

JAIKY GARCIA, MSW, MBA

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Self-motivated and goal-oriented social worker with extensive experience working in psychiatric/behavioral facilities. Excellent time management, organization, communication, and results-driven skills. A solution-focused leader whose goals and objectives are to create a positive patient experience through quality patient care and safety.

EDUCATION

Midwestern State University, Wichita Falls, TX

Master of Business Administration

December 2023

University of Texas at Arlington, Arlington, TX

Master of Social Work

GPA 3.9

August 2019

EXPERIENCE

LifePoint Health

December 2024-current

Divisional Director of Assessment East

- Provide supervision and support in all areas of the assessment department, assigned group of facilities and Directors of Assessment
- Assists in recruiting, screening, hiring and onboarding of Directors of Assessment within assigned group of facilities
- Partners with facility CEO to ensure Directors of Assessment are meeting all goals and objectives assigned
- Ensures compliance with state and federal regulations
- Assists in hospital level staffing management with oversight of clinical efficiencies

Red River Hospital, Wichita Falls, TX

April 2018 – December 2024

Director of Admissions

January 2021 - Present

- Provide leadership to the Admissions Department and cultivate the function of the department as an integrated team.
- Provide leadership to sixteen employees.
- Onsite facility supervisor for social work interns.
- Determine and implement admissions best practices, promote the hospital, and maintain a satisfied patient base.
- Mentor, train, and educate admissions staff on Joint Commission and State regulations to ensure success with surveys.
- Manage patient admissions in meeting criteria and providing clinical care to patients.
- Lead department in meeting ADC and ADA budgetary goals.
- Collaborate with business development team members to provide education to community and operate as the clinical liaison with referral sources.
- Implement the yearly strategic plan of the admissions department to meet quality and budgetary expectations.
- Provide leadership in addressing quality management issues related to crisis triage, evaluation, and admission to the facility.
- Work to improve efficiency and quality in delivering services within the department.
- Responsible for developing and meeting departmental goals and objectives.
- Acted as a peer mentor to other facility Director of Admissions. Would travel and provide onsite support if requested.

Interim Director of Clinical Services/Outpatient

June 2023 - September 2023

- Provide leadership to the Clinical Services and Outpatient Department and cultivate the function of the department as an integrated team.
- Provide leadership to seventeen members of the team.
- Determine and implement clinical best practices, promote the hospital, and maintain a satisfied patient base.
- Complete real-time audits for clinical services to ensure Joint Commission and State regulations were met.
- Worked directly with patients to ensure services were being received while hospitalized and continuity of care was maintained once discharged.

Admissions Specialist

April 2018 - December 2020

- Assessed, referred, and admitted all scheduled and walk-in patients; process daily admissions of at least four patients.
- Entered demographic information into the electronic system and updated status of patient into Salesforce.
- Verified insurance information and completed precertification of insurance.

Midwestern State University, Wichita Falls, TX

Adjunct Faculty - Social Work

January 2022 - Present

- Create and review course syllabus.
- Utilize various instructional strategies to engage students and evaluate student performance based on departmental rubric.

North Texas State Hospital, Wichita Falls, TX

Social Worker II

August 2017 - December 2020

- Completed annual and admission social assessments.
- Maintained communication with patients' families and the local mental health authority.
- Coordinated with local mental health authority, families, and patients to facilitate discharges.
- Supervised social work students in both undergraduate and graduate field placements and ensured all competencies were met.
- Provided leadership to the department in the absence of the Chief Social Worker.

CERTIFICATIONS

Licensed Baccalaureate Social Worker, Texas (65324)

December 2017 – Present

Currently studying to take LMSW exam in 2024

Mental Health First Aid

February 2023 – February 2026

MEMBERSHIP

Golden Key International Honor Society

May 2019 - Present

Phi Alpha Honor Society

August 2016 – May 2017

Social Workers Acting Together, Vice President

August 2016 - May 2017

Social Workers Acting Together, Treasurer/Secretary

August 2015 - May 2016

AWARDS

Director of Admissions: Team Awards

Acadia Healthcare 2021 4th Quarter Winners for Salesforce User Adoption and Highest Number of ASC Warm Handoffs

Acadia Healthcare 2022 1st Quarter Winners for Salesforce User Adoption

Acadia Healthcare 2022 2nd Quarter Winners for Salesforce User Adoption and Highest Percent of ASC Warm Handoffs

Acadia Healthcare 2022 Winners for Highest Percent of Warm Handoffs and Quickest Response Time to Webforms

Acadia Healthcare 2023 1st Quarter Winners for Quickest ASC Handoff Response Time and Highest Percent of ASC Warm Handoffs

Acadia Healthcare 2023 Winners for Lowest Upfront Denial Rate

XFERALL 2022 Best Response Time for Patient Transfers

XFERALL 2023 Best Response Time for Patient Transfers

Director of Admissions: Individual Awards

Acadia Healthcare 2022 Corporate Admissions Services for Peer Mentorship