**Crystal Steffek**

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Enthusiastic professional, seeking a fulfilling position in the workforce to promote, maintain and create job satisfaction in multiple work settings.

**EDUCATION**

Fox Valley Technical College – Appleton, WI

* Practical Nursing Degree May 2016
* GPA 3.8 - Dean’s List

**MEMBERSHIPS**

* **Secretary**, FVTC Student Nursing Association
* **Member**, FVTC Phi Theta Kappa

**WORK EXPERIENCE**

**Assistant Administrator,** CopperStone Assisted Living Neenah, WI April 2021- December 2021

* Hire, train, discipline, and terminate employees in accordance with company policies.
* Responsible for recruiting, coordinating, and training all facility volunteers.
* Responsible for all facility billing to Residents. Must complete all billing timely and communicate to the RN Administrator any billing discrepancies.
* Completion of all onboarding paperwork of new staff.
* Submission of payroll through ISOLVE program. Updating any new records, transactions and answering any staff questions regarding payroll.
* Responsible for updating CopperStone’s website and social media pages
* Use the appropriate use and delegation of authority, to plan and supervise the work of others in a manner conductive to attaining full performance, productivity and high morale.
* The capacity to maintain continuity of thought and purpose over prolonged periods of time regardless of the frequency of interruptions and situations

**Assistant Director of Nursing,** Primrose Retirement Appleton, WI Sept 2020 – April 2021

* Collaboration with DON and ED to ensure smooth and efficient operation of the nursing and direct care staff.
* Supervise nursing and direct care staff to ensure that residents needs are met through service plans, physicians’ orders, community policies and procedures, and federal, state and local regulations.
* Participates actively in quality improvement process in ongoing facility efforts to improve overall quality of nursing care.

**Medicare Prior Authorization,** Total Med Appleton, WI Jan 2020 – Sept 2020

* Research and analyze electronic and manual claims
* Apply troubleshooting skills to resolve issues as allowed by the individual benefit
* Communicate prior authorization criteria to providers
* Prioritize work appropriately and as assigned by leadership
* Learn and apply processes and changes to those processes
* Learn, abide by, and help enforce all departmental procedures
* Actively participate in team meetings, coaching sessions, and daily operations
* Protect all personal health information and abide by all HIPAA regulations and confidentiality requirement

**LPN Supervisor,** Island Shores Retirement Community Neenah, WI Sept 2019 – Dec 2019

* Responsible for managing medications and in coordinating with other service providers such as physicians, hospice, and in-home services to ensure that necessary medical services are received by the patient
* Provide quality care to residents
* Ensures all physician orders are followed in a timely manner
* Ensure all care plans are up to date
* Working knowledge of state regulations, and managing building to ensure regulations are being followed
* Acting as a liaison between primary care providers and patient for continuity of care
* Management and training of care staff for quality patient care. Encourages teamwork and effective communication
* Observes changes in resident status, and effectively communicates concerns with Director of Nursing

**LPN,** Primrose Retirement Community Appleton, WI Sept 2018 – Sept 2019

* Implements and contributes to the evaluation of the residents’ response to the current nursing/service plan of care at the direction of the Director of Nursing.
* Observes changes in resident status and reports these changes to the Director of Nursing.
* Assists with ADLs while encouraging self-care and independence.
* Assists with laundry services, dining services, and housekeeping services while demonstrating knowledge of infection control procedures.

**LPN Supervisor,** Oak Park Place Menasha, WI April 2017 – July 2018

* Responsible for managing medications and in coordinating with other service providers such as physicians, hospice, and in-home services to ensure that necessary medical services are received by the resident
* Provide quality care to residents. Report any concerns immediately to the Director of Nursing
* Ensure all care plans and documentations are up to date. Schedule regular care conferences with residents
* Working knowledge of state regulations, and managing building to ensure regulations are being followed
* Schedule and conduct interviews with new applicants in a professional, efficient manner
* Acting as a liaison between primary care providers and patient for continuity of care
* Management and training of care staff for quality patient care. Effectively communicate and promote team atmosphere