

Jennifer Della'Zanna, MFA

Writer and editor with experience in medical, technical, non-fiction and creative writing and editing. Instructor of several successful online classes. Public speaker for allied healthcare and general writing topics.

Education

M.F.A., Writing Popular Fiction, Seton Hill University, 2013
Completed 24 credits toward Ph.D., Medieval History, Temple University, 1989-1990
B.A., Independent Study (History, German, Classical Greek), Albright College, 1989

Fiction (*Published under "Jennifer Della'Zanna"*)

"Believe Me" (short story) online at Daily Science Fiction, 2016:
<http://dailysciencefiction.com/fantasy/modern-fantasy/jennifer-della-zanna/believe-me>

Feature Writing (*Published under "Jennifer Della'Zanna"*)

The State of the Electronic Health Record, Article included in CEC Bundle on AHDI website, July 2016
Sun, Sand and...Sutures? Plexus, November 2013
Walk Softly and Carry a Big Credential, For the Record, November 2013
Health Story Project: The Story Continues. Plexus, September 2012
Data, Data, Data. Article included in CEC Bundle on AHDI website, August 2012
Out and About: Charterfest. What's Up? Annapolis, April 2008
Hi! Wanna Play? What's Up? Annapolis, January 2008
HPV: Hidden Epidemic, Mother and Daughter Bonding Magazine, December 2006
John Ravita, M.D., South Carolina M.D. Magazine, October 2006
Financial Spotlight, Chicken Soup for the Soul Magazine, April/May 2006
Financial Spotlight, Chicken Soup for the Soul Magazine, Feb/Mar 2006
Financial Spotlight, Chicken Soup for the Soul Magazine, August 2005
Hogging the Road. Military View, September 2004
Rest for the Warrior. Military View, September 2004
The Heart of a Bear. Military View, September 2004
Jump Ahead with Reverse. Senior View, August 2004
When Did I Sign Up For This? Metro Parent, May 2004
A Military Romance. Columbia Magazine, April 2004
Old Wives' Tales. American Magazine, January 2004
A, My Name is Andrew. Columbia Magazine, December 2003
SARS. WWW.undercovermedicine.com. Accepted for publication on-line, December 2003
Ila Swan: A Mover and a Shaker. WWW.undercovermedicine.com. Accepted for publication, December 2003
Host an '80s Party. American Magazine, September 2003
Refinance 101. American Magazine, July/August 2003 issue
While You Were Out. American Magazine, July/August 2003 issue
On Strike. WWW.undercovermedicine.com. Published on-line, March 2003
Fight or Flight. WWW.undercovermedicine.com. Published on-line, March 2003
Credit. American Magazine, March/April 2003 issue
East Meets West, American Magazine. Feature published in premiere issue, December 2002

Feature Writing, Continued (Published under "Jennifer Hartman")

- The Thrill of the Hunt*. Gun & Shooter, June 1993.
- Survival in the Modern Jungle*. Gun & Shooter, February 1993.
- No Longer Just His Gun*. Gun & Shooter, August 1992.
- Women and Firearms: A Fitting Combination*. Gun & Shooter, May 1992.
- The 5000 Fingers of Dr. T*. Cinema Video & Cable Movie Digest, November 1991.

Academic Writing (Published under "Jennifer Della'Zanna")

- Greenwood Publishing Group: Encyclopedia of Sex, Love and Courtship in the Medieval World. Contributed 6 articles, 2007
- Article subjects: *Circumcision, Illegitimacy, Magic, Medicine, Orthodox Christianity, Slavery*

Guest Blog Posts (Published under "Jennifer Della'Zanna")

- Blown Away, 2015: <http://www.kristinaelysebutke.com/2015/05/guest-author-post-jennifer-dellazanna.html>
- Crazy ICD-10 Codes? Let's Put Them In Perspective, 2015: <http://www.emrandehr.com/tag/jennifer-dellazanna/>
- Paper or Electronic—Does Physician Age Matter? 2015: <http://www.emrandhipaa.com/tag/ehr-ageism/>
- Stop Arguing About ICD-10, 2014: <http://electronichealthreporter.com/stop-arguing-about-icd-10/>
- Craft Talk: False Starts, 2012: <http://authoramok.blogspot.com/2012/12/craft-talk-false-starts.html>

Technical Writing/Editing (Published under "Jennifer Della'Zanna")

- Cengage/Education 2 Go: Co-developed Electronic Health Record on-line course, 2016
- Cengage/Education 2 Go: Retooled on-line coding course to incorporate ICD-10-CM, 2015
- Ashworth College: Developed "Introduction to Allied Healthcare" for use in several study guides, July 2013
- Penn Foster/Education Direct: Revise Medical Coding study guide annually, 2007-Present
- Penn Foster/Education Direct: Revise Medical Coding On-line course annually, 2006-2011
- P4 Healthcare: Produced Executive Summaries of Advisory Board Meetings, May 2008
- P4 Healthcare: Produced Executive Summaries of Advisory Board Meetings, November 2007
- Penn Foster/Education Direct: Created test questions for Technology in Healthcare test, September 2007
- Penn Foster/Education Direct: Authored study guide for Technology in Healthcare course, July 2007
- Cengage/Education 2 Go: Developed Medical Coding on-line course, July-October 2007
- P4 Healthcare: Produced Executive Summaries of Advisory Board Meetings, June/July 2007
- Penn Foster/Education Direct: Created test questions for Anatomy/Physiology course, January 2007
- Thomson/Education Direct: Edited on-line Medical Assistant correspondence course, March 2006
- Thomson/Education Direct: Authored on-line Medical Coding correspondence course, September 2005
- Thomson/Education Direct: Authored on-line Transcription correspondence course, April 2004
- Thomson/Education Direct: Adapted Transcription correspondence course for new textbook, September 2004
- Thomson/Education Direct: Edited portions of Medical Billing correspondence course, December 2004

Speaking Experience

- SETON HILL UNIVERSITY
In Your Write Mind *Writer's Workshop* Greensburg, PA
June, 2016 and June, 2015
Workshop Leader (2016 only): *Using Emotion in your WIP*
Session Speaker: *The Anatomy and Physiology of Emotion*
- AMERICAN ACADEMY OF PROFESSIONAL CODERS, BALTIMORE EAST CHAPTER Baltimore, MD
MayMania Chapter Event
May, 2015
Keynote Speaker: *Getting Ready for ICD-10 Transition*
- ASSOCIATION FOR HEALTHCARE DOCUMENTATION INTEGRITY Las Vegas, NV
Annual Convention and Exposition
August, 2014
Session Speaker: *Freelance Writing Workshop*
- SETON HILL UNIVERSITY Greensburg, PA
In Your Write Mind *Writer's Workshop*
June, 2014
Session Speaker: *Healing and Healthcare through the Ages*
- ASSOCIATION FOR HEALTHCARE DOCUMENTATION INTEGRITY Orlando, FL
Annual Convention and Exposition
August, 2013
Participant: *The Great Debate (on the topic of "Real-Time Documentation or Care First, Then Document?")*
Session Speaker - Educator's Summit: *Transcription/Coding Mashup*
- SETON HILL UNIVERSITY Greensburg, PA
In Your Write Mind *Writer's Workshop*
June, 2013
Session Speaker: *Leveraging Your Knowledge and Experience into Freelancing Success*
- ASSOCIATION FOR HEALTHCARE DOCUMENTATION INTEGRITY
Webinar, recorded
October, 2012
Technology and the Healthcare Documentation Specialist
- ASSOCIATION FOR HEALTHCARE DOCUMENTATION INTEGRITY Indianapolis, IN
Annual Convention and Exposition
August, 2012
Session Speaker: *Medical Coding for Medical Transcriptionists*
- ASSOCIATION FOR HEALTHCARE DOCUMENTATION INTEGRITY Phoenix, AZ
Annual Convention and Exposition
August, 2011
Panel Member: *What elements in the curriculum most directly relate to job readiness?*
Participant: *The Great Debate (on the topic of "Trending Technology (EHR/SRT): Threat to Transcription or Opportunity for Growth?")*

Professional Development

AAPC Trainer – ICD-10-CM/PCS, American Academy of Professional Coders, 2014

AHIMA-Approved ICD-10 Trainer/Academy Ambassador, American Health Information Management Association, 2013

Certified Electronic Health Record Specialist, American Healthcareers Association, 2012

Certified General Surgery Coder, American Academy of Professional Coders, 2010

Certified Medical Transcriptionist, Association for Healthcare Documentation Integrity, 2009

Certified Professional Coder, American Academy of Professional Coders, 2008

Continuing Education includes: ICD-10-CM/PCS for AHIMA Trainer Academy, 2012; Healthcare Information Technology for Physician Practice, 2011; Electronic Health Record Systems, Part 1, 2011; Electronic Health Record Systems, Part 2, 2011; Electronic Health Records Management and E-HIM, 2011; Certified Medical Coder Boot Camp, 2007; H&R Block Basic Tax Preparation Course, 2000; General Surgery Medicare and Commercial Insurance Specialist Course, 1999

Memberships

Member, AHIMA Action Community of e-HIM Excellence (ACE)	2013-Present
Member, AHDI Credentialing Commission for Healthcare Documentation	2013-Present
Member, American Healthcare Information Management Association	2011-Present
Member, Maryland Writers' Association	2008-Present
Member, Association for Healthcare Documentation Integrity (AHDI)	2007-Present
Member, American Academy of Professional Coders	2007-Present
Member, Mediabistro.com community	2004-Present
Member, Society for Children's Book Writers and Illustrators	2005-Present

Teaching Experience

GATLIN EDUCATION, *a division of Cengage Learning*, Temecula, CA 2015-Present

INSTRUCTOR

Developed and facilitate Certified Electronic Health Records Specialist (CEHRS) course with one other instructor. The course is designed to align with National Healthcareer Association CEHRS certification requirements. Course takes approximately six months for students to navigate.

AMERICAN ACADEMY OF PROFESSIONAL CODERS 2014-2015

EXPERT ICD-10 TRAINER

On-site trainer for the new medical code set, implemented in October 2015. Position entailed traveling to, preparing for, and delivering a 16-hour training course over a two-day period to medical coders who required training to maintain certification in the field.

EDUCATION TO GO, *a division of Cengage Learning*, Temecula, CA 2007-Present

INSTRUCTOR

Developed and facilitate two six-week courses, Explore the Field of Medical Coding and Explore the Field of Medical Transcription, with monthly accrual of new students. Developed both courses in conjunction with in-house editor based on courses I had previously written for their sister company, *Education Direct*. Facilitate courses by answering questions and initiating discussions about subject matter, as well as guiding students through the on-line learning experience.

Previous Business Experience

- MOUNTAIN VIEW SURGICAL ASSOCIATES, INC.*, Ellijay, GA 1999-2002
PRACTICE ADMINISTRATOR
Provided all transcription service; responsible for all bookkeeping, payroll, accounting, medical billing, and employee screening/hiring for the practice.
- CUSTOM CONSTRUCTION, INC.*, Ellijay, GA 2000-2002
FINANCIAL MANAGER/BOOKKEEPER
Responsible for all financial management, tax issues, and bookkeeping for start-up Construction Company.
- ROSALIND W. GRIFFIN, R.N.*, Ellijay, GA 1997 – 2001
MEDICAL TRANSCRIPTIONIST
Partner in a medical transcription service in a rural area. Assisted in organizing business practices, hiring employees, and providing quality dictation for two hospitals, four doctor's offices, and a specialty clinic in the area. Provided relief for the service when no longer available for full-time work.
- MEDISCRIBE*, Lafayette Hill, PA 1995-1997
MEDICAL TRANSCRIPTIONIST
Provided transcription as a subcontractor, gaining experience in multiple specialties and hospital transcription.
- MEDILINK, INC.*, Lafayette Hill, PA 1994-1997
OWNER
Provided medical billing and transcription services to multiple specialties in the Philadelphia suburban area.

References Available Upon Request