 📍 Madison, WI

Leads complex regulatory complaint investigations involving licensed clinicians, public protection risks, evidence development, inspections, reporting, counsel coordination, and administrative proceedings.

- Led **complaint investigations** involving competency, conduct, **infection control**, and medication handling concerns.
- Interviewed **patients**, licensees, witnesses, and facility representatives, reconciling statements with clinical records.
- Performed **on site inspections**, documenting conditions and preserving records through consistent evidence control.
- Triageed active caseloads by **public protection** risk, deadlines, evidence needs, and complexity.
- Prepared **investigative reports** separating allegations, evidence, analysis, and findings for regulatory review.
- Briefed counsel and leaders, prepared exhibits, and provided fact based testimony during proceedings

Healthcare Compliance Investigator

Midwest Clinical Compliance Services 📅 July 2021 - December 2023 📍 Rockford, IL

Investigated **healthcare compliance** complaints and adverse event referrals across outpatient practices, producing **evidence** based findings and recommendations for compliance leaders and counsel.

- Investigated complaints using case plans that defined allegations, witnesses, records, and standards.
- Reviewed patient charts, medication records, **infection control** documents, and practitioner responses.
- Conducted fact finding **interviews** with patients, clinicians, managers, and third parties.
- Completed site visits comparing observed practices with procedures and applicable requirements.
- Produced technical reports and case summaries supporting remediation, escalation, and external reporting.
- Coordinated information requests with organizations, attorneys, and public partners while protecting confidential records

Clinical Case Analyst

Northstar Patient Safety Network 📅 June 2019 - June 2021 📍 Milwaukee, WI

LANGUAGES



MY CAREER



- Senior Health Professions Investigator at Great Lakes Health Licensing Council (2.8 Years)
- Healthcare Compliance Investigator at Midwest Clinical Compliance Services (2.4 Years)
- Clinical Case Analyst at Northstar Patient Safety Network (2 Years)
- Quality Review Coordinator at Prairie View Medical Center (1.9 Years)

- Managed healthcare quality and patient safety cases from intake through closure, supporting risk screening, clinical review, evidence **organization**, and clear documentation for multidisciplinary decisions.
- Managed quality cases from intake through closure, routing urgent allegations for expedited review.
 - Analyzed **medical records**, incident reports, correspondence, and practitioner documentation for factual gaps.
 - Drafted case narratives translating clinical terminology into clear documentation for multidisciplinary reviewers.
 - Prepared interview outlines and conducted follow up conversations with patients and healthcare personnel.
 - Maintained deadline controls and standardized case files for efficient document retrieval.
 - Supported senior investigators on sensitive competency and conduct matters involving confidentiality and due process

Quality Review Coordinator

Prairie View Medical Center 📅 June 2017 - May 2019 📍 Milwaukee, WI

- Supported multidisciplinary clinical quality reviews involving patient complaints, documentation, medication events, infection prevention, evidence organization, and confidential stakeholder communication.
- Supported quality reviews involving complaints, documentation concerns, medication events, and infection prevention.
 - Collected **medical records**, policies, incident documents, and staff statements for structured review.
 - Applied nursing education and clinical terminology to clarify care sequences and follow up questions.
 - Drafted factual review summaries and maintained logs tracking materials, issues, and determinations.
 - Coordinated sensitive communication with patients, nurses, physicians, risk staff, and department leaders.
 - Built evidence organization, report writing, confidentiality, and deadline management practices for investigative work

PROJECTS

Regional Complaint Risk Review 📅 2024

Created a structured review approach for prioritizing healthcare complaints by public protection risk, evidence needs, statutory deadlines, and case complexity.

Clinical Evidence File Standardization 📅 2022

Standardized supporting records, interview notes, case chronologies, and technical summaries for clearer compliance decisions and confidential information handling.

LEADERSHIP & AWARDS

- Senior investigator recognition for clear reports and dependable case leadership.
- Healthcare compliance recognition for ethical judgment and effective partner communication.
- Leadership contribution supporting multidisciplinary review of sensitive patient safety matters.

EDUCATION

Bachelor's Degree in Nursing

University of Wisconsin Milwaukee 🎓 GPA: 3.5 📅 2017 📍 Milwaukee, WI

Coursework: Clinical assessment, healthcare ethics, pharmacology, nursing leadership

CERTIFICATIONS

- Registered Nurse, Wisconsin 📅 2017
- Certified in Healthcare Compliance 📅 2022

TECHNICAL SKILLS

- **Investigation Methods:** Complaint investigation, fact finding, case planning
- **Regulatory Practice:** Statutes, administrative rules, professional standards
- **Evidence Handling:** Evidence collection, evidence preservation, chain of custody
- **Healthcare Records:** Medical records, patient charts, clinical documentation
- **Inspection Practice:** On site inspections, regulatory inspections, specimen collection
- **Interview Practice:** Patient interviews, licensee interviews, witness interviews
- **Case Administration:** Case triage, caseload management, deadline tracking
- **Reporting Tools:** Investigative reports, case chronologies, technical summaries
- **Clinical Compliance:** Healthcare compliance, infection control, drug diversion review
- **Proceedings Support:** Contested case testimony, exhibits, case preparation
- **Stakeholder Coordination:** Attorney coordination, agency coordination, law enforcement coordination

PROFESSIONAL AFFILIATIONS

- Registered Nurse, Wisconsin, supporting professional healthcare practice and public protection.
- Healthcare compliance professional community participant focused on regulatory practice and ethics.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST