Jessel Toledo.

[jessel.toledo@uwmalumni.com](mailto:jessel.toledo@uwmalumni.com)

<https://www.linkedin.com/in/jessel-t-a965a54/>

RN / UM Nurse II

Oak Creek, Wisconsin, United StatesHospital & Health Care

Previous positions

RN Case Manager at Golden Living

Private Care RN at Toledo LLC

Education

University of Wisconsin-Milwaukee, BSN, Nursing

Background

Summary

\*Experience in Utilization Management, MCG Certified, hospital, clinic, bedside nursing. Also experienced in Telehealth nursing, disease management, health coaching, & Case Management. Primary focus on UM, DCP, & Home Health Care.

\*Apply UM skills, utilize Meaningful Use core measures, and assist organizations in integrating Health Information Exchange (HIE) into EMR locally, statewide, nationally, and globally.

\*Completed Health Information Technology (HIT) Certificate in Clinician Practitioner Consultant and Practice Workflow & Information Management Redesign with ability to integrate health information, workflow processes with health IT, EMR, and EHR. Passion for educating and training others into Electronic Medical Records.

\*Experienced in Managed Care and Medicare and Medicaid clients. Long Term Acute Care hospital experience, in Case Management, Rehab, and LTAC clients in an assisted living and home care setting.

\*Strong core nursing assessment and fundamental informatics knowledge and hard skills. Multi-tasker and people oriented nurse with keen communication and soft skills.

Specialties: Utilization Mgmt, Case Mgmt Disease Mgmt, Utilization Review, Long Term Care, and Nurse Informatics with focus on EMR/EHR.

Experience

Clinical Advisor RN

Humana

November 2013 – Present(6 years 2 months)Milwaukee, Wisconsin

RN Case Manager

Golden Living

October 2012 – October 2013(1 year)Greater Milwaukee Area

Coordinate activities of multiple providers, payers, and settings throughout a client's continuum of care.

Private Care RN

Toledo LLC

August 2010 – June 2012(1 year 10 months)

Private Care RN for clients

RN Care Manager

Easter Seals of Southeast Wisconsin

February 2010 – August 2010(6 months)

Increased total enrollment of Family Care members in the Easter Seals CMO

 Reduced costs of DME and health care services in the six months with the organization

 Managed client load of 80+ from an initial case load of 20+ for care management

maintenance to each individual client

 Increase knowledge of Medicare and Medicaid billing, electronic health record, and FFS

and coding

 Increase knowledge of insurance and managed care

Roles and Responsibilities:

 Health, Physical and behavioral assessments of patients

 Medication administration and management of clients, oral, IV, subcutaneous, and

intramuscular method

 Preventive care and assessments, TB skin test, flu vaccine administration

 Midas electronic health record experience

 Collaborates with primary care/treating physicians as well as medical, home and other

healthcare professionals to obtain specific current health information and collaborate on a

plan of care.

 Reviews data from a variety of sources to assist in identifying co-morbid conditions,

hospitalizations, prescriptions and other factors that could impact the educational and

support needs of the individual. Integrates data to identify problems, set goals, plan

interventions and determine the individual’s overall health status.

 Knowledge of drug interactions, side effects, and incompatibilities; proficient assessment

skills.

 Knowledge of medical case management including inpatient, outpatient, behavioral

health, pharmacy and other clinical practice.

 Proficient in Microsoft Office applications and web navigation.

RN Health Coach/Care Manager

APS Healthcare

September 2006 – March 2010(3 years 6 months)

In collaboration with registered nurses, reduced the amount of ED visits by 5-10%

 Increased compliance of flu vaccines for chronically ill patients from 50% to 83%

 Increased compliance of HbA1c and Eye Exam for diabetes members from 45% to 81%

 Improved outcomes on overall costs savings per client

Roles and Responsibilities:

 Leads team of nurses, social workers, and CHES to provide Disease Management to

members and to assist them with resources, referrals, and manage their chronic and acute

health conditions.

 Knowledgeable in Medicare and Medicaid policies, reimbursements, FFS and assists

members in navigating health care services.

 Provides telephonic health-coaching services to participants. Coaching services include

conducting health risk assessments, identifying and addressing barriers to treatment

adherence and educating members about healthy lifestyle choices that will promote

health and reduce the long term impact of chronic illnesses.

 Collaborates with participants to establish goals and provides ongoing support to clients

as they strive to make and sustain healthy changes.

 Collaborates with primary care/treating physicians as well as medical, home and other

healthcare professionals to obtain specific current health information and collaborate on a

plan of care.

 Reviews data from a variety of sources to assist in identifying co-morbid conditions,

hospitalizations, prescriptions and other factors that could impact the educational and

support needs of the individual. Integrates data to identify problems, set goals, plan

interventions and determine the individual’s overall health status.

 Knowledge of drug interactions, side effects, and incompatibilities; proficient assessment

skills.

 Knowledge of insurance or managed care

 Knowledge of medical case management including inpatient, outpatient, behavioral

health, pharmacy and other clinical practice.

 Proficient in Microsoft Office applications and web navigation.

Recommendations (1)

Staff Nurse

Select Specialty Hospital

April 2006 – March 2007(11 months)

Increased experience in hospital and bedside nursing

 Increased knowledge of disease processes

 Increased knowledge of acute illnesses and patient care

 Ability to be systematic in organization and implementation of work load and priorities

Roles and Responsibilities:

 Provide direct patient care in bedside setting

 Provide complete medical history and assessments, diagnosis, interventions, and

evaluation of complex medical and acute illness

 Work with members of interdisciplinary team to provide patient with individualized and

tailored medical health care.

 Collaborate with physicians in resolving acute and long term illness and barriers to

patient recovery.

 Provide patient and family teaching regarding care, and discharge teaching with emphasis

on anticipatory guidance.

 Work with complex patient medical conditions such as wound care, ventilator and

respiratory patients, oncology, telemetry, and dialysis patients.

 Medication administration orally, intravenously and assessment of medication effects on

patients

 Initiates emergency resuscitative measures according to adult resuscitation and advanced

life support protocols

 Maintains confidentiality in matters related to patient, family and facility staff

 Provides care in a non-judgmental, non-discriminatory manner that is sensitive to the

adult or elderly patient’s and family’s diversity, preserving their autonomy, dignity and

rights

 Reports patient condition to appropriate personnel during each shift

 Care of intubated patients admitted in the intensive care unit

RN Case Manager

Milwaukee Health Services, Inc

January 2006 – March 2006(2 months)

Completely organized and revamped patient clinic chart history

 Organized system for new patient admissions and chart histories

Roles and Responsibilities:

 Provide complete medical history and assessments, and elicit client HIV/AIDS symptoms

 Perform triage duties, assess urgency of client's needs and refer to appropriate medical

services

 Measure and document vital signs and implement nursing measures, report abnormalities

to provider

 Provided clinical support and patient prep equipment and assist medical staff during

treatments, examinations, and minor surgical procedures

 Coordinate medical case management of HIV clients with community resources

 Team case manage and participation in interdisciplinary meetings

 Administer oral, subcutaneous, intradermal, intramuscular, all intravenous medications

 Complete accurate documentation of patient service, referrals, nursing assessment,

nursing advice, and medication administration

 Research and assess existing community resources for Title III clients and provide

community presentation

 Notifies patient diagnostic test results and perform monthly patient contact and follow-up

care

 Assist in completion and compilation of data and ongoing evaluation and utilization of

Title III medical component

 Provide backup assistance to team case managers and perform other related duties

assigned by HIV coordinator and Physician

OTHER United States Army National Guard, Oak Creek, Wisconsin

Cannon Crewman

US Army

January 1999 – January 2005(6 years)Oak Creek

Reservist for Wisconsin Army National Guard

Victim Witness Intern

Hennepin County Attorney

October 1990 – November 1991(1 year 1 month)

Directed information on court related procedures

 Advocated for victims and their rights in court and legal process

 Counseled and coordinated families of victims

 Followed up on cases and informed families regarding outcomes

 Collaborated with attorneys, social workers and other legal staff to assist victims and

families through the trial and court processes

 Provided confidential assessment of victims and support for their families

Education

University of Wisconsin-Milwaukee

BSN, Nursing

2002 – 2005

University of Wisconsin-Milwaukee

Specialty classes taken were Community and Public Health Nursing, and Utilization & Case Management Nursing. Graduated Cum Laude, May 2005

Milwaukee Area Technical College

Clinician/Practitioner Consultant and Workflow Redesign Specialist, Health Information Technology (HIT) Certificate

2011 – 2012

Milwaukee Area Technical College

HIT Certificate completed March 2012. Eligible for HIT Certificate Core Exams thereafter. Studied principles in health care systems, healthcare workflow process and redesign, EHR MIS (Management Information Systems) Configuring, and Project Management planning and implementation of Electronic Health Record (EHR) and Electronic Medical Record (EMR )systems and software.

Activities and Societies

Adult Care Volunteer, Church Community Advocate, Volunteer Nurse

Languages

Filipino (Tagalog)

Native or bilingual proficiency

Projects

Project Management

December 2011 – February 2012

Team Members (1): Jessel T.

Skills & Expertise

Informatics

Managed Care

Home Health RN

Healthcare Management

Nursing

Hospitals

RN Health Coach

Medicaid

Registered Nurse

Clinical Research

EHR

Clinician Practioner Consultant

Inpatient

Utilization Review RN

Healthcare Information Technology

Home Care

Healthcare

RN Case Manager

Case Management

Medicare

Clinic RN