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| Name: |   Cherita Roberts |
| Phone: |   773-206-1364 |
| Email: |   nyniro@att.net |
| Location: |   US-IL-Chicago-60619 () |
| Last Modified: |   8/5/2019 8:00:00 PM |

 Work History

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| --- | --- | --- |
| Company Name: |   JourneyCare Hospice | 12/01/2017 - Present |
| Job Title: |   Nurse Liaison |
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| Company Name: |   Axion Healthcare | 02/01/2015 - Present |
| Job Title: |   Illinois Telephonic Nurse Assessor |
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| Company Name: |   Trinity Hospital | 01/01/2009 - 12/31/2017 |
| Job Title: |   Advocate |
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| Company Name: |   UIC | 02/01/2017 - 09/30/2017 |
| Job Title: |   Nurse Manager Bed Control |
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| Company Name: |   Advocate Sykes Center | 10/01/2011 - 11/30/2013 |
| Job Title: |   Telephone Triage Nurse |
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| Company Name: |   Advocate Southeast Clinic | 07/01/2009 - 10/01/2011 |
| Job Title: |   Team Leader |
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| Company Name: |   Blue Cross Blue Shield | 01/01/2008 - 04/30/2009 |
| Job Title: |   Registered Nurse, Care Coordinator I (Utilization Management) |
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| Company Name: |   Mercy Hospital and Medical Center | 07/01/2005 - 09/30/2008 |
| Job Title: |   Registered Nurse (ICU), Level II |
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 Education

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| School: |   Olivet Nazarene University | Graduation Date: |  |
| Major: |    |
| Degree: |   Master's Degree |
| School: |   St. Xavier University | Graduation Date: |  |
| Major: |    |
| Degree: |   Bachelor's Degree |

 Additional Skills And Qualifications

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| Recent Job Title: |    null | Recent Wage: | 0 per  |
| Security Clearance: |   No |  |  |

 Desired Position

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| Desired Wage: |    per  | Desired Employment Type: |  |
| Desired Travel: |    |   Desired commute: |  |
| Desired Relocation: | No |  |

 Resume

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| CHERITA HAMB-ROBERTSChicago, Illinois 60619 Telephone: (773) 206-1364Email: nyniro@att.netSummary of QualificationsAccomplished, reliable leader with twelve years of solid experience in the nursing and healthcare arena. Diverse experience in the nursing processes as well as human resources as it relates to hiring, coaching and employee performance. Always demonstrating a strong work ethic and commitment to excellence in all projects undertaken. Very organized with the ability to work independently and effectively. An active volunteer in various communities. Always demonstrating excellent communication &amp; customer service skills.EducationMaster of ScienceNursing Leadership/Management ConcentrationJuly 2013Olivet Nazarene University, Bourbonnais, ILBachelor of ScienceNursingMay 2005St. Xavier University, Chicago, ILProfessional ExperienceJourneyCare Hospice, Glenview ILNurse Liaison December 2017-PresentFosters the relationship between patients and the facilities providing their care.Assessing patients &amp; Establishing eligibility for careCommunicating with families, and interacting with a wide range of staff members.Providing Compassion and support as this role is vital for life changing decisions for both patient and family.UIC, Chicago ILNurse Manager Bed Control February 2017- September 2017Demonstrates use of Quality Improvement and LEAN activities in daily operations.Complies with all health and safety regulations and requirementsRespects diverse views and approaches, and contributes in maintaining an environment of professionalism, tolerance, civility and acceptance toward all employees, patients and visitors.Triages patients accepted for admissions.Utilizing knowledge of patient diagnoses and physician preferences, determines the most appropriate unit to admit the patient to.Escalates priority issues to Care Connection Center Director as needed.Reconciles the hospital census, verifying that patients are listed in the correct beds within the bed management system. Ensures PACU and ED boarders are in the correct accommodation codeAxion Healthcare, Philadelphia PAIllinois Telephonic Nurse Assessor, February 2015- Present (Seasonal)Answers outbound calls from patients for a variety of reasons (nurse triage)Provides telephone triage of patient health status using general protocols and appropriate teachingActs as a patient advocate by resolving problems or communicating patient needs and concerns to appropriate resources while maintaining confidentialityAdvocate Trinity Hospital, Chicago, IL (2009-2017)Manager (Interim) February 2015- February 2017Asst. Clinical Manager, October 2014 February 2015Manager of Clinical Operations provides administrative and clinical leadership.Plan, coordinate, manage personnel and resources to provide the highest quality patient care with trained, professional and competent staff in the most cost-effective manner.Collaborate with physicians and other health care disciplines to assure optimal patient care.Provides direct patient care as needed.Assume responsibility in the absence of the Manager of Clinical Operations. Serves as a clinical resource and mentor for staff.Collaborates with care coordinators and medical staff in relation to appropriateness of care.Monitors customer satisfaction. Shares results with staff, and assists in the development of targeted action plans.Advocate Southeast Clinic, Chicago, ILTeam Leader, July 2009- October 2011Advocate Sykes Center, Chicago, ILTeam Leader, November 2013 October 2014Manage and assist Medical Assistants. Promote and develop teamwork.Manage Nurse and Coumadin Clinic.Accomplishes nursing human resource objectives by selecting, orienting, training,assigning, scheduling, coaching, counseling, and disciplining employees. Communicating job expectations; planning, monitoring &amp; appraisingProvides service requirements by establishing personal rapport with patients and others. Resolves patient issues by utilizing professional strategies.Maintains professional and technical knowledge by attending educational workshops;establishing personal networks.Advocate Sykes Center, Chicago, ILTelephone Triage Nurse, October 2011 November 2013Assess patient health problems and needs, develop and implement nursing care plans.Advise patients on health maintenance and disease prevention and/or management.Consult and coordinate with healthcare team members to assess, prioritize, plan, implement.Educate patients and guide them to appropriate care.Managed crisis calls.Blue Cross Blue Shield, Chicago, ILRegistered Nurse, Care Coordinator I (Utilization Management), Jan.2008 April 2009Responsible for screening medical charts and implementing appropriate decisions.Actively synchronized cases with Disease and Case managers.Knowledge of clinical UR and QA, Medicare guidelines and covered services.Maintains all confidential client information.Mercy Hospital and Medical Center, Chicago, ILRegistered Nurse (ICU), Level II, July 2005- Sept. 2008Implementing total patient care, patient advocacy and comprehensive health care teaching.Experienced in crossover nursing in ICU, Med. Surg., Mother/Baby.implement solutions.Skills/CertificationsJudgment, Supervision, maintaining a safe effective Outpatientl/Inpatient Environment. Teamwork Promotion. Strong Analytic Skills, Effective communication/customer service skills. Extensive knowledge of medical equipment, products and pharmaceuticals. ACLS &amp; CPR certified. Proficient in Allscripts, Care Connections, NetSmart, Touchworks, Meditech, Clinicare, Millians and EPIC electronic charting systems. |