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EDUCATION:

1993 **Certified Case Manager**
Commission for Case Manager Certification
Rolling Meadows, Illinois

1977-1979 **Associate of Arts, Nursing**
Blackhawk Technical College
Beloit, Wisconsin

1974-1976 **Liberal Arts and Prenursing**
Marian College of Fond Du Lac
Fond Du Lac, Wisconsin

LICENSURE ACCREDITATION:

Certified Case Manager, # M-13433 [exp. 10 / 2008]
Illinois Licensed, Registered Professional Nurse, # 041-216568 [exp. 5 / 2004]
National Certified Guardian, National Guardianship Foundation [exp. 4 / 2010]

EMPLOYMENT HISTORY:

1994 **Founder, Owner and Director of Case Management Services**
to Rehab Assist, Inc.
Present Westchester, Illinois

Responsibilities: Develop, organize, promote and implement programs and assistance for individuals with catastrophic injuries and for those frail and elderly individuals. Provide medicolegal advice and consultation. Consult with insurance companies and other organizations in providing specialized services.

Duties:

- Provide independent, objective, on-site assessments and observations.
- Provide prompt verbal and / or written reports.
- Construct and review Life Care Plans.
- Provide guardianship services to elderly and / or disabled persons.
- Research and evaluate available treatment plans and options.
- Provide education and training for professionals.
- Coordinate and provide telephonic case management.
- Provide expert witness testimony.

1994 - 1995 **PRN Visit Nurse** - individual contractor
Home Health Plus
Rolling Meadows, Illinois

Responsibilities: Provided a range of nursing services including initial visits and assessments to complex wound care and IV medication administration to homebound patients of all ages on an "on call" basis.

Duties:

- Conducted admitting assessments on newly referred clients.
- Established plan of care with nursing visit recommendations.
- Evaluated need for specialized therapy interventions (I.E.: PT, OT, SLP, CNA).
- Performed all necessary procedures including venapuncture.

1991 - 1994 **Administrator and Program Director**
Rehabilitation Achievement Center
Wheeling, Illinois

Responsibilities: Administrator of a \$2 million proprietary, CARF accredited, day treatment, neurologic rehabilitation program.

Duties:

- Oversaw and managed program development.
- Directed and supervised all clinical services and programming.
- Managed administrative / financial aspects of program.
- Accepted referrals and conducted client evaluations.
- Verified and negotiated funding arrangements.
- Marketed clinical services with admissions department.
- Interviewed, hired, terminated personnel.
- Evaluated performances of staff of 25 clinical and clerical employees.

1990 - 1991 **Director of Admissions**
Meadowbrook of Chicago
Park Ridge, Illinois

Responsibilities: Directed marketing and admissions activities for an 18 bed brain injury transitional living program.

Duties:

- Supervised preadmission clinical evaluations.
- Accepted client referrals.
- Developed and submitted treatment plan proposals.
- Evaluated client potentials for rehabilitation.
- Negotiated reimbursement schedules with funding sources.
- Provided specific program information to survivors and family members.
- Provided empathetic support to survivors and families during stressful periods.
- Conducted educational seminars for survivors and family members.
- Participated in (and lead) head injury support group meetings.

1988 - 1990 **Community and Professional Liaison, Clinical Evaluator**
New Medico Head Injury System
Lynn, Massachusetts

Responsibilities: Performed clinical evaluations on referred clients. Marketed hospital-based head injury rehabilitation services.

Duties:

- Conducted field evaluations on referred clients.
- Referred families to support groups.
- Conducted in-service education seminars to hospital employees.
- Arranged facility tours.
- Developed and implemented specific facility-based marketing strategies.

1986 - 1988 **Sales Representative, Clinical Applications Specialist**
Mennen Medical, Inc.
Clarence, New York

Responsibilities: Sold "high end" patient monitors, supported sales staff, conducted in-service presentations during installation of patient monitors.

Duties:

- Participated in clinical trials and equipment presentations.
- Provided in-service education during equipment installation.
- Supported nursing and physician use and transition to newly installed monitors.
- Attended medical meetings and conventions.
- Secured and processed sales leads.
- Covered a three state sales territory and Chicago.
- Maintained a \$5 million list of "active key accounts".
- Responsible for \$1 million in sales during fiscal year 1987-88.

1984 - 1986 **Medical Services Associate**
Du Pont Critical Care, Inc.
North Chicago, Illinois

Responsibilities: Responded to medical and technical inquiries. Provided medical support and authenticity to sales and marketing efforts.

Duties:

- Supported a line of "in house" pharmaceutical products.
- Participated in education of newly hired sales representatives.
- Provided reviews and consultations for sales and marketing efforts.
- Reviewed and edited advertising and promotional pieces for medical accuracy.
- Conducted "on line" searches to address specific medical / technical inquiries.
- Reported adverse drug experiences to FDA.
- Reviewed and filed pertinent medical data and articles related to product line.

1983 - 1984 **Coordinator of Critical Care Education**
Edgewater Hospital
Chicago, Illinois

Responsibilities: Developed and oversaw in-service education for all RN's and CNA's from seven different intensive care units.

Duties:

- Developed and implemented a mandatory two-week critical care course.
- Conducted in-house CPR training and recertification.
- Developed and taught an IV certification course.
- Assessed educational needs of nursing and CNA staff.
- Taught classes on cardiovascular hemodynamics and EKG interpretation.
- Chaired policy and procedure committee.

1981 - 1983 **Charge Nurse, Medication Nurse, Staff Nurse**
St. Mary's Hospital (*a Mayo Clinic affiliate*)
Rochester, Minnesota

Responsibilities: Provided direct primary nursing care in a 24 bed surgical cardiovascular ICU.

Duties:

- Directed primary nursing care to post-operative patients ranging in age from 5 days to 91 years.
- Selected to provide primary nursing care to patients in a new cardiac transplant program.
- Communicated with family members regarding operative status of patients.
- Administered all medications to all patients at prescribed times.
- Assessed staffing needs and made scheduling assignments.
- Taught pre-operative classes to patients and family members.
- Participated in Mayo Clinic studies and research projects.

1979 - 1981 **Charge Nurse, Staff Nurse**
Mercy Hospital
Janesville, Wisconsin

Responsibilities: Provided direct primary nursing care in a 16 bed ICU.
Worked as "float nurse" throughout hospital environment including Emergency Department, Medical, Surgical and Orthopedics.

Duties:

- Provided care to patients during various stages of acute myocardial infarction.
- Directed care and provided nursing personnel with specific assignments.
- Accompanied critically ill patients via ambulance to either Madison or Milwaukee.
- Responded to all "house codes" when assigned.
- Actively participated in patient education and rehabilitation.
- Served a president of employee relations committee.

1972 - 1979

Certified Nursing Assistant

Mercy Hospital
Janesville, Wisconsin

Responsibilities: Worked full time for two years (after high school), then part time while attending college. Service units included: orthopedic, medical, surgical, emergency room and intensive care.

Duties:

- Provided basic care to patients under the supervision and direction of RN's.
- Responsible for various procedures (surgical preps and catheterizations) on all male patients throughout entire hospital.
- Served on employee relations committee.

AFFILIATIONS:

American Association of Critical Care Nurses
American Association of Neuroscience Nurses
American Medical Writer's Association
Association of Rehabilitation Nurses
Case Management Society of America
Illinois Brain Injury Association
National Association of Professional Guardians
National Head Injury Foundation

PUBLICATIONS:

Kleinhenz, T. J.: Nurses Find Expression Through Clay.
The Nursing Spectrum, 12 (25):24, 1999.

St. Coeur, M. and Steinberg, J.: Case Management Practice Guidelines.
St. Louis, MO: Mosby--Year Book, Inc.; 1996. Contributing Reviewer.

Kleinhenz, T. J. and Brennan, H. P.: Case Management Entrepreneurs
Tackle the Tough Ones. The Nursing Spectrum, 8 (6):11, 1995.

Toole, J. G. and Kleinhenz, T. J.: Nitroglycerin and Potassium.
American Journal of Cardiology, 57 (11):1003, 1986.

Toole, J. G. and Kleinhenz, T. J.: Hespan and Pancreatitis.
Annals of Thoracic Surgery, 42 (2), 1986.

Fraulini, K. E. and Kleinhenz, T. J.: Action Stat.
Nursing 85, 15 (10):33, 1985.

Kleinhenz, T. J.: The Inside Story on Preload and Afterload.
Nursing 85, 15 (5):50-55, 1985.

PERSONAL INTERESTS:

- Domestic and international travel
- Pottery and ceramics
- Computers
- Financial investing
- Golf
- Art
- Theater
- Fine wines

REFERENCES:

Available upon request.