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| Last Modified: | 5/12/2019 8:00:00 PM |

 Work History

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| Company Name: | National Naval Walter Reed Medical Center | 01/01/2015 - 02/28/2019 |
| Job Title: | Intensive Care Unit Nurse | |
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| Company Name: | Malcolm Grow Medical Center. Joint Base | 10/01/2017 - 12/31/2018 |
| Job Title: | CLINICAL EMERGENCY ROOM NURSE | |
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| Company Name: | Community Based Outpatient Clinic Fort Meade. Department of Veterans Affairs | 04/01/2016 - 10/31/2017 |
| Job Title: | NURSE MANAGER | |
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| Company Name: | Fort Belvoir Community Hospital | 08/01/2011 - 04/01/2016 |
| Job Title: |  | |
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| Company Name: | CLINICAL EMERGENCY ROOM NURSE. Fort Belvoir Community Hospital | 08/01/2014 - 12/31/2015 |
| Job Title: |  | |
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| Company Name: | Walter Reed Army Medical Center | 01/01/2009 - 12/31/2012 |
| Job Title: | SUPERVISORY NURSE | |
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| Company Name: | Walter Reed Army Medical Center | 01/01/2007 - 01/01/2009 |
| Job Title: | LEAD NURSE | |
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| Company Name: | Hematology/ Oncology Walter Reed Army Medical Center | 01/01/2005 - 01/01/2007 |
| Job Title: | STAFF NURSE | |
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 Education

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| School: | Howard University, Washington, D.C | Graduation Date: |  |
| Major: |  | | |
| Degree: | Bachelor's Degree | | |
| School: | South University | Graduation Date: |  |
| Major: |  | | |
| Degree: | Master's Degree | | |
| School: | Villanova University | Graduation Date: |  |
| Major: |  | | |
| Degree: | None | | |

 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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| TOYANNETTE ALLEN RN, BSN, MS Social Security: XXX-XX-1321  1980 Yorkshire Ct Home: 410-245-0187 Waldorf, MD 20603 Email: ruhappy61@hotmail.com RN Licensure: Maryland since 2005 Retired CPT/ Honorable discharge Veterans Preference: 10 Point  NURSE MANAGER\* CLINICAL NURSE (ICU/ONCOLOGY/ED) \* PROJECT MANAGMENT  OFFERING OVER 10 YEARS OF EXPERIENCE IN BOTH INPATIENT AND OUTPATIENT SETTINGS  PROFESSIONAL EXPERIENCE First line Supervisory Professional Registered Nurse with more than five years experience in managing and establishing policies and specific objectives within the outpatient clinic. Demonstrated ability to develop, implement and review data analysis on information pertaining to various program functions and processes. Extensive experience training hospital staff in cardiac resuscitation and first aid emergencies Implemented and developed various quality improvements plans. Initiated a Patient Centered Medical Home Model (PCMH) within the internal medicine clinic with over 7000 patients. Development, integration, analysis, coordination and monitoring of the healthcare delivery system associated with the patient centered medical home model in the internal medicine clinic with a staff of over 20 military, providers, nursing and support staff for a clinic empanelment of 6,300 patients ranging in age from 18-100. Coordinated various processes to improve and evaluate disease management for chronically ill patients within the adult population. Demonstrates effective leadership skills in delegation, organization, and team building. I worked in the ICU for 3 years (telemetry step down ICU 1.5 years and MICU 1.5 years) 2 years in Oncology and 2+ years in ED (2015-present). Finished working on my Project management professional certificate (PMP) in 2018 to better enhance my leadership and management skills of various projects such as research, process improvement, quality assurance, and data analysis. CLINICAL EMERGENCY ROOM NURSE (contractor). Malcolm Grow Medical Center. Joint Base Andrews, MD .OCT 2017- DEC 2018. Malcolm Grown is a free standing ER seeing 50-80 patients daily. Patient population 0-100 years old. Triage patients (ESI 1-5) Customer service EKG, NG tube insertion, set up pelvic tray, start IV s, wound care, initiate port a cath, Foley insertions, administer medications, clinical procedures as needed Use various ER department equipment Transfer and accept ambulance patients Electronic charting- Cerner/Essentris and Pyxis  Intensive Care Unit Nurse (contractor-per diem) National Naval Walter Reed Medical Center (JAN 2015- Feb 2019) Provide care to patients suffering from cardiac disease and brain injuries. Accident victims and patients recuperating from complex surgeries Interpret EKG/ lab results Maintain A lines Conscious Sedation Managing medication doses ICP monitoring Create and implement an individualized care plan Respond appropriately to medical emergencies Deliver updates to provider and family concerning patient condition End of life care Flexible and adaptable team player  NURSE MANAGER (NURSE III Step 6) Community Based Outpatient Clinic Fort Meade. Department of Veterans Affairs, Fort Meade, MD. April 2016- October 2017) Operations Management: Analyze staff strengths/weakness for placement into PACT teams. Look at best practices for PACT team management. Continually monitor and assess team metrics. Responsible for 24/7 operations of the clinic. Promote a culture of evidence-based practices by encouraging team projects and inservices. Assess and implements individual health care plans. Develops strategies to recruit and retain high and middle performer clinical staff. Manage collaborative partnerships with physician and other members of the clinic team. Implement new practices to improve SHEP scores and patient satisfaction. Effectively manage and conduct performance evaluations monthly and annually. Staff and patient rounding occur daily, weekly and monthly as a means of providing high quality, cost effective and patient centered care. Prepare for Joint Commission and safety visits by adhering to all safety regulations. Daily huddles and debriefs for team continuity and superior patient care. Ensure the clinic is providing a safe environment for the staff and patients. Collate and manage patient health audits monthly. Empower the PACT team nurse to balance clinic team workload and job responsibilities in accordance with staff skill level and licensure with minimal supervisory oversight. Facilitate continual patient centered and outcome driven health care performance improvement initiatives. Prepares budget requests with justifications and aligns resources to deliver sustained value to Veterans and staff members. Monitors and reduces missed opportunity, access and percentage of clinical utilizations metrics. Developed various protocols to monitor the cost of healthcare provided by the VA in an effort to decrease cost. Review issues related to health benefits and cost containment. Project Management: Collaborate with various multidisciplinary services (pharmacy, office manager, case management, and social worker) to communicate complex patient needs. Monitor no show rates and complete call backs to reschedule appointments as needed. Review and audit random electronic medical records of the patients to ensure patient safety and charting accuracy. Maintenance of several clinic specific Performance Improvement (PI) projects using Evidence Based Practice (EBP). Ensure proper processes are in place to monitor patient health metrics to ensure the clinic is meeting hospital and Joint Commission standards. Perform analysis, track and document mandatory variables over time for formulation into monthly/quarterly reports with timely feedback regarding the results of the analysis with evidence based outcomes. Improve and develop clinical guidelines. Review patient referrals and track patient referral utilization to ensure patients receive the treatment prescribed by the provider. Capable of defining quality metrics by identifying clinical problems, analyzing the root cause, controlling solutions and sustaining successful practices. Implementing a clinic wide narcotic management program to better manage pain contracts and quarterly urinalysis. Collaborate with other services within the VA and outside the VA to develop a plan for evacuation during emergency situations (active shooter, fire/tornado) for the safety of the clinic staff and Veterans. Participated and developed various quality improvement projects for both inpatient and outpatient units to include research and monitoring of chart documents, performance, staff education, health record, computer systems and nursing protocols. Manage newly diagnosed PTSD, anxiety and depression patients using motivational interviewing to monitor medication compliance and set long and short term goals with them. Assisting with resources for compliance and higher level mental health services as needed.  Supply Management: Ensure that medical supplies are adequately stocked daily. Responsible for medical equipment accountability. Check all crash carts/defibrillators on the unit daily. Ensure that all physicians have the necessary equipment for the patient procedures in the clinic. Monitor use of the supplies and allocate resources to the correct locations.  Personnel Management: Provide administrative and technical guidance to the nursing personnel. Make daily rounds to the clinic areas to ensure patient safety. Extensive staffs training to have staff practice at the top of their license. Work to resolve conflicts within the section in a diplomatic manner using the remediation process involving all parties necessary. Monitor orientation of incoming nursing and administrative staff to include layout of the clinic, and ensure completion of competency orientation is met in a timely manner. Responsible for annual and quarterly evaluations for staff performance. Assisted with development of job descriptions and announcements for hiring new nursing staff. Devised clinic based incentives for the staff based upon excellent performance. Create an environment in which professional and personal growth is an expectation. Retains high and middle performers and manage low performers until they are middle or high performers. Extensively involved with coordinating the training of staff members. Develop and encourage organizational leaders by providing ongoing training for the staff. Coach staff and complete daily and monthly staff rounding. Encourage staff to initiate community outreach projects and to join nursing/hospital committees.  Customer Service: Respond in a timely manner to the needs of the family members, patients and staff. Protect the privacy of all patients and staff member at all times. Provide excellent customer service at each patient encounter. Manage all patient complaints and concerns to take immediate action to resolve or refer to a higher authority. Create a family/patient-focused environment of care. Manage and monitor secured messaging system for patient and provider communication 24 hours a day/ 5 days a week for non-acute concerns in an effort to improve access to care in the clinic. Identify areas of risk in the clinic and take action to correct the identified areas. Initiate patient rounding in the reception area and by calling patients post clinic visit to see if there are any concerns and staff that have done an exceptional job. Implemented a new patient orientation monthly to ensure new patients are educated about the services and organization of the CBOC  Communication: Serve as constant point of contact for all nurse and unit concerns. Communicate with physicians in the form of huddles and debriefs throughout the shift to ensure patient needs are met. Available to answer any patient or staff concerns 24 hours a day. Coordinate monthly meetings for the staff to disseminate pertinent information and publish the minutes of each meeting. Attend monthly meetings with the section Chief to impart the sections action list and goals for the month. Build rapport with internal staff and external departments to improve operations and flow of information. Inform staff of all educational benefits available to increase morale and promote staff development. Educate patients concerning minor procedures, pre admission process and post-operative procedures within the clinic. Develop and utilize spreadsheets, databases and professional documents to improve operational readiness, manage reports and research best evidence practices within the clinic. Ensure each staff member can schedule patient appointments. Optimize access to care and communication between patient and PACT team members. Attend monthly and weekly leadership meetings. Attend various committee meetings and impart the pertinent information to the clinic staff. Advise senior leadership of all health programs and clinic status on a weekly/monthly basis.  Clinical Skills: Ensure staff is competent with various minor surgeries to include, administer injections, Pap smears, ear irrigations and blood draws as needed. Serve as patient advocate. Coordinates multidisciplinary support as needed. Reviews patient test results, consults and contacts patient by phone as needed with the guidance of the physician. Administers medications as needed safely. Conduct quarterly mock code blue training with the crash cart for the entire staff to ensure the staff can act properly in a code situation. Ensure staff is trained in administration and safe disposal of pharmacological agents. Ensure clinical staff is working within their medical scope. Triage patients based on their acuity and symptoms displayed using the triage computer system and ESI system. Start IV s, insert Foley catheter, access ports/PIC lines, administer blood transfusions and draw blood. Operates monitors specialized equipment such as cardiac monitors, EKG machines and other interventions. Initiated treatments, medications and resuscitative measures based on appropriate standing orders  KEY ACCOMPLISHMENTS Implemented multidisciplinary, collaborative monthly new patient orientation to educate the patients about the clinic and the PACT team concepts. This gives the Veterans an over view of the Veterans Adminstration offerings. New patient orientation also leads to clinic standardization of practices. Increase SHEP scores from 3 metrics met out of 20 possible to 12 metrics met within 6 months of hire. Initiation of all provider and teams in the CBOC huddle in the morning at the huddle board. Developed a Studer board with the five pillars of excellence-service, quality, finance and growth for the clinic staff. The leadership in the managed care department implemented a high performer of the quarter nurse manager chosen per CBOC that has to exceed performance standards and maintain a positive leave balance. Truthpoint data demonstrates that Fort Meade CBOC has over 90% satisfaction in all areas of customer service pertaining to the front desk. Initiated a new patient orientation class for the new veterans recurring sessions monthly in collaboration with other specialties and departments within the clinic. Collaboration with other federal agencies/departments to implement an emergency plan for the clinic  SUPERVISORY CLINICAL NURSE (med/Surg) GS- 0610-12 Step 5. Internal Medicine Clinic/Endocrine, Rheumatology, Infectious Disease Clinic (Triservice) Fort Belvoir Community Hospital, Fort Belvoir, VA August 2011- April 2016.  Operations/ Personnel Management: Managed a staff of 10 civilian nurses (3 RN s and 7 CNA/LPN s) and 6 Military support. Initiated a PCMH model home with over 6000 patients. Managed 2 teams consisting of 5 providers on each team , 1 RN team lead, 1 clerk and 7 clinical support nurses/military. Open access was initiated and maintained by the use of secured messaging. Worked to decrease Emergency room high utilization and high patient clinic utilizers by monitoring the patient dashboard. Patient inpatient discharges were also monitored and appointments were set for them post discharge into the internal medicine clinic. All procedures and time outs were monitored for accuracy. TeamStepps customer service training was implemented. A obesity clinic was implemented in the endocrine clinic to see Active duty soliders. Work with population health metrics to ensure care across the military health system (MHS). Oversaw the case management processes for population health management and for the chronic ill patients within the Internal medicine clinic. Manage and organize necessary clinic and staff resources.  CLINICAL EMERGENCY ROOM NURSE. Fort Belvoir Community Hospital. Fort Belvoir, VA. August 2014-2015 FT,  Monitor health conditions- triage patients using the ESI system based on medical severity Plan patient long term care needs Schedule patient appointments with Primary care provider (in house clinics) Initiate IV s Recognize and effectively treat life threatening conditions Initiates corrective action whenever information from the equipment shows adverse symptomology. Works directly with physicians- assisting during exams, diagnostic testing and treatments. Educates patients and significant others how to manage illness/injury, self-administration of medication, home care needs and providers referrals or other healthcare specialties for follow up. Make arrangements for patients that require more care to be admitted for further care to the hospital, transport the patient to the unit or prepare patient for transport. Maintain contact with lab personnel to report any initial lab Managed about 80-120 patients per day   KEY ACCOMPLISHMENTS Partnered with other supervisory nurses and leadership in the primary care clinics to achieve NCQA level 2 certification within the second year of PCMH initiation. Reorganized the clinic appointment process to achieve improved access to care for the enrolled patients that lowered triage demand and telephone communication messages by 10-15%. Addressed emergency department high utilization of patients within the clinic by creating a clinic based outreach program to educate patients concerning improved access to care (secured messaging system). Created a two team patient centered home medical model with an embedded clinical pharmacist, behavioral health coordinator, social worker and physical therapist to address complex patient needs. Employs a registered nurse that consistently receives top hospital awards and accolades for her professionalism and willingness to go the extra mile for the patients. Clinic received the hospital ACE Award for the most compliments by patients in a month. Clinic has 2 LPN s that received the personal Bronze ACE award for excellent customer service. Emergency room utilization for outpatient concerns was decreased by 25% in 6 months.    Held multiple clinical nurse positions at Walter Reed Army Medical Center. Worked as an Active duty Army nurse in 2005; promoted to Supervisory nurse in 2009 as a civilian.  SUPERVISORY NURSE (APRN) GS-0610-12 Step 2 General Surgery Clinic. Walter Reed Army Medical Center, Washington, D.C. 2009-2012 (Walter Reed Shutdown)  Operations Management: Supervised 2 LPN s, 4 military members, 4 resident providers, 1 research RN and 8 fulltime providers. Assist surgeons in establishing medical necessity and eligibility for ambulatory procedure unit (APU). Assist patients with radiology orders, labs and referrals based the surgery and disease process. Audit surgeon medical records monthly to ensure safety and compliance with all hospital/national guidelines. Provide timely feedback in regards to reports and results with evidence based outcomes. Oversight and knowledge of the various research projects conducted in conjunction with the Murtha breast cancer center directed by the general surgery Chief. Knowledge and oversight of the department of surgery clinic budget. Complete annual and quarterly staff evaluations. Attend weekly surgeon leadership meetings. Monitor all clinic procedures for safety. Assist with scheduling and coordination of bariatric surgery patients in conjunction with training at offsite Bethesda. Developed programs and protocols to monitor the delivery of care and the costs within the managed care department as it pertains to surgery under the Tricare/ health net program.  KEY ACCOMPLISHMENTS  Established a post surgery call back system for patient safety and pain control monitoring Designed a new system to decrease patient wait times that demonstrated improvement/positive ratings based on a clinic survey of over 200 patients. Demonstrated hospital improvement in time out report compliance- 10 % increase in compliance Successfully oversaw the closure of the general surgery clinic during the BRAC and opened up the Fort Belvoir Community Hospital internal medicine clinic Oversaw the bariatric clinic with an enrollment of 200 patients- setting up appointments and educating patients on the pre/post operative process for the general surgery clinic. Oversaw medical readiness for soldiers-worked with physician completing medical fitness testing biannually during 2008- 2009 while on active duty in internal medicine.  LEAD NURSE (CHARGE NURSE) Critical Care Step down Walter Reed Army Medical Center Washington D.C. 2007-2009  Direct supervision of all medical personnel on the unit (10-12 RN s and medics) Delegate specific duties based on staff licensure daily Monitor all electronic medical records for each RN to ensure charting is completed by end of shift accurately. Conduct narcotic count at the beginning and end of each shift and fix any discrepancies Complete daily patient census reports Attend weekly/monthly multidisciplinary meetings Attend morning physician rounds for each patient on the unit and give input on patient care concerns prior to discharge Responsible for tracking all admissions, discharges and transfers Attend daily morning report with the Nursing supervisor Educate patients and family members concerning treatments and medications  Clinical skills Ventriculostomy drains IV insertion/ manage arterial lines Monitor and troubleshoot ventilator equipment Manage tracheotomy/suction Conscious sedation Administer cardiac and emergency IV drips (Ketamine, Cardiziem, Heparin, Integrilin, Nitroglycerin, Propafol, Amidodarone) Insert NG tubes ABG/ abnormal lab result interpretation Manage wound vacs Initiate leech therapy Constant hemodynamic monitoring Telemetry/ interpret cardiac rhythms and treat the rhythm per hospital protocol  STAFF NURSE (charge Nurse) Hematology/ Oncology Walter Reed Army Medical Center, Washington D.C. 2005- 2007, 2009- 20010 (agency work- part time)  Manage care for stem cell transplant patients (only Medical Treatment Facility in the North region that cares for stem cell transplant patients) Pain management Educate patients and family members about various cancer treatments, chemotherapeutic agents, side effects, plan of care and disease management Extensive care management with end of life patients Attended multidisciplinary rounds concerning patient chemotherapy regime Attended extensive training in chemotherapy in accordance with OCN Worked in IV infusion clinic Assign duties to other nursing staff based on patient acquity, treatment plan and staff skill level Communicate unit report data to the nursing supervisor Input lab orders and chart all pertinent patient medical care Admit /discharge and transfer patients  Clinical Skills Manage port a caths and PICC lines Administer various chemotherapeutic agents Care for central lines Monitor and set up PCA pumps Administer Blood and platelet products Insert IV lines Prepare patients for stem cell transplant  EDUCATION  Howard University, Washington, D.C Bachelor of Science in Nursing, 2005 G.P.A 3.18/4.0 scale Dean s List 2005  South University, Augusta, GA Master of Science in Leadership and Management, 2010 G.P.A 3.75/4.0 scale  Villanova University, Villanova, PA Certificate Project management Professional (PMP), 2018 G.P.A. 3.2/4.0 scale  PROFESSIONAL ORGANIZATIONS  Emergency Nurse Association, 2014-present Sigma Theta Tau, Gamma Beta Chapter 2004-present Member of American Nursing Association, 2008-present Member of American Academy of Ambulatory Care Nursing, 2009-present Mentor Big Brothers/Big Sisters, 2009-2010 Member of American Association of Colleges of Nursing- Graduate Students Academy, 2015- present Volunteer Nurse for Susan Komen Breast Cancer Walk, 2010  CERTIFICATIONS  Leadership Training- Department of Veterans Affairs 2016 Basic Cardiac Lifesaving Instructor certified by American Heart Association expires 11/2019 Advance Cardiac Life Support (ACLS) certified by American Heart Association expires 11/2019 Pediatric Advanced Life Support (PALS) expires 02/2020 Clinic practice manager course completed 11/2012 Team Stepps training Completed 6/2012 Human Resource for Supervisors Training Completed 9/2010 Lean Sigma Six/PDCA/Performance Improvement 2 day course Completed 07/08 Advanced Dysrhythmia Course Completed 02/-08 Conscious Sedation Course Completed 04-08 Critical Care Nursing Course (AACN) completed 11-07 Chemotherapy Administration Course Completed 04/2006  COMPUTER SKILLS  CPRS/VISTA VATAS time accounting system Data warehouse/VSSC/Pyramid My healthevet Vetlink Cerner/Pyxs Relay Health secured messaging system AHLTA outpatient charting system Essentris inpatient charting system CHCS/DEERS Windows 10 operating system Carepoint hospital dashboard- data retrieval Power Point presentations Excel Spreadsheet  REFERENCES upon Request |