

Michelle E. Hebein
664 W. Deer Pass Rd.
Saukville, WI 53080
Phone:(414) 315-2358
e-mail: michelleh.nurse@gmail.com

OBJECTIVE: Position in Health Care as a triage Registered Nurse utilizing my education and interpersonal communication skills

EDUCATION: **University of Wisconsin-Milwaukee**
Major: Psychology; Graduation Date: August 2001
2nd Major: Nursing; Graduation Date: December 2002
Dean's list: Summer 2000

CERTIFICATION: Current BLS CPR certification.
Current WI RN Licensure.
EKG certified.

WORK

EXPERIENCE:

Children's Hospital of Milw. Milw., WI
Aug. '18 - present
Specialist in Poison Information RN

- Triage incoming emergency calls from the state of Wisconsin from both public and health care providers.
- Utilizes clinical and communication skills to obtain a history of the exposure, including all aspects of patient condition, agent(s) involved, circumstances, etc., in a timely manner consistent with the severity of the exposure.
- Provides poison information on patients of all ages, including infants, children, adolescents, adults and the elderly.
- Utilizes information resources appropriately to accurately assess each exposure case. This includes use of computerized data bases, textbooks, primary medical literature, consultants, and previous knowledge and experience.
- Formulates an appropriate plan of care (patient disposition) by interpreting and integrating available information.
- Implements the plan of care based on established guidelines, case specifics, patient care priorities, health care facility resources, and professional judgment in a timely manner.
- Communicates patient information and treatment recommendations as necessary to appropriate health care facilities/providers.

- Evaluates the appropriateness of assessment & recommendations documented on the case record by adhering to established follow-up procedures.
- Provides non-toxicological drug and medical information to callers within the scope of education and experience.
- Provides initial crisis intervention to callers with other medical or drug problems, or suicidal intentions, with referral to appropriate community agencies.
- Refers non-medical callers to appropriate agencies in a professional and friendly manner.

**Ascension CSM
'18**

Glendale, WI

Nov. '17 - Aug.

Call Center Triage RN

- Prepared documentation information and transmit medical information
- Provided non-judgmental triage and/or advice using the nursing process, specific protocols and established resources
- Directed callers to appropriate level of care and provide healthcare advice/education using assessment skills, approved guidelines, and knowledge of self-care practices
- Selected and delivered appropriate follow-up materials
- Provided professional, safe and effective care-related advice to patients
- Functioned independently as the sole nurse in the dept. on night shift

**Ascension Columbia-St. Mary's Hospital
Feb. '10-July '18**

Milwaukee, WI

NICU Registered Nurse II (LEVEL 3 NICU)

- Collaborated with neonatologist on critical care plans to meet the total needs of the neonatal patient
- Educated parents on safety and positioning of infants
- Provided critical care information and comfort to the parents on the condition and status of their infant
- Administered medications, insert peripheral IV lines, and provide IV therapy
- Assisted neonatologist in the administration of umbilical venous and/or arterial lines and PICC lines
- Attended deliveries with the respiratory therapist and neonatologist and properly assess a newborn's condition
- Cared for a neonatal patient placed on a ventilator and/or oscillator
- Drew blood from the infant and all other appropriate lab draws
- Collaborated with fellow NICU nurses to ensure successful report of the patient
- Assigned as "super user" for computer documentation system which entails training and fielding questions from all levels of staff
- Functioned as the charge nurse in the unit as needed to provide nursing assignments, attend deliveries and monitor staff

- Certified to float to the Mom/Baby unit as needed and able to take an assignment of both moms and babies

Ascension Columbia-St. Mary's Hospital Mequon, WI
May '08-Feb. '10

Emergency Department Clinical Registered Nurse II

- Functioned as Triage Nurse which entailed the assessment and prioritization of multiple cases in a fast-paced and stressful environment
- Collaborated with ED MD staff and ERTs to ensure total needs of the patient
- Collaborated with physicians, nurses, techs, and all other staff to expeditiously stabilize and care for patients in a crisis situation
- Ensured accurate interpretations of cardiac rhythms and appropriately responded to each (EKG certified in 11/07)
- Responsible for the care and overall general health and comfort of each patient
- Provided comfort and grief resources for emotional needs when faced with miscarriages, serious injury, etc. for patient and family
- Assisted in providing IV therapy, placing initial IV lines, cleaning and bandaging wounds, administering medications or injections and contacting appropriate staff for specialized procedures
- Maintained accurate communication with fellow floor and AAU/ICU nurses to ensure successful transfer of the patient

Wheaton Franciscan Healthcare-St. Joseph's Milwaukee, WI
Oct. '07-May '08

Cardiac/Pulmonary/Telemetry Clinical Registered Nurse II

- Accurately performed daily head to toe physical assessments on each patient under a cardiac or pulmonary based diagnosis
- Developed individual patient nursing care plans for the heart failure, AMI/ACS, and pneumonia patient
- Communicated with patients, families, and POA's to meet the total needs of each patient
- Performed necessary patient preparation prior to surgery including: cardiac catheterizations, cardiac stress tests, bronchoscopies, lung biopsies, and heart vessel repairs
- Performed all post-surgical procedures including: postoperative heart vessel repair/DMR, cardiac catheterizations, and cardiac stress tests
- Acted with a high sense of urgency to all the critical needs of the patient in a code crisis
- Accurately interpreted cardiac rhythms and responded appropriately (EKG certified in 11/07)
- Utilized a wide variety of equipment on floor including: blood glucose monitor, IV pumps, enteral feeding pumps, and pain medication pumps
- Provided work direction to members of the health care team to achieve positive patient outcomes within established timeframes.
- Collaborated with MD staff including residents and Teaching Team doctors to assess and meet the total needs of the patient.

- Frequently floated to ICU as an ICU RN.

St. Joseph's Regional Medical Center

Milwaukee, WI

Nov. '03-Oct. '07

Surgery Circulating Registered Nurse II

- Functioned as the charge nurse in the O.R. to schedule cases and monitor staff
- Member of the scheduling committee which carried responsibilities for creating work schedules for up to 24 Registered Nurses
- Worked with surgeons on preparation and execution of various surgical procedures including: laparoscopic, orthopedic, vascular, plastic, and neurological cases
- Prepared patients prior for surgery
- Circulated the O.R. to ensure proper staffing levels, tight schedules were met for the dept., and all necessary tools and equipment were available
- Cross trained in the holding area, PACU, NICU and ICU
- Collaborated with physicians, nurses, techs, and all other staff to meet the total needs of the patient

All Saint's Health Care Racine, WI

Jan. '03-Nov. '03

OB Registered Nurse

- Prepared patients for surgical procedures
- Frequently assigned to moms (undelivered patients, C-section and vaginal deliveries) and gynecological patients (surgeries including: total abdominal and laparoscopic assisted hysterectomies, bladder repairs, breast enhancements, breast reductions and fibroid and ovary removals)
- Frequently assisted with C-sections and tubal ligations within the OR suite
- Frequently assisted with the laboring and delivering process within the L&D dept. with breastfeeding education and other proper procedures for moms
- Provided ongoing and systematic assessments at regular intervals as necessary for mom and baby's condition
- Monitored and evaluated the activities of LPN's and CNA's
- Collaborated with physicians, nurses, techs, and all other staff to meet the total needs of the patient

Mequon Country Club Mequon, WI

Sept. '99-Dec. '03

Waitress

- Ensured a quality and overall pleasant dining experience for members
- Performed banquet set-up, bartending, cleaning and quality assurance for casual dining and large banquets
- Frequently placed in charge of golf outings and weddings
- Developed great interpersonal communication and prioritization skills while coordinating multiple events

St. Mary's Hospital-Ozaukee

Mequon, WI

Aug. '00-July '01

Certified Nursing Assistant

- Assisted the nursing staff in total patient care such as full bathing, partial bathing, bed making and mouth care
- Managed intake and output with all assigned patients ranging from 8-10 patients each shift
- Frequently assigned to other units in hospital (ICU, Mental Health Unit, etc.) to assist with patient care
- Provided patients with ample fluids and all comfort measures
- Accurately followed all orders from the nurses and doctors
- Developed professional relationships with fellow employees and supervisors when assisted in total patient care

Chancery Pub and Restaurant

Mequon, WI

Aug. '98-Aug.'00

Waitress

- Greeted guests and ensured 100% customer satisfaction by taking food requests and expediting in an accurate and proficient manner
- Responsible for end-of-day activities including: total sales report, cleaning assigned section, and assisted with multiple sections when short-staffed
- Developed excellent prioritization and interpersonal communication skills

TECHNICAL SKILLS:

Computer Knowledge: Cerner, Epic, Micromedex, MS Office, Microsoft Word, Excel, PACS, ADU (diebold), HSM (medical report writing software)

CLINICALS

EXPERIENCE:

Sept. '00-Aug. '02

- **Bradford Terrace Nursing Home**
- **VA Hospital**-9th floor-nursing home floor
- **Sinai Samaritan**-4th floor, Medical-Surgical floor
- 1 month rotation of in home visits with home health nurse
- **Parklawn YMCA Day Camp**
- **South Side Health Center** (public health nursing)

ACTIVITIES: Mountain Biking, Jogging, Swimming, Camping, Boating, and Reading

REFERENCES:

Available upon request