



KACY TURNER
CONSULTING

Anna “Katie” Heater, RN, BSN, CLCP, CCM Life Care Planner

Key Qualifications

Certified Life Care Planner Katie Heater works with defense and plaintiff firms to create life care plans and cost estimates. She is a registered nurse with a background in pediatrics and case management and has been certified as a Legal Nurse Consultant since 2011. Katie is an International Association of Rehabilitation Professionals member and volunteers with CASA for Kids of East Texas.

Education

Texas Tech University Health Sciences Center
Masters of Science in Healthcare Administration (expected graduation August 2026)

University of Texas at Tyler
Bachelor of Science, Nursing, May 1999

Tyler Junior College
Associate's Degree, Interdisciplinary Studies, May 1996

Professional Experience

Kacy Turner Consulting
Partner & CEO
January 2026-Present

IMS Legal Strategies
Head of Operations, Life Care Planning
November 2024–December 2025

MacKenzie Life Care Planning
Consultant, Certified Life Care Planner, Chief of Operations
May 2018–November 2024

- Collaborate with physicians to provide comprehensive life care plans for clients, research injuries and illnesses, analyze life care plans developed by other experts, and provide cost estimates for future surgeries and procedures.
- Oversee the quality of services and products generated daily. Ensure strategic goals and objectives are met by assessing, planning, implementing, and evaluating operations and identifying potential obstacles to the firm's success.

Research & Planning Consultants, LP
Consultant, Certified Life Care Planner
March 2016–May 2018

- Legal nurse consultant, providing medical records analysis, nursing standards of care, and research on injuries, future treatment, and projected costs. Heater Medical-Legal Consulting

Sole Proprietor

April 2011–March 2016

- Investigate medical records for legal merit; define standards of care and identify deviations from standards of care; research and report writing; locate testifying experts; and perform 25 other legal consulting functions.

East Texas Medical Center

Case Manager

March 2012–January 2017

- Coordinate plan of care, assess discharge needs, and implement interventions, educate on reimbursement methodologies, payer requirements, and regulatory guidelines to healthcare team members and patients.

Pediatric Office Nurse, Dr. Michael Austin

October 2009–March 2012

- Perform patient care and procedures; telephone triage; coordinate referrals; write appeals to insurance companies; assist with state vaccine audits.

Tyler Independent School District

School Nurse, Bell Elementary

January 2009–October 2009

School Nurse, John Tyler High School

September 2006–December 2008

- Coordinated care of school students; performed health screenings, maintained student health records; frequently communicated with parents regarding students; record auditing.

Tyler Office of Pediatrics, Dr. Jeffrey Smith

Pediatric Office Nurse

June 2000–September 2006

- Performed patient care and procedures in-office; coordinated insurance benefits and procedures; performed patient triage; closely communicated with parents and patients; chart and medical records auditing.

East Texas Medical Center

Graduate Nurse, Registered Nurse

May 1999–May 2003

- Began as a labor and delivery nurse, providing one-on-one patient care. Responsible for laboring patients from the beginning of the labor process through delivery, and post-partum care. Transferred to pediatric unit and became a charge nurse under the direction of Lois Smith, RN. Direct care for pediatric patients, general med-surg patients, and trauma step-down patients; chart reviews and audits.

License

Registered Nurse, June 1999**Certification**

Certified Case Manager, CCMC, September 20, 2020

Certified Life Care Planner, ICHCC, 2017

Certified Legal Nurse Consultant, Vickie Milazzo Institute, September 2011

Professional Memberships

International Association of Rehabilitation Professionals

International Association of Rehabilitation Professionals, Texas, 2024–2025 Board Member

American Association of Nurse Life Care Planners

Community Service

PATH (People Attempting to Help) volunteer and mentor, 2006–2007

CASA of East Texas, CASA volunteer, 2013–Present