Philippa Mbeki-Larsen

Case Manager

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SUMMARY

Licensed social worker and Certified Case Manager with 6 years in hospital and community case management. Carries a caseload of 35-40 adults with chronic illness and housing needs, coordinating medical, behavioral health and benefit services. Helped cut 30-day readmissions for my caseload from 21% to 14%.

EXPERIENCE

Case Manager — Lakeshore Medical Center

Milwaukee, WI · Mar 2022 – Present

- Manage discharge planning for 15-20 inpatients a day on a medical unit, coordinating home health, equipment and follow-up visits.
- Helped cut 30-day readmissions for my caseload from 21% to 14% by booking follow-up visits and pharmacy calls before discharge.
- Completed 600+ psychosocial assessments a year and documented each within 24 hours in Epic.
- Secured skilled nursing or rehab placements for 90% of referred patients within 2 days of medical clearance.

Community Case Manager — Riverwest Family Services

Milwaukee, WI · Jun 2019 – Feb 2022

- Carried a caseload of 35 adults with chronic illness and unstable housing, meeting each at least twice a month.
- Helped 48 clients move into stable housing over 2 years through landlord outreach and voucher applications.
- Filed 120+ Medicaid, SNAP and disability applications with an 85% first-time approval rate.

SKILLS

Case management: Psychosocial assessment, care planning, discharge planning, crisis response

Coordination: Home health, skilled nursing placement, behavioral health referrals, housing services

Benefits: Medicaid, Medicare, SNAP, SSI and SSDI applications, prior authorization

Systems: Epic, HMIS, Microsoft 365

CERTIFICATIONS

Certified Case Manager (CCM), 2023

Licensed Clinical Social Worker (Wisconsin), 2021

EDUCATION

Master of Social Work, University of Wisconsin–Milwaukee, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.