

LISA POTTER

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PROFESSIONAL SUMMARY

Skilled at improving processes and maximizing team productivity. Familiar with employee motivation and retention strategies, resident relations and accreditation requirements. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Reliable employee seeking DPS position. Offering excellent communication and good judgment.

Enthusiastic RN eager to contribute to team success through hard work, attention to detail and excellent organizational skills.

Experienced RN with over 20 years of experience in Nursing. Excellent reputation for resolving problems and improving customer satisfaction.

Dedicated RN professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges to best enhance the organizational brand.

SKILLS

- Critical Thinking
- LOC Assessments
- Employee Work Scheduling
- Staff Supervision
- Medical Condition Coding Software
- Employee Performance Evaluations
- Treatment Options
- Strong Clinical Judgment
- Patient Counseling
- Employee Training Program
- Medication Side Effect Knowledge
- Staff Mentoring
- Service Utilization Improvements
- Patient Care
- Complex Problem-Solving
- Administrative Staff Supervision
- Facility Management
- Conflict Management
- Quality Improvement Activities
- Clinical Staff Management
- Hospice Visits
- Medication Oversight
- Intramuscular Injections
- Patient Admission
- Medicare Compliance
- Acute Respiratory Distress Syndrome
- HIPAA Guidelines
- Facility Oversight
- Problem Identification

WORK HISTORY

Aug 2022 - Current

- Supervised, directed and motivated high-quality

RN-Director of Clinical Services

Copperleaf Senior Living -
Stevens Point, WI

- performance from clinical staff.
- Investigated and independently resolved complaints from staff, physicians and patients by leveraging clinical judgment and unit management expertise.
- Assessed patients to determine individual needs and develop care plans in coordination with multidisciplinary healthcare professionals.
- Developed strategy to target nursing and patient satisfaction issues, improve response and patient care quality and suggest actionable improvements.
- Oversight of MARS, med orders and psychotropic med reviews
- Assisted with staff meetings, education and teaching of staff, and in charge medication delegation

Apr 2020 - Current

RN Case Manager

Promedica/Heartland Hospice -
Stevens Point, WI

- Effectively communicated with physicians regarding patient needs, performance, medications and changes.
- Completed initial assessments of patients and family to determine and address individual home care needs.
- Coordinated with interdisciplinary professionals to develop plans of care and monitor patient status.
- Advocated for patients by communicating care preferences to practitioners, families and MCOs, and verifying interventions to meet treatment goals
- Assisted, supported and educated patient and families regarding end of life
- Responded promptly and professionally to patient questions and concerns.
- Participated in patient and family planning process, as well as provided instructions and addressed question and concerns.
- Conducted regular re-evaluations to address changes in needs and conditions, introducing revisions to care plans.
- Performed evaluations on consistent basis to address changes in patient needs, conditions and medications, altering care plans when required.
- Participated in on-call rotations to deliver after-hours care.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.

Oct 2018 - Apr 2020

RN -Navigator

Marshfield Medical Center
Cancer Clinic - Marshfield, WI

- Updated patient charts with data such as medications to keep records current and support accurate treatments.
- Scheduled appointments, educational meetings and follow-ups for patients and family members.
- Coordinated appropriate and efficient delivery of healthcare services to promote optimal outcomes by assessing and matching unmet needs with referrals and support services.
- Provided information about health system navigation, patient rights and health information privacy.
- Evaluated patient histories, complaints and current symptoms.
- Explained course of care and medication side effects to patients and caregivers in easy-to-understand terms.
- Offered exceptional care and support to individuals recovering from acute incidents and dealing with chronic conditions.
- Leveraged feedback and process improvement opportunities to create safer and healthier environment and increase patient satisfaction.
- Provided ongoing education to patients and their families during their cancer journey
- Synchronized care with multidisciplinary team to promote timely follow-up of treatment and supportive care recommendations.
- Facilitated timely scheduling of appointments, diagnostic testing and procedures to advocate for patients, expedite plan of care and promote continuity.

Aug 2015 - Oct 2018

RN Case Manager

Heartland Hospice - Stevens
Point, WI

- Effectively communicated with physicians regarding patient needs, performance, medications and changes.
- Completed initial assessments of patients and family to determine and address individual home care needs.
- Coordinated with interdisciplinary professionals to develop plans of care and monitor patient status.
- Advocated for patients by communicating care preferences to practitioners and verifying interventions met treatment goals

- Responded promptly and professionally to patient questions and concerns.
- Created individualized care plans based on nursing diagnosis and incorporated appropriate nursing methods to achieve positive outcomes.
- Participated in patient and family planning process, as well as provided instructions and addressed question and concerns.
- Conducted regular re-evaluations to address changes in needs and conditions, introducing revisions to care plans.
- Performed evaluations on consistent basis to address changes in patient needs, conditions and medications, altering care plans when required.
- Actively engaged in on-call rotations to deliver continuous quality care to patients.
- Updated patient charts with data such as medications to keep records current and support accurate treatments.
- Participated in on-call rotations to deliver after-hours care.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
- Prepared clinical notes and updates for review by primary physician.

Feb 2014 - Aug 2015

RN Care Coordinator

Navihealth - Stevens Point, WI

- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.
- Evaluated healthcare needs, goals for treatment and available resources of each patient and connected to optimal providers and care.
- Assisted in determining the best outcome for patients S/P acute setting following Medicare Guidelines.
- Collaborated with the facility staff, family, patient, doctors and and team for the safest and best outcome for the patient.

Sep 2012 - Feb 2014

RN

Atrium Care Center - Stevens

- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.

Point, WI

- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
- Provided direct patient care, stabilized patients and determined next course of action.
- Administered medications via oral, IV and intramuscular injections and monitored responses.
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.
- Advised patients and caregivers of proper wound management, discharge plan objectives, safe medication use and disease management.
- Audited charts and reviewed clinical documents to verify accuracy.
- Started as a floor nurse working on all units including LTC and Rehab and then became a nursing Supervisor
- Acted as Interim DON and led a successful team comprised of RNs, LPNs and ancillary staff.
- Trained in MDS and was MDS Coordinator. Worked with Medicare and all insurance companies for medical coverage of all Residents. In charge of care conference meetings and scheduling them
- Became Wound Care Certified in order to become the Wound Care nurse for facility

Oct 2007 - Sep 2012

RN Case Manager

Heartland Hospice - Green Bay,
WI

- Effectively communicated with physicians regarding patient needs, performance, medications and changes.
- Completed initial assessments of patients and family to determine and address individual home care needs.
- Coordinated with interdisciplinary professionals to develop plans of care, administer tests and monitor patient status.

- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.
- Responded promptly and professionally to patient questions and concerns.
- Created individualized care plans based on nursing diagnosis and incorporated appropriate nursing methods to achieve positive outcomes.
- Participated in patient and family planning process, as well as provided instructions and addressed question and concerns.
- Conducted regular re-evaluations to address changes in needs and conditions, introducing revisions to care plans.
- Took active role in patient and family planning process, detailing instructions and responding appropriately and effectively to questions and concerns.
- Performed evaluations on consistent basis to address changes in patient needs, conditions and medications, altering care plans when required.
- Actively engaged in on-call rotations to deliver continuous quality care to patients.
- Updated patient charts with data such as medications to keep records current and support accurate treatments.
- Participated in on-call rotations to deliver after-hours care.
- Authored clinical notes and updates to be reviewed by patient's primary physician.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
- Prepared clinical notes and updates for review by primary physician.

EDUCATION

No Degree: General Studies

University of Wisconsin - Stevens Point | Stevens Point, WI

May 2002

Associate Degree in Nursing: Nursing

Milwaukee Area Technical College | Milwaukee, WI

Dec 1997

Certification For A Surgical Assistant: Surgical Assistant

Milwaukee Area Technical College | Milwaukee, WI

May 1992

Certification For Surgical Tech: Surgical Tech

Milwaukee Area Technical College | Milwaukee, WI

May 1988

High School Diploma

Stevens Point Area Senior High School | Stevens Point, WI

- Honor Roll- all 3 years
- Health Office Member/Worker