

Dr. Latoya D. Abbott, DNP, MSN, ANP-BC

12311 Welling Lane, Bowie, MD 20715
LatoyaAbbottBurke@gmail.com | C: 336-414-5464

WORK EXPERIENCE

Marriott International, Inc. | Bethesda, MD

2017 - Present

Senior Director of Occupational Health Services

- Determines the direction and the focus of occupational healthcare for Marriott.
- Provides professional oversight of licensed medical and health care practitioners working at Marriott International; Ensure that practitioners have appropriate qualifications and meet professional and ethical standards of practice, while providing culturally competent care to guests and associates.
- Provides direct oversight of the Lactation Program, Massage Therapy Program, Nurse Care Management Program, and Associate Health Nurse Managers serving associates at Marriott Headquarters and the Rio buildings. (Services include illness and injury treatment, wellness promotion, health screening, disaster readiness and travel medicine).
- Provides supervision for Marriott's Managed Care Arrangements for Workers' Compensation plans in Florida, Ohio and California that administers all aspects of managed care networks for these states and two partner corporations. Maintains contract and credentialing process for physicians and facilities providing care to injured associates. Assures compliance with state regulatory requirements for managed care, Utilization Review and Quality Assurance.
- Provides supervision of Utilization Nurse Managers (UNM) that serves as consultants to the claims staff (medical issues, cost containment, rehabilitation and Utilization Review) and are involved in medical analysis of Workers' Compensation and Liability claims.
- Accountability for budget development, administration, and financial decisions utilizing an understanding of organizational operations and industry economics.
- Partners with the departments of Loss Prevention, Human Resources, Benefits and Business Continuity concerning health issues facing Marriott's workforce and workplace.
- Manage emergency public health concerns, domestic and global, responding to any disaster that requires or will benefit from their expertise, and creating standards and policies (Pandemic Preparedness Plan, National Stockpile Point of Distribution Plan, and local infectious disease outbreaks).
- Maintains activation responsibility for the Nurse Disaster Response team.
- Serves as a primary member of all Crisis Teams, as appropriate, including acting as the liaison to the FEI disaster response program facilitated by each continent's Crisis Management Team.
- Provides direct responsibility to the OHS site on Marriott's Global Source, policies and procedures, educational opportunities, public health directives, regulatory changes, clinical protocol information and immunization updates.
- Partners with Global Communications on internal and external health related communications.

Providence Hospital | Washington, DC

2010 - 2017

Occupational Health Services and Wellness Institute Health Clinic Director

- Manage all phases of the occupational health clinical program for over 3000 employees/contractors.
- Personnel Management responsibilities: daily tasks, personnel counseling, recruitment or disciplinary actions, and general performance reviews for clinicians and staff.
- Implements program goals and policies established by the executive management.
- Gatekeeper for Occupational Healthcare Services including rehabilitation and disability of employees.
- Educate employees on Federal Medical Leave Act.
- Occupational Health Services Director for DOH and The Joint Commission (TJC) annual hospital audit.
- Coordinate with the hospital finance department concerning budget appropriation.
- Direct quality assurance program for employee health (TB, hepatitis, rubella exposures and screening).
- Responsible for documentation and follow-up treatment of bloodborne pathogen exposure and communicable disease screening of employees seen in the employee health clinic.
- Committee member: Hospital Safety and Infection Control and Workplace Violence committees.
- Review documentation for pre-employment physical examinations.

- Maintain HIPPA requirements for patients and medical records.
- Code treatment information using Common Procedure Terminology (CPT codes) and ICD 10.
- Responsible for data collection on seasonal employee immunizations as recommended by the Centers for Disease Control (CDC) and the Infection Control Committee.
- Review documentation of all employee injuries and illnesses within the workplace.
- Counsel employees on physical and mental health issues and assist them with community resources, referrals and/or employee assistance programs.
- Review and revise Occupational Health Services, Infectious Prevention and Safety policies as needed.
- Wellness Institute Health Clinic Manager: Propose and write Wellness health contracts (compete, renewal) with public agencies and businesses.
- Maintains liaison activities with wellness clients to provide a continuum of interest and credibility through personal communication efforts.
- Workers' Compensation Manager: Documents telephone conversations, witness statements, medical reports, accident investigation results, and payment of medical bills; prepares summaries of medical reports, compiling facts and data regarding accident reports and filed cases; ensures that OSHA forms are properly prepared and filed.
- Authorizes payment of medical bills and temporary total disability benefits.
- Trains claims coordinators in the proper procedures and forms to be utilized in workers' compensation matters and the preparation of accident reports, notices of absence, and notices of return to work in accordance with city regulations and the Workers' Compensation Act.
- Manage workers' compensation corporate risk and control assessment for reporting process
- Manage and maintain infrastructure elements that involve workers' compensation claims.
- Health and Safety Officer: Observe and assess the work environment for potential hazards.
- Review accident reports to identify patterns of injury and to determine whether unsafe conditions contributed to the accident; advise departments of trends in injuries and proper safety procedures that may result in reduction of injuries; provide department with information that will aid in reducing accidents and improve safety.
- Conduct research on the effects of hazardous work conditions or workplace exposures.
- Health and Safety Awareness Officer: Develop/implement health and safety policies and programs.
- Collaborate with other corporate oversight functions to identify and implement consistent and effective approaches to risk governance and control-based activities of risk management.
- Emergency Management Officer: Plan and implement emergency and disaster preparedness programs, NIMS certification.

South University Graduate Nursing Program | Savannah, GA

2014 - 2017

Clinical Nurse Practitioner Preceptor

- Establish student goals that provide clinical nurse practitioner learning experiences with minimal disruption to operations and patient needs and expectations and maintain university goals.
- Teach students using Modeling and Observation techniques and case presentations strategies.
- Coach students using verbal cues to assist movement through an assessment or procedure.
- Provide effective feedback using descriptive specific situations, reinforce correct decision-making, and review areas of improvement.

Howard University Graduate Nursing Program | Washington, DC

2011 - 2015

Associate Professor, Nursing

- Taught courses in Women's Health and Primary Care.
- Developed an instructional plan with concurrent student assignments.
- Worked with colleagues to develop or modify degree or certificate program curriculum.
- Assessed students' progress through written assignments, exams, presentations, and class participation and advised students about coursework to achieve progress toward degree.
- Member of academic and administrative committees that review and recommend updates to policies.

Physician Eldercare | Winston-Salem, NC

2008 - 2010

Adult/Geriatric Nurse Practitioner

- Assessed and diagnosed health status of acute and chronic conditions for 400+ patients in long-term care and assisted living facilities and determined plan of care and implementation of treatment.
- Directed and collaborated with both formal and informal caregivers and professional staff.
- Applied knowledge of regulatory processes and principles of payer systems to the planning and delivery of healthcare services.
- Planned and implemented the development of health promotion programs within the facility and extension into the community.

Fidelis Secure Care | Charlotte, NC

2008 - 2010

Nurse Practitioner Quality Assurance Manager

- Managed the completion of quality assurance assessments and audits in 12 long-term care and assisted living facilities.
- Ensured quality management and regulatory requirements are met.
- Analyzed data results and communicate outcomes to health administration.

Westchester Manor | High Point, NC

2003 - 2008

Assistant Director of Nursing

- Directed the clinical operations (i.e. monitoring resident conditions, psychopharmacological drugs, restraint use, foley catheters, pressure ulcers, etc.) of the Nursing Department for over 140 residents.
- Developed the design, implementation, and evaluation of nursing systems that ensure consistent delivery of care and maintains and promotes resident rights.
- Recommended operational changes in facility nursing procedures to the Director of Nursing Services.
- Developed and evaluated facility policies, procedures and guidelines (i.e. nursing, pharmacy, lab, physicians, medical records, etc.).
- Acting Director of Nursing Service with same administrative responsibilities.
- Ensured that residents are free from abuse, mistreatment, and neglect.
- Ensured nursing staff awareness and compliance with Federal and State regulations relative to resident rights issues.

Forsyth Medical Center | Winston Salem, NC

1997 - 2008

Charge Nurse/Preceptor

- Managed telemetry department for assigned shift
- Delegated nursing assignments, prepare schedules, oversee patient admissions and discharges, and monitor and order medication and supplies.
- Facilitated new nurse graduates in meeting departmental and clinical objectives.
- Provided immediate answers to questions/correct inaccuracies as they occur on the hospital unit.
- Evaluated new nursing graduates' clinical progress, provide valuable formative and summative feedback.

EDUCATION

Doctorate Nursing Practice (DNP), The Catholic University of America (CUA)

2017

Washington, DC

- Highlights of coursework
 - o Systems thinking and critical theories: emphasis in interdisciplinary communication, workforce diversity, motivation and rewards, governance and structure for effective decision-making, conflict and negotiation, and group dynamics in high-risk, underserved communities.
 - o Proficiency in health care finance principles: Public and private financing as they apply to health care systems and managerial financing strategies. Global issues in health system financing, World Bank HIPC policies and the pro-poor agenda, and the impact of global health system (i.e. HIV/AIDS, global pandemics and terrorism) on health financial systems.
 - o Emerging issues in health: Challenges that shape population health, clinical prevention and the practice and delivery of health care including clinical genetics, environmental health and end-of-life care.

Masters in Science of Nursing (MSN), University of North Carolina at Greensboro

2007

Greensboro, NC

Bachelors of Nursing Science (BSN), Winston Salem State University

1996

Winston Salem, NC

PROFESSIONAL MEMBERSHIPS AND AWARDS

Marriott Talent Network Team Member

Marriott Toastmasters Club Member

CUA Dean's Award for Excellence in DNP Studies

National Black Nurse Association

Nomination for Nursing Educator of the Year (Howard University): May 2013

Dr. Latoya D. Abbott, DNP, MSN, NP-BC
American Association of Nurse Practitioner
Sigma Theta Tau International Nursing Honor Society
Who's Who Manchester, Professional Recognition
National Gerontological Nursing Association
Nursing Excellence Award, Forsyth Medical Center
North Carolina Nursing Association Member
Lettiepate Whitehead Scholarship

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TECHNOLOGY SKILLS

iVOS
Medgate
ODG
MS (Word, Excel, PowerPoint)
SPSS statistical program
Meditech EMR
Peoplesoft
EH connect (National reporting)

REFERENCES

References are available on request