

# Courtney Brockmiller

## **Registered Nurse Case Manager - Mayo Clinic Health System**

Altoona, WI

-Email me on Indeed: <http://www.indeed.com/r/Courtney-Brockmiller/639356caa6aa1cf0>

Four years as RN with focus on case management of homecare and hospice patients, memory care.

## Work Experience

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### **Registered Nurse Case Manager**

Mayo Clinic Health System - Eau Claire, WI

September 2012 to Present

Coordinate nursing care, including direct patient care, patient/family education and transition of care

- On-call triage and on-call visits
- Plan, implement, evaluate, and communicate all phases of nursing care for assigned patients
- Provide leadership through activities such as preceptor role, informal leadership roles and quality improvement efforts
- Delegate patient care according to skill level, experience, patient acuity, fiscal accountability and adequacy of resources
- Mentor and precept new employees
- Wound care improvement process committee

### **Registered Nurse**

CADD and IV

June 2011 to September 2012

• Independent and efficient in managing caseloads, utilizing all skills including blood draws, medication education and set ups, wound care/wound vacs, CADD and IV pumps, PICC lines and ports, tube feedings, catheter management, G-tubes, drains, palliative care and end-of-life teaching, comfort medications and appropriate dosages, DME resources, Medicare guidelines and OASIS training

Registered Nurse 06/2011 - 09/2012

Dove Healthcare - West Eau Claire, WI

- Supervisor, direct care provision to residents requiring long-term care
- Collaboration at Rutledge Home Assisted Living with director of nursing for two-week period, assessing residents and coordinating care

### **Home Health Aide**

Eau Claire, WI

March 2009 to June 2011

Provide assistance with independence in patient homes

- Perform wound care, ostomy cares
- Companionship, assist with cooking, cleaning, shopping

### **Resident Assistant**

Eau Claire, WI

March 2009 to April 2010

Medication administration

- Assist with personal cares for residents
- Create trusting relationships and companionship with geriatric patients

## Education

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### **Bachelor of Science in Nursing**

University of Wisconsin - Eau Claire, WI

March 2012

### **Associate in Nursing**

Chippewa Valley Technical College

March 2011

## Skills

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- Tube Feeding
- Memory Care
- CAD
- Hospice Care
- Tube Feeding
- Memory Care
- CAD
- Hospice Care
- Infection Control Training
- EMR Systems
- Triage

## Additional Information

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### Skills

- Use interdisciplinary teamwork to provide holistic care
- Utilize relevant resources and disciplines to meet patient/family needs
- Communicate changes and needs to appropriate POA/guardian
- Weighing relative costs and benefits of potential action
- Knowledge of quality service standards, alternative delivery systems, customer satisfaction
- Use of logic and analysis to identify strengths and weaknesses of different approaches
- Critical thinking and independence in emergent situations
- Infection control, supervisor roles, timely order processes, advocate for patients/families
- Collaboration and communication with all disciplines within healthcare team