

Christine Kelly

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Registered Nurse seeking an opportunity within a healthcare setting that requires experience providing quality patient-centered care, a proven ability to work with minimal supervision, and an ability to display exceptional interpersonal skills with patients, families, and healthcare staff. Over 15 years in the healthcare industry serving clients, providing individualized care, and collaborating with team members to uphold healthcare standards. Familiar with OASIS and healthcare electronic medical record to include Epic Care, Cerner, Avatar, Alora, Wizard, Laserfische, Generations, MIDAS, TruCare, and Healthcare First. Familiar with OASIS.

Authorized to work in the US for any employer

Work Experience

Nurse Manager, RN

Milwaukee County Behavioral Health Division - Wauwatosa, WI

November 2019 to Present

- Managing the day-to-day operations of inpatient psychiatric unit
- Scheduling, staffing, training, retention, and staff development
- Hiring and onboarding of new staff
- Disciplinary action up to and including termination
- Implementation of policy and procedure for unit
- Interdisciplinary team meetings, huddles, and patient report for continuity of care

Director of Clinical Services

Hometown Hospice and Homecare - Brookfield, WI

January 2019 to August 2019

- Managing nursing, PT, OT, and ST staff to ensure effective patient care
- Performing chart reviews and implementing quality assurance measures
- Ensuring that state and federal guidelines are met for documentation and compliance (Survey)
- Staff development, training, supervisory visits, hiring of staff, and written employee reviews
- Handling disciplinary action, complaints, and termination of employment

RN Care Manager

Managed Health Services - Wauwatosa, WI

July 2017 to January 2019

- Maintaining a caseload of high acuity clients within a diverse patient population
- Adhering to Medicaid and Medicare guidelines and staying informed of state and federal regulations
- Frequent client outreach, building rapport, and collaborating with outside disciplines
- Participating in interdisciplinary care team meetings, hospital rounds, and all-staff meetings
- Completing post hospital assessments and completing medication reconciliations

RN Care Coordinator

Independence First - Milwaukee, WI
September 2015 to July 2017

- Management of client caseload and supervision of home care workers
- Developing appropriate client-centered care plans based on client needs/functional limitations
- New client intakes, assessments, and education of home care workers

Nurse Supervisor

Confident Care Home Health Services - Milwaukee, WI
November 2014 to May 2017

- Recruiting/training of staff and ensuring adherence to company policies
- Implementing customer service standards and ensuring a high level of patient care
- Supervisory site visits and maintain quality control measures

Director of Nursing

Assured Care Services - Milwaukee, WI
March 2015 to September 2015

- Supervision of nursing staff and personal care workers, conflict resolution, and staff development
- Obtaining insurance prior authorizations, physician's orders, and medical records for client home health services
- Chart auditing for accuracy and completeness of information
- Using computer reports/data to improve work processes and to streamline policies and procedures

RN Case Manager

Med Group Home Health Care - Mequon, WI
June 2013 to March 2015

- Completion of assessments, admissions, re-admissions, and supervisory home visits
- Maintained up-to-date insurance authorizations and physician's orders
- Directed and evaluated nursing care being received by clients on caseload

Resident Caregiver

Layton Terrace - Greenfield, WI
April 2012 to June 2013

- Assisted residents on the dementia unit with activities of daily living
- Safely transferred clients and provided direction and reorientation
- Followed client-specific plan of care and assisted with activities

Home Health Worker

Always Best Care Senior Services - Brookfield, WI
November 2010 to April 2012

- Visited resident homes to accompany on appointments, run errands, cook, clean, or provide companionship
- Accurately completed paper documentation and logs specific to each client

Home Health Aide

Newer Beginnings, LLC - Sheboygan, WI
June 2008 to November 2010

- Assisted developmentally and cognitively disabled clients with bathing, housekeeping, and shopping

- Scheduled/ transported clients to doctors' appointments and monitored medications
- Charted day's activities and client's progress throughout the week

Certified Medical Assistant

Lakeshore Medical Clinic - Greenfield, WI
December 2006 to June 2008

- Greeted/escorted patients to exam rooms, obtained vitals and completed documentation
- Performed EKGs, injections, and lab work to include urinalysis tests, strep tests, and pregnancy tests
- Educated patients, maintained files, updated charts, and scheduled appointments

Certified Medical Assistant

UW Health - Madison, WI
July 2004 to December 2006

- Greeted/escorted patients to exam rooms, obtained vitals and completed documentation
- Scheduled diagnostic tests such as ultrasounds, X-rays, sleep studies, and labs
- Followed up with the patients to communicate lab results
- Handled insurance authorizations and maintained accurate electronic medical records

Education

Master's in Nursing - Nurse Management and Leadership

Capella University
2019 to Present

Bachelor's Degree in Nursing in Nursing

Western Governor's University
2015 to 2017

Associate Degree in Nursing in Clinical Rotations

Bryant & Stratton College
2010 to 2012

Skills

- RN
- Home Health
- Utilization Management
- Case Management
- Customer Service
- Management Experience
- Supervising Experience
- Nursing Experience
- Mentoring
- Educational Content Development
- Staff Development
- Staff Training
- Care Coordination

- Psychology

Certifications and Licenses

Registered Nurse (RN)

February 2013 to February 2020

License#:194820-30

Assessments

Supervisory Skills: Interpersonal Skills — Highly Proficient

July 2019

Maintaining productive team relationships by identifying conflict and settling disputes.

Full results: <https://share.indeedassessments.com/>

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Additional Information

CPR/AED