**Cheryl Kneifl, BSN, RN**

35752 Randolph Drive Whitehall, WI 54773

608-354-5315

Cheryl.Kneifl@gmail.com

Dynamic nurse manager with extensive clinical experience in a wide variety of settings including inpatient, outpatient, and health insurance.

**EXPERIENCE**

**Charge Nurse**

Fort McCoy, WI 9/2021-2/2022 (13 week contract position extended)

Charge nurse to Family Medicine clinic for Afghan refugees. Emergent, urgent, and wellness care provided to guests. Triage for acuity and determine if a guest needs care off base. Coordinate transport with escort and linguist off base if needed. Manage paper medical records for accuracy.

**Clinic Manager, Gundersen Tri-County Hospital and Clinics**

Whitehall, WI - 2/2021-8/2021

Clinic Manager to Whitehall, Blair, and Independence Family Medicine Clincs. Managed a team of 32 staff - RNs, CMAs, and Registration Clerks. Coordinated provider scheduling of the 3 clinics. Hire staff, audit performance, and perform annual reviews. Clinical resource to Registration team. Organize and lead staff meetings. Epic EMR. Conflict resolution with patients, families, and staff. Monitor metrics related to quality initiatives. Member of the Quality and Safety team.

**RN, Maxim**

Madison, WI - 12/2020-1/2021

RN in multiple roles for staffing agency. Primary position was COVID testing for UW Madison athletics.

**RN Supervisor, UW Medical Foundation**; Madison, WI — 2/2017-8/2020

Nursing supervisor to a clinical team of Registered Nurses and Medical Assistants in residency Family Medicine clinic. Hire staff, audit performance, and perform annual reviews. Clinical resource in clinic call center. Clinical resource to coding specialists. Organize and lead staff meetings. Epic EMR super user. Nurse triage. Monitor metrics related to quality initiatives.

**Manager of Care Management, Physicians Plus**; Madison, WI — 2016-2017

Manage the medical management and quality excellence teams at a NCQA accredited commercial HMO health insurance company. Direct utilization review, complex case management, and disease management, as well as manage the quality team in NCQA and HEDIS initiatives. Hire staff, audit performance, and perform annual reviews. Familiar with Epic Tapestry and Case. Use MCG criteria for utilization reviews.

**Manager of Medical Management, WPS**; Madison, WI — 2014-2016

Manage a clinical professional staff of nurses and a social worker in performing utilization review and case management for a commercial PPO health insurance company. Hire staff, audit performance, and perform annual reviews. Familiar with Trizetto Facets and Alineo Aerial software. Use MCG criteria for utilization reviews.

**Administrative Nursing Supervisor, St. Mary’s Hospital**; Madison, WI — 2010-2013

Manage patient placement and staffing of nineteen inpatient nursing units. Delegate nursing assignments to float pool. Assist unit charge nurses with staffing and resource allocation for the next shift. Mediate patient, family, and staff conflicts and help problem- solve workable solutions. Primary leadership presence in hospital on nights and weekends. Help resolve issues across multiple disciplines, from nursing to environmental services.

**Charge Nurse/Staff Nurse, St. Mary’s Hospital**; Madison, WI — 2004-2010

Charge nurse on a 45 bed inpatient unit. Primarily antepartum, postpartum, and gynecology patients. Create staff assignments for the next shift. Mediate patient, family, and staff conflicts. EMR charting using Epic software. Epic superuser for system upgrades. Unit based QI representative 2008-2009. Unit based council rep. 2008-2010. Chair of FCS council 2010.

**Orthopedic Nurse Educator, Dean Medical Center**; Madison, WI — 2002-2004

Instruct preoperative orthopedic patients regarding their surgeries. Direct paperwork to surgical facilities and to physicians. Confirm required preoperative appointments are completed and obtain any necessary medical equipment. Epic software for scheduling.

**Technical Service/Quality Assurance Representative, Epic**; Verona, WI — 1996-2001

Provide technical support to large medical centers using Epic software. Develop, debug, and enhance appointment scheduling software product. Programming in M. Quality assurance testing of outpatient medical software.

**RN/Staff Nurse, St. Mary’s Hospital**; Madison, WI — 1994-1996

Staff nurse on a 45 bed medical surgical unit. Primarily orthopedic and urology patients. Shared governance nursing structure.

**EDUCATION**

University of Wisconsin, Madison, WI — Bachelor of Science - Nursing, 1994 Registered Nurse, State of Wisconsin, July 1994

**SKILLS**

Nurse management, project management, utilization review, documentation review, EPIC EMR, complex case management, disease management, clinical triage, call center resource, order entry, inpatient admissions, outpatient observation, electronic medical records, problem solving, attention to detail, reporting metrics, chart audits, interviewing, hiring, conflict resolution, disciplinary actions as needed