

## LINDA A. KEEN MSN, JD, LHCRM

### GOAL

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Capitalize on my knowledge of legal and health care policy and processes to optimize client and customer outcomes. Use my administrative/management, program evaluation and improvement, legal, healthcare, and health care policy knowledge and experience in the areas of:

Program development	Program evaluation
Administration/management	Health care policy
Performance improvement	Health care law
Health care delivery	Governmental relations

### EXPERIENCE

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**Florida Department of Financial Services, Tallahassee, FL** 2008 - Present

*Deputy Director of Loss Prevention, Division of Risk Management*

- Direct Florida's loss prevention program for 48 insured State entities; over 200,000 State employees and volunteers; and 22,000 State owned buildings in the areas of workers' compensation; general and automobile liability; federal civil rights; and property.
- Direct management of the Division's \$182 million budget.
- Direct the Division's operational support.
- Direct the Division's property insurance program, including the State's excess property insurance procurement, and property insurance premium calculation, assessment and collection.
- Represent the Division at meetings with outside entities and the Legislature, and prepare written and oral reports and other presentations on behalf of the Division.
- Serve as chairperson of the State's Interagency Council on Safety.
- 2010 Davis Productivity/Florida Taxwatch Award Winner.

**Florida State University, Tallahassee, FL** 2008 - Present

*Faculty, College of Nursing*

- Teach a public health nursing clinical practicum to senior level nursing students and a doctoral level nursing class on health policy.

**Agency for Health Care Administration, Tallahassee, FL** 2007 – 2008

*Inspector General*

- Directed and coordinated 120 employees who performed audits and investigations with an emphasis on identifying and collecting Medicaid overpayments.
- Collaboratively supported the Agency management team in improving program productivity and outcomes by providing evidence based objective reviews and reports on a variety of subjects.
- Directed staff in identifying and recommending fraudulent or financially abusive providers' termination from the Medicaid program; referring suspected Medicaid fraud to the Office of the Attorney General; recouping Medicaid overpayments; and recommending anti fraud Medicaid policy changes.
- Implemented 4 large scale fraud and abuse field investigations that yielded more than 90 referrals to state agencies for licensure violation and the Attorney General's office for fraud prosecution. In 2009, 2 direct report employees received Davis Productivity Awards for these efforts.
- Developed and implemented an agency wide Medicaid fraud and abuse strategic plan.

**Florida Department of Health, Tallahassee, FL** 2006 – 2007

*Inspector General*

- Performed the same duties described below as Inspector General from 2000 – 2004 with 7 additional staff and the responsibility for investigating equal employment opportunity claims.

**Florida Department of Health, Tallahassee, FL** 2004 – 2006

*Acting Deputy Secretary*

- Responsible for the work product of 4,000 employees in the Divisions of Administration; Medical Quality Assurance; Information Technology; Disability Determinations; Performance Improvement; and Planning, Data Evaluation, and Data Analysis; and for the agency’s overall operations.
- Managed and directed health care policy development in assigned divisions.
- Represented the agency before the legislature on agency budget related matters.

**Florida Department of Health, Tallahassee, FL** 2000 – 2004

*Inspector General*

- For this 16,000 employee organization, directed 30 professionals who performed management reviews, internal audits, and investigations for central office, county health departments, Children’s Medical Services offices, state laboratories and the USDA Child Care Food Program.
- Collaboratively supported the Agency management team in improving program productivity and outcomes by providing evidence based objective reviews and reports on a variety of subjects.

**Correctional Medical Authority, Tallahassee, FL** 1995 – 2000

*Executive Director*

- Directed all aspects of the agency’s business while reporting to a voluntary board.
- Directed the agency’s reviews of the Department of Correction’s inmate health care program.
- Served as registered lobbyist on agency and inmate health care matters.
- Served as the board’s liaison with the Department of Corrections and the media.

**The Law Offices of Linda A. Keen, Tallahassee, FL** 1994 – 1995

*Attorney*

- Co-counseled on a variety of health care, personal injury, and worker’s compensation matters for local law firms.

**Dickinson and Gibbons, P.A., Sarasota, FL** 1991 – 1994

*Attorney*

- Represented defendants in the areas of medical malpractice, personal injury, and health care professional licensure.
- Consulted health care institutions and physician clients on risk management matters and represented them before state licensing authorities.

**Sarasota Memorial Hospital, Sarasota, FL** 1987-1991

*Director of Risk Management*

- Directed the risk management program for an 850 bed hospital; an ambulatory surgical center; and a stand alone in-patient psychiatric treatment facility.
- Actively participated on the hospital’s bioethics, quality management, institutional review board, and safety committees.
- Investigated medical malpractice and products liability cases in anticipation of litigation; conducted discovery and trial preparation; and negotiated settlements.

*Staff Nurse/Weekend Supervisor*, Visiting Nurse Association of Northwest Indiana, Hammond, IN  
*Education Coordinator*, Our Lady of Mercy Hospital, Dyer, IN  
*Staff Nurse, Labor and Delivery*, Olympia Fields Osteopathic Medical Center, Olympia Fields, IL  
*Staff Nurse, Intensive Coronary Care*, Ingalls Memorial Hospital, Harvey, IL

## EDUCATION

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National Public Health Leadership Institute Year 12 Scholar      2003  
*Sponsored by the Centers for Disease Control in partnership with the University of North Carolina at Chapel Hill*

Juris Doctor      1986  
*Valparaiso University School of Law, Valparaiso, IN*

- Federal Judicial Extern, United States District Court for the Northern District of Indiana
- Valparaiso University high academic achievement scholarship recipient

Master of Science, Public Health Nursing      1981  
*The University of Illinois at the Medical Center, Chicago, IL*

Bachelor of Science, Nursing      1976  
*Northern Illinois University, DeKalb, IL*

- Cum Laude Graduate
- Member, Sigma Theta Tau, National Nursing Honor Society

## LICENSURE AND PROFESSIONAL AFFILIATIONS

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### *Legal Licensure:*

U.S. District Court for the Middle District of Florida	1993
The Florida Bar	1987
The Illinois Bar	1986

### *Nursing Licensure:*

Registered Professional Nurse, Florida	1986
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### *Risk Management Licensure:*

Licensed Health Care Risk Manager, Florida	1987-1992 and 2009
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### *Professional Affiliations:*

Health Law Section of the Florida Bar	1987-present
Florida Academy of Healthcare Attorneys	2000-present
Florida Academy of Healthcare Attorneys Board	2000-present
President	2008-2010
Florida Public Health Association	1996-2009
Florida Public Health Association Board	1998-2007
President	2005-2006
President Elect	2004-2005
Parliamentarian	2001-2004
National Association of Inspectors General	2000-2009
Tallahassee Chapter of Association of Inspectors General	2000-2009
Executive Committee	2000-2004
Executive Director, Council on State Agency Inspectors General	2006
Chairperson, Florida Interagency Council on Safety	2009