**TRACEY L. THOMAS**



2033 County Road 8 │ Canandaigua, NY 14424 | (585) 295-3087 │ cierrat2006@gmail.com

A Healthcare Administration professional possessing licensure as a Practical Nurse allied with an academic background in Leadership and Management. Able to monitor the implementation and effectiveness of procedures and programs. Capable of evaluating financial and statistical data, program needs, and providing recommendations for improvements. Adept at maintaining communication and productive relationships with facility administration, CCS employees, correctional personnel, contracted providers, and outside agencies. Possessing effective leadership and communication skills.

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| * Pharmaceutical Sales
* Marketing & Statistics
* Training & Mentoring
 | * Healthcare Administration
* Information Systems Management
* Communication Skills
 | * Strategic Planning
* Financial Planning
* Interpersonal Skills
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**P R O F E S S I O N A L E X P E R I E N C E**



 **ONTARIO CENTER NURSING HOME, CANANDAIGUA, NY**

 ***Nurse Manager*** *(2018-Present)*

* Develop programs and strategies to monitor the quality of patient care and patient outcomes; promote collaboration with medical and administrative colleagues to establish unit and daily operation goals
* Identify staffing needs, demonstrate ability to influence others in both internal and external environments to promote optimal individual patient care and healthcare services to the public
* Collaborates with other disciplines to coordinate treatment activities to meet patient needs
* Collaborate with other disciplines to complete Plan of Corrections and audit tools for Department of Health Surveyor

**DEPARTMENT OF VETERANS AFFAIRS, CANANDAIGUA, NY**

 ***Charge Nurse Geropsyche (2016-2018)***

* Mentoring new staff by provide guidance on administering care to new patients or those with special needs and answer questions regarding protocol.
* Create and update schedules, maintaining adequate supplies and informing staff of changes to protocol.
* Assess and monitor patients, conferring with doctors on a patient's progress and reporting special circumstances.
* Awareness of legal aspects of nursing and applies this knowledge when making staff assignments.
* Identifies the priorities for patient care management.
* Demonstrates leadership through clinical practice and teaching.

**CELLSTAFF-FIVE POINTS PRISON,** Romulus NY

 ***Corrections Registered Nurse*** *(2017-2018)*

* Treatment and medication administration
* Educating new offenders about their situation
* Identifying suicide and/or self-harm risks
* Addressing special needs, including any disability, learning difficulties
and language problems
* Search prisoners or cell
* Ensuring offenders receive decent treatment
* Ensuring any core activities, such as searching, are completed before leaving
reception - a part of the security system
* Assessing prisoners healthcare and service needs

**CENPATICO CORPORATION,** Pittsford, NY

***Behavioral Health Member Advocate*** *(2016 - 2016)*

* Provide assistance to all Substance and Mental Health Members who receive denial for Inpatient Substance Use Treatment or Behavioral Health Services through education on denial reason and rational.
* Educate members on relevant internal and external appeal processes as well alternative levels of care and treatment.
* Issue referrals to Case Management as appropriate and navigate insurance benefits and level of care.
* Liaise with providers, members, and families to ensure the provision of the most appropriate levels of care.
* Conduct research into Residential Treatment Facilities and program descriptions on behalf of members.

**UNITY ST. MARY’s CAMPUS,** Rochester, NY

***Clinical Nurse Leader*** *(2015 - 2016)*

* Collaborate with clinical leadership team to facilitate the delivery of safe outcomes that represent the needs of patients in alignment with organizational objectives.
* Spearhead the introduction of evidence-based practices, evaluation of clinical interventions, and oversight in the role of co-coordinator of care.
* Provide continuous support and coaching to clinical staff while ensuring appropriate staffing with the unit.
* Prepare nightly reports for administration purposes including incident reports, admissions, and discharges.
* Complete and analyze chart audit reports and video monitoring on a monthly basis.

**CENTENE CORPORATION,** Pittsford, NY

***Behavioral Health Case Manager*** *(2016)*

* Responsible for the identification of needs and goals to achieve empowerment and improved quality of life for both behavioral and physical health issues.
* Implemented an integrated approach to address and resolve complex patient issues.
* Ensured compliance with all facets of NCQA guidelines and HEDIS regulations.
* Maintained compliance with established referral, pre-certification and authorization policies, procedures, and processes laid out by Medical Management staff.



**P R E V I O U S P R O F E S S I O N A L E X P E R I E N C E**



* **CANANDAIGUA VETERANS ADMINISTRATION** – Change Nurse, Canandaigua, NY (2012 – 2015)
* **NEWARK-WAYNE COMMUNITY HOSPITAL** – Registered Nurse, Newark, NY (2010 – 2012)
* **LIFETIME CARE HOME CARE** – Registered Nurse, Newark, NY (2010 – 2011)
* **ROCHESTER GENERAL HOSPITAL** – Registered Nurse, Rochester, NY (2007 – 2010)
* **NEW ENGLAND FINANCIAL** – Licensed Financial Representative, Bloomfield, NY (2001 – 2002)



**E D U C A T I O N**



# Master’s Degree: Leadership & Management – Keuka College, Penn Yan, NY Bachelor of Science: Nursing – Nazareth College, Pittsford, NY

**Licensed Practical Nurse – Marion S. Whalen School of Practical Nursing**