EMMALINE STULTS

Healthcare Compliance, Operations & Donor Relations Professional

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PROFESSIONAL SUMMARY

Healthcare compliance, operations, and donor relations professional with 10+ years of experience across behavioral health, regulated healthcare, emergency response, and mission-driven nonprofit environments. Experienced in applying compliance and privacy requirements, developing practical workflows, training staff, managing stakeholder relationships, and resolving operational challenges across teams.

CORE SKILLS

Compliance & Privacy: HIPAA; 42 CFR Part 2; privacy & risk identification; documentation integrity; ROI, authorizations & consents.

Operations & Process Improvement: Behavioral health operations; intake & referral workflows; SOP creation & implementation; cross-functional communication & leadership; care coordination; training & onboarding.

Donor & Relationship Management: Donor stewardship; re-engagement; donor segmentation; relationship management; CRM strategy and workflows; stakeholder engagement; mission-focused communications.

Systems: Epic; Cerner; AthenaOne; Midas; Neon CRM; Microsoft Office; Google Workspace

PROFESSIONAL EXPERIENCE

Donor Relations Manager
Jul 2026 - Present

Shields & Stripes | *Concurrent part-time role*

Develop donor stewardship and re-engagement strategy, segmentation approaches, and surveys to understand donor motivations and guide more personalized outreach.

Build repeatable donor lifecycle, follow-up, and information-management workflows in Neon CRM, creating clearer processes for consistent stewardship.

Partner with leadership and marketing/communications colleagues to develop peer-to-peer fundraising infrastructure, donor communications, professional outreach, and relationship-building practices as the organization grows.

Behavioral Health & Regulated Operations - Intake Specialist
Mar 2022 - Present

Ascension Illinois Behavioral Medicine

Manage complex behavioral health intake processes involving highly sensitive information and HIPAA, 42 CFR Part 2, consent, authorization, and release-of-information requirements.

Resolve intake, referral, and information-release issues with patients, providers, and clinical and operational teams while protecting confidentiality and maintaining audit-ready records.

Develop and implement referral workflows connecting inpatient psychiatrists with outpatient therapists and providers, along with ROI workflows and SOP guidance that clarify staff expectations and improve consistency across teams.

Train and onboard staff on privacy requirements, documentation standards, intake procedures, and team workflows; provide guidance on complex cases, process interpretation, and operational problems.

Outreach Coordinator, Team Lead & ABA Therapist
Oct 2020 - Feb 2022

Applied Behavioral Consulting

Led staff training, day-to-day workflow coordination, and problem solving while providing direct behavioral health services.

Managed outreach and care-team communication while maintaining confidential client records and documentation in accordance with regulatory and payer requirements.

Emergency Department & ICU Technician; 911 Dispatcher
Dec 2015 - Dec 2020

Edward Hospital, LaGrange Hospital, Tricomm 911 Dispatch

Managed sensitive patient and emergency information, crisis communication, accurate documentation, and multidisciplinary coordination with sound judgment in fast-moving hospital and public-safety environments.

EDUCATION & CERTIFICATIONS

B.S., Healthcare Administration- HIM
Capella University | Cum Laude

CPR & First Aid Instructor
RBT & CPI Certified

PROFESSIONAL AFFILIATIONS & INVOLVEMENT

- **Ascension IL Behavioral Medicine:** Performance Excellence Recognition (2023-2025)
- **Member, AHIMA:** American Health Information Management Association
- **First Responder & Family Support:** Emergency preparedness and mental health resources