

Courtney K. Nichols, MSN, RN, RHIA

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PROFILE

Dynamic, and results-focused registered nurse with 10 + years of experience in the health care profession. Dedicated to providing quality, compassionate care to diverse patient populations, maintaining real-time patient data, and strict patient confidentiality. Provided exceptional levels of administrative support and processed accurate and timely transactions for sponsors, physicians and stakeholders. Regarded for accuracy, commitment, and the ability to manage multiple tasks simultaneously. Exceptional communications skills, team player, and possesses the ability to use good judgement in any given situation.

CORE COMPETENCIES

Risk Management/Patient Safety	Utilization Review	Radiology/Imaging/PACS
Data Analysis/Reports	Medical Terminology	Ventilator/Trach
Audit Preparation	Patient/Family Relations	Event Reporting
Clinical Research	Hematology/Oncology	Project Management
Quality Improvement	Tumor Grading	HIPAA/JCAHO
Laboratory Draw/Specimens	Adverse Events	G-Tube
Investigational Pharmacy	Assessment/Vitals	IV/Sedation Drips
EPIC/Cerner/Microsoft Office	Medication Administration	Infection Control

EDUCATION

Doctor of Nursing Practice-Family Nurse Practitioner, University of Illinois at Chicago-May 2024

Master of Science in Nursing, University of Illinois at Chicago-December 2020

Bachelor of Science, Health Information Administration, Chicago State University, Chicago, IL – May 2014

CERTIFICATIONS

Registered Professional Nurse (**Aug. 2021-present**)

Registered Health Information Administrator (**Sept. 2015-current**)

Child Passenger Safety Technician- (**Aug 2021-Aug. 2023**)

BLS/CPR/AED (**Valid Aug. 2020-Aug.2022**)

Certified Nursing Assistant (**January 2017-current**)

PROFESSIONAL PRACTICE EXPERIENCE

Mile Square Health Center Humboldt Park-UI Health, Chicago, Illinois

Sept. 2020-Dec. 2020

Clinical Nurse Leader Intern

Highlighted Achievements

- Responsible for designing, implementing and evaluating clinical guidelines on blood pressure screening and patient intake checklist by coordinating, delegating and supervising the care provided by a healthcare team at the clinical level
- Used evidence-based practice to ensure that patients receive the best care, making full use of the latest innovations in care delivery such as blood pressure screening and patient intake checklist guidelines.
- Interacted with the interdisciplinary team of physicians, pharmacists, social workers, nurse practitioners, and clinical nurse specialists to implement the most effective medical care.

Advocate Trinity Hospital, Chicago, IL

April 2014-May 2014

Intern, Director of Health Information Management/Revenue Cycle/Privacy Officer

Highlighted Achievements

- Observed and performed the role of the Director of HIM/Revenue Cycle/Privacy Officer

- Planned, organized, and directed the operations of the Health Information Department
- Attended meeting discussing performance improvement plans and the overall operations of the healthcare facility

Jackson Park Hospital, Chicago, IL

June 2013-July 2013

Intern, Health Information Management Technician

- Observed and performed all professional and technical functions of the HIM department such as abstracting, coding, claims, chart analysis, incomplete records filing, scanning, and release of information

VOLUNTEER INTERNSHIP

Planned Parenthood of Illinois, Chicago, IL

June 2011-Aug. 2013

Insurance Verification/Billing Specialist

Highlighted Achievements

- Reviewed and appealed approximately 48 unpaid and denied claims

EMPLOYMENT HISTORY

Sinai Health System-Sinai Chicago (Level 1 Trauma Center)

Apr. 2022-present

Staff Registered Nurse-Medical Stepdown/Medical/Surgical

- Demonstrates commitment to interpersonal excellence through professional greetings and common courtesy
- Develop and implement a plan of care through delivery and delegation of care
- Participates in patient / family education
- Participates in communication and collaboration with patients, families, physicians, and other health care professionals involving patient care
- Respond accordingly in emergency situations for Codes
- Adhere to hospital and department policies and procedures
- Interprets patient data accurately, utilize data independently or in consultation with other healthcare professionals to plan and revise care

Maxim Healthcare Staffing

Feb. 2022-Present

Registered Nurse-Skilled Nursing Facility

- Medication administration, documentation, overseeing residents' care, and implementation of schedules for residents.
- Provide instant medical care in all emergencies
- Coordinate with physicians regarding new orders and changes in patient conditions
- Performed other duties as assigned

Total Med Staffing

Sept. 2021-Mar. 2022

RN Vaccinator

- Administer Covid-19 vaccines, as well as other FDA/CDC approved vaccines.
- Document administration within the electronic health record as indicated
- Possess knowledgeable understanding of current vaccine information, health care concepts, and all regulations relative to immunization delivery.
- Ensure all necessary vaccines and supplies are available for each vaccination clinic and maintain proper storage of vaccines and supplies.
- Counsel patients and provide appropriate Vaccine Information Statements (VIS) during each clinic.
- Report any adverse events as required to the Vaccine Adverse Events Reporting System (VAERS) and to the primary care provider named by the patient.
- Travel as required to attend clinics at various locations.
- Performed all duties as assigned.

Parker Cromwell

Dec. 2021-Feb.2022

Registered Nurse-Supportive Living

- Provide routine daily direction and monitor the work of the LPNs and nursing assistants on the unit, assuring a high standard of nursing care and satisfactory completion of tasks.
- Assist in the orientation of new nursing personnel and reinforce training standards to maintain a high quality of care.
- Assist in motivating CNAs assigned to the nursing floors.
- Provide explanation of nursing procedures and assistance to staff to assure ongoing understanding and training.
- Communicate on a regular basis with the Director of Nursing/Physician/Nurse Practitioner regarding assessments, observations, and suggestions of problem areas, resident and employee activities, concerns, needs, conditions, etc.
- Observe and evaluate residents' health, mental and emotional conditions and communicate significant changes to appropriate staff. When indicated is responsible for notifying the physician and family members according to prescribed procedures.

University of Chicago Medicine (Level 1 Trauma Center)

Sept. 2021-Dec. 2021

Registered Nurse-Pediatric ICU

- Using evidence-based practice, clinical decision making, compassion and skilled dialogue, the registered nurse leads efforts to create the safest patient environment and the best patient experience.
- Delivers and coordinates patient-centered care across the continuum to support the successful transition of patients to other healthcare delivery systems or their home communities.
- Responsible for providing and coordinating comprehensive patient care through the appropriate utilization of assessment, diagnosis, planning, implementation, and evaluation, in accordance with established standards, policies and procedures.
- Provide critical care for pediatric patients
- Provide care for pediatric patients recovering from complex surgery or treatments and may be on medication drips, ventilator, central lines, arterial lines, CVP, or foleys
- Monitor patient vitals and telemetry strips and intervene as necessary

Brightstar Home Care-Pediatric Home Health

Aug. 2021-present

PRN Registered Nurse-Pediatric Home Health

- Responsible for the delivery and coordination of quality patient care in compliance with physician orders.
- Continuously observes and assesses patient condition and care needs and reports changes in condition to the family, supervisor and/or physician as appropriate.
- Documents all activities, assessments, nursing actions, responses, and coordination of care in a timely manner
- Develop, implement, and update the nursing care plan. •
- Takes appropriate nursing action based on assessment and achieves expected outcomes.
- Recognize changes in patient needs and responses requiring intervention and implements care to prevent risk or reduce risk.
- Accepts responsibility for personal and professional accountability by complying with Brightstar Homecare policies, state and federal regulations, accrediting bodies, and the Nurse Practice Act. •
- Provide care utilizing infection control measures that protect both the staff and the patient according to OSHA standards.
- Educates the patient and family regarding the disease process, self-care techniques, and prevention strategies, and in meeting the patient's nursing needs.
- Maintain knowledge of competencies related to the nursing profession by participating in educational programs, continued education units, internal learning management skills and skill evaluations.

The University of Chicago Medicine, Chicago, IL

Feb. 2019-Sept.2021

Nursing Support Assistant-Mother/Baby

- Report to charge RN for assignment of duties
- Under direction of RN, participates in the implementation of individualized plans of care
- Perform routine procedures, treatments, and specimen collection
- Take and record vital signs, record I&O, perform blood glucose testing
- Promptly report changes in patient condition to RN
- Assist nurses with physical examinations, changing non-sterile dressings, and weighing patients
- Assist with admissions, discharges, and transfers
- Assists patient in activities of daily living
- Maintain a safe patient care environment

The University of Chicago Medicine, Chicago, IL

Risk Safety IS Specialist

May 2017-Feb. 2019

- Collaborate with physicians and nurses to promote a culture of safety and proactive continuous quality and safety improvement
- Advise physician, nurses, and other allied health care workers and staff on how to discuss bad outcomes or complications with patient safety and families and how to seek guidance from the risk management and patient safety department on how to appropriately document about event in the EMR
- Assist nurse risk managers with conducting event report reviews, coding follow-up referrals, tracking and trending data reports, and identify actual harm events
- Participate in root cause analysis of sentinel, serious harm, near miss, and unsafe condition events
- Responsible and accountable for assuring maintenance and operation of the risk management information systems as well as training new users
- Generating a wide range of periodic and on demand event data reports
- Responsible for maintaining hardcopy records and historical electronic data
- Resolve data retrieval and system failure issues
- Support risk management and patient safety program and projects including but not limited to preparation of committee materials, meeting minutes, and coordination of policy approvals and record keeping

All American Healthcare Services

Aug. 2018-Jan. 2019

PRN Certified Nursing Assistant

- Responsible for making rounds to observe and evaluate physical, emotional and social needs of residents
- Prepares and administers medications charts as required and check BGMs
- Provides or assists with all areas of ADL's, including, but not limited to tasks required to maintain good hygiene, grooming, comfort and overall well-being of residents.
- Assists in observing, reporting and documenting resident's condition

Advocate Christ Medical Center/Pearl Care Staffing, Oak Lawn, IL

PRN-Nursing Care Technician I

May 2017-Dec 2017

- Responsible for implementing the facility's culture through interaction and implementation with patients, families, and staff
- Assist and perform the following procedures: Admissions and discharges, Ambulation and transfers, Vital signs, Measuring I & O, specimen collection, Post Mortem Care, and Routine Turning under the supervision of a registered nurse
- Document required information in the electronic medical record
- Performs tasks related to meeting the nutritional needs of the patient
- Performs tasks related to maintaining the integrity of patient care standards and efficient unit operations
- Demonstrate proper infection control techniques when administering care to prevent spread of infection and diseases
- Demonstrate knowledge of patient safety

- Recognize and report any changes in patient's condition (physical, mental, emotional, social) to the charge nurse
- Clean used equipment and return to proper location (wash basins, bed pans, urinals, etc.)
- Answer call light promptly
- Participate as a team player and assist other staff as requested
- Contribute to Care Plan conferences and staff meetings

AbbVie Inc., North Chicago, IL

Clinical Research Specialist (Immunology)

June 2016-Nov. 2016

- Receive/retrieve essential documents from clinical team, study sites and/or Clinical Research Organizations (CROs)
- Review essential/critical documents for completeness and accuracy; ensure documents are compliant with Abbott SOPs and regulatory requirements
- Prepare documents for submission to Regulatory Affairs, FDA, international regulatory bodies, and RIC
- Maintain a standardized tracking log of document status (e.g. distribution and receipt of investigator approval of protocols and amendments) and perform periodic reconciliation of records
- Ensure investigator contact information is provided to IMPACT/CSMS in a timely fashion and consistent with Abbott SOPs
- Track/ship/refresh non-GDSM supplies to ICFO/CRO and follow-up on shipment errors or issues.
- Update IVR/IWR System with Site information and activate site, as applicable
- Routinely interact with clinical team members on assigned studies, projects and meetings
- Communicate lab normal information (or updates) to Clinical Project Team, Data Management, and/or Safety
- Manage translation and tracking of translations for appropriate study documents
- Distribute EDC disks to Sites and obtain Investigator signatures for receipt as applicable
- Ensure documentation for building the Clinical Study Report is compiled and provide for eDocs posting
- Participate in audit preparation and conduct. Maintain paper CRF files and track DCFs, as applicable
- Prepare and distribute mass mailings

Northwestern University, Robert H. Lurie Comprehensive Cancer Center, Chicago, IL

Clinical Data Manager- Solid Tumors (Hematology/Oncology)

June 2014-June 2016

- Abstract patient data from medical records sources for entry into electronic or paper-based case report forms and inputs patient demographic, financial, and clinical data into software program
- Analyze response evaluation criteria (Recist 1.1/irRecist) from radiologist for solid tumors
- Responsible for seeking out data by contacting other hospitals and physician offices to obtain medical records. Primary contact with sponsors (drug companies) for all data issues, including query resolution and data clarification issues
- Schedule and run monitoring visits for all sponsored drug studies
- Attend weekly team meetings and tumor board with Principal Investigators, Nurse Practitioners, Radiologists, and Study Coordinators discussing clinical trials and patients' progression
- Responsible for long term follow-up with patients who are no longer receiving active chemotherapy/radiation treatment which may involve direct contact with patients, their families and/or primary care physicians
- Assess protocol compliance and communicate directly with the Study Coordinator, Nurse Practitioner, and/or Principal Investigator when compliance issues are identified
- Perform additional duties as assigned

Med3000 Health Solutions (McKesson), Tinley Park, IL

Utilization Review/Quality Improvement Coordinator

Sept. 2010 – Feb. 2011

- Coordinated the inpatient and outpatient authorization processes for a specific assigned caseload as identified by the Utilization Management Department. This includes but is not limited to providing timely,

- thorough and appropriate electronic, telephonic or written documentation to health plans to obtain authorization for inpatient hospitalization, as well as any needed follow up required to avoid denials
- Obtained proficient knowledge of Med3000's mission, vision, and Performance Expectations. Become well versed in the company's policies and procedures as well as state and federal guidelines.
 - Worked cohesively with the QI Team for identifying efficient processes and training tools to educate all pertinent staff
 - Developed and/or coordinate information necessary to perform crucial audits using the process driven format with appropriate benchmarks and measurable outcomes
 - Followed a set predetermined schedule for company audits and surveillance activities
 - Followed company policies and procedures and set the example for others to follow
 - Maintained proficient documentation of QI activities
 - Reviewed and analyzes data from the medical record to assess compliance with state and federal regulations, Medicare CoP's, as well as JCAHO standards
 - Demonstrated ability to organize information, summarizes, and identifies opportunities for improvement. Demonstrated proficient written and oral communication skills
 - Demonstrated ability to organize and prioritize work efficiently Demonstrates aptitude for teaching
 - Demonstrated working knowledge of regulatory requirements, Title XIX, Medicare CoPs, JCAHO standards

Referral Coordinator/Claims Specialist

Sept. 2009-Sept. 2010

- Authorized referrals from primary care physicians for outpatient and inpatient services
- Verified eligibility and benefits prior to services being rendered
- Answered phone queues and faxes within established timeframes
- Enter authorization into computer system
- Processed insurance claims to maintain consistent cash flow
- Analyzed and corrected charging errors involving transfer of charges to correct accounts and splitting patient visits to create multiple claims
- Maintained liaison with other departments to ensure effective communication on claims related matters
- Provided daily, weekly, and monthly reports to claims supervisor

References

Available Upon Request