Kathryn Lager

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<https://www.linkedin.com/in/kathrynlagerregisterednurse/>

Registered Nurse: Direct Patient Care | Patient/Client Advocate | Case Management | Information Management

Long Prairie, Minnesota, United StatesHospital & Health Care

Previous positions

RN at Lakewood Health System

Registered Nurse - RN / Licensed Practical Nurse - LPN at Lakewood Health System

Education

Central Lakes College-Brainerd, RN - Associates Degree, Registered Nurse

Summary

I love taking care of folks depending upon our healthcare system. I'm comfortable behind and in front of the scenes. I'm an excellent advocate for the patient / customer; I'm loyal and smart, representing my employers so they would say "I'd hire her again!"

My ROI is in championing patients' health through individualized, multifaceted, holistic care and service. I'm confident that those who know my work would attest to this ... patients, employers and nursing mentors.

In customer service, patient advocacy, case management, and information management roles with Medica, Prudential, Allianz, Minnesota Oncology, and Reliable Medical Supply, I stepped onto the direct side of nursing, earning both my LPN and RN credentials between 2010 and 2013.

► I'm versatile. I coordinate services, dig for information, figure out missing pieces, connect with answers and next steps. An unwavering patient advocate, I help people navigate the maze of care. I make them feel better.

► I view my job as making it easier for those who work with me. It's that simple and it's not simple. The patient waiting by the phone for results. The family member trying to figure out process. The providers waiting for my steps to move on to the next. The compassion that must accompanying direct nursing care. That's what I do best. That's what I love!

► It's customer care. That customer might be internal or external. That's my joy, to make things better. I do what it takes, and that has made all the difference to those I serve.

If I can help your organization in direct care, advocate or documentation/information role, please feel free to email me at lager.kathryn@gmail.com.

Experience

RN

CentraCare Health

July 2015 – Present(4 years 6 months)Long Prairie, Minnesota

Med/surg

Registered Nurse

Knute Nelson

2013 – PresentSt. Cloud, Minnesota Area

► Continuing on assignments with Knute Nelson and Accurate Home Care, I took on a private duty nursing role with quadriplegic adolescent transitioning from hospital to home care needs.

► Also worked with two other patients, both with seizures, non mobile and full-care needs.

Registered Nurse - RN

Accurate Home Care

2013 – PresentSt. Cloud, Minnesota Area

► Provide home-based nursing care to varied patients as per physicians' orders. Cases have included quadriplegic care; and diagnoses of genetic disease, seizures and mental disorders.

► Care has included medication administration, crisis/emergency response, ADLs, G-tube care, assessment, feedings, dressing changes, and blood pressure.

► Interact regularly with interdisciplinary healthcare teams, patients and families to provide quality, holistic care.

RN

Lakewood Health System

June 2014 – June 2015(1 year)Staples, MN

Geriatric acute physiatric hospital

Registered Nurse - RN / Licensed Practical Nurse - LPN

Lakewood Health System

2012 – 2013Staples, MN

► Brought on board as LPN; and expanded role upon completion of RN credentials.

► Provided care to population age 55+, including medication administration, group therapy facilitation, injections, catheterizations, dressing changes, and ADLs.

► Position demanded critical thinking and sound judgment, responding to assist patients with diagnoses that included Alzheimer's and dementia, schizophrenia, bipolar disorder, suicidal indication, and others producing agitation and crisis situations.

Customer Service Representative / Document Control

Reliable Medical Supply

2008 – 2009Brooklyn Park, MN

► Reviewed and processed Medicare and private care authorizations. Customized service was the name of the game here. I verified insurance, created orders, coordinated deliveries with customers, and served as a key contact via phone and on site.

TPU Representative

Prudential Assurance

2007 – 2008P)lymouth, MN

►Served on team that administered all changes and requests for in-force Life policies.

Long-Term Care Policy Administration Associate / New Business Client Service Representative

Allianz Life

2002 – 2007Golden Valley, MN

► Recruited to work in Transfer & Exchange (company-to-company); reviewed and processed annuity documentation in an intensely benchmark-driven environment.

► Took expanded role with accountability for Life, Annuity, and Long-Term Care policies, serving as liaison with company, agents and customers. Coached and mentored new hires.

► Performance was acknowledged by both agents and customers via thank-you letters to Allianz.

Patient Client Service Representative

Minnesota Oncology

2001 – 2002Edina, MN

► Worked at front desk and in medical records. Handled confidential information; served as point of contact.

► Spent lunch breaks with chemotherapy patients, visiting with them to do a small part in turning a sometimes scary, to welcoming visit.

Case Management Assistant / Medicaid Customer Service Representative

Medica

1996 – 2000Minnetonka, MN

► Served as Ombudsman / Public Advocate, and key resource, liaison and benefits verifier on all Medica health plans. Moved into patient advocacy role with Prepaid Medical Assistance Program (PMAP). Maintained razor-sharp knowledge of benefits, policy eligibility, and grievance issues.

Education

Central Lakes College-Brainerd

RN - Associates Degree, Registered Nurse

2012 – 2013

Central Lakes College-Brainerd

\* Staples, MN campus

Minnesota State Community and Technical College

Associate of Science Degree - LPN, Licensed Practical Nurse

2010 – 2012

\* Wadena, MN campus

Skills & Expertise

Epic Systems

Catheterization

DAR Documentation

Wound Care

Critical Thinking

J/G Tube feedings and cares

Medicaid

Nursing Diagnoses

Quality Patient Care

Customer Service

Claims Management

Cholostomy bag changes and cares

Tracheostomy cares

Direct Patient Care

IM/SQ/Mantoux injections

Clinical RN Experience

Central Line Dressing

Medication Administration

Claims Resolution

Mental Health RN

Claims Handling

Preventive Investigation

Medicare

Nursing Triage

Holistic Health

Patient Advocacy

Total Parental Nutritian (TPN) Feedings

Certifications

RN License

Minnesota Board of Nursing, License #R213528-7