| **Melissa Greeno**232 2nd Ave N Melissagreeno05@gmail.com Onalaska WI 54650 Cell Phone: (608) 387-4960 |
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**OBJECTIVE**

Dynamic, results-driven RN with solid experience in customer service. Excellent organization and time-management skills, with a history of earning trust and rapport with all levels of management and peers. Clear, concise communicator with the ability to teach, lead and motivate others to exceptional performance. Outstanding communication, interpersonal and public relations skills. Results-oriented and capable of taking on added responsibilities. Energetic and assertive, adept at coordinating and implementing multi-faceted operational procedures and takes great pride in exceptional personal performance.

 **EXPERIENCE**

**St Croix Hospice Registered Nurse Case Manager May 2021-present**

* **Balance case load of hospice patients and time management in order to meet all the needs of the patients**
* **Triage patient’s daily to see in an appropriate order**
* **Collaborate with IDG team to ensure that best practices are being practiced within the team for our patients**
* **Learn the intricacies of each patient and develop a relationship based on mutual knowledge and allowing the gift of storytelling and reliving earlier memories.**
* **Chart a multitude of note types and pathways, being distinctive and accurate.**

**MeadowBrook Nursing Home Floor Nurse September 2020-May2021**

* **Run med cart in a facility where I was the only RN on duty**
* **Assessments and transfers to hospital when needed**
* **Admission and Discharge, with discharge planning for effective aftercare**
* **Supervised CNA staff**
* **Medicare charting, change of condition charting and basic day to day charting.**
* **Work efficiently and alongside ancillary staff**

**Inclusa**  Nurse Case Manager February 2019-May 2020

* Management of Member caseloads. Between 70-80 Members at a time
* Referrals and Authorizations for Durable Medical Equipment, Medications, Nursing care and supervisory, therapies and other resources to ensure that the Member’s safety and health were addressed and covered.
* Worked with CRC (Social Workers) to meet with Members on a regular basis and perform Member Centered Plans, complete them, and send them to Members of their guardians
* Assessed via phone, Member’s health conditions. Encouraged follow up with MD or ER/UC. Followed up after visit, if new resources were needed, completed RAD and Referrals for services.
* Follow up with Providers that were contracted with Members
* Case Noted all interactions
* Accessed hospital records for Member’s to ensure they were getting the supplies and medications they needed following their visits

**Pine View Care Center** Registered Nurse July 2018-February 2019

* Passed medications, checked blood sugars, administered insulin
* Thorough assessments of a range of rehab to memory care patients to give proper care
* Tracheotomy and ventilator care
* Feeding tube care
* Specialized Memory Care Unit skills such as redirection, de-escalation, and gentle reorientation
* Coordinated with dietary, social services, MDS, Administration and Providers to ensure proper care was given to all residents and discharge planning or transfer to assisted living facility when appropriate.
* Assisted with projects and teaching/demonstration of skills to staff such as PPE usage and handwashing skills.
* MDS training with goal of being moved into MDS nursing position.

**Mulder Health Care Facility** Charge Nurse April 2016-July 2017

* Responsible for approximately 37-43 residents.
* Delegated tasks to 2 floor nurses, nurse techs, or LPNS, and 5 CNAs while assisting them with tasks
* Ran one side of the building Monday through Friday from 7 a.m.-3p.m. At times, ran both sides as Charge Nurse to cover others leave time.
* Assessed residents on a PRN basis, decided best course of treatment and collaborated with Practitioner staff to decide whether transportation to a higher level of care was warranted.
* Carried out orders and contacted providers for orders, obtained them and ensured follow through.
* Facilitated staffing for the shift and covered sick calls.
* Performed multiple different 3- day type assessments on the residents and collected data to make changes to each individual’s personal care plans.
* Responsible for infection control of all 73 residents’ and the staff.
* Monitored sick calls and sick residents and tracked symptoms for signs of an outbreak.
* Taught the new CNAs orientation and assisted with continuing education credits.
* Prepared for State visits.

**Tomah Nursing and Rehabilitation Center** Rehabilitation Charge Nurse November 2015-April 2016

* Served as an RN in charge of 18-27 rehabilitation patients.
* Provided cares included: med pass, wound assessments and cares, wound vac care, feeding tubes, dressing changes, post-operative assessments of healing and progress.
* Oversaw all admission and discharge paperwork on each resident that entered and exited facility.
* Monitored and administered insulin for glucose levels.

Supervised LPN’s and CNA’s in all aspects of patient care, including coordination of services and discharge arrangements.

* Trained nursing staff to the facility and worked alongside various departments including; dietary, therapy, and recreation to ensure the residents had a well-rounded stay to progress their emotional, physical, and mental healing.

**Universal Pediatrics Specialists Incorporated** Private Duty Registered Nurse January 2014-September 2014

* Worked in various homes with pediatric patients to deal with their complex medical needs, giving parent’s reprieve and assistance as needed.
* Provided various cares including tracheostomy changes, tube feedings, medicine administration, and vent care.

**Mayo Clinic Health System** EUCC RN June 2009-August 2013

* Worked with a diversified patient population with a wide range of patients from minor ailments to critical resuscitations.
* Managed multiple patient care cases at one time.
* One of two RN’s initiating the stroke program in the EUCC, I was instrumental in ensuring we had the proper education requirements to become a Certified Stroke Center. As the liaison for stroke education and NIH implementation, I was in charge of giving education and keeping staff updated on policy and practice updates.
* The work that was done in the EUCC was instrumental in the institution becoming a Joint Commission Certified Stroke Center.

**Gundersen Health Systems** Fertility Center RN June 2007-June 2009

Hospital Float Nurse

* Worked with the infertile patient population.
* Provided phone triage and education, as well as face to face patient education on different fertility treatments and how the medications worked.
* Was responsible for the donor sperm program and organized a system to track and ensure that the same donors were not being used by multiple patients.
* Working as a RN on ortho/neuro floor, inpatient pediatric, and medical/oncology which enabled me to become self-driven and to seek out opportunities to learn and grow in my career.

**EDUCATION**

**Winona States University RN-BSN**  Winona, MN

* 2013-present

**Minnesota State College-Southeast Technical** Winona, MN

* Associate Degree Nursing 2007
* Licensed Practical Nursing 2006

**LICENSES**

* R.N. – State of Wisconsin (License # 159668-30) Granted 06/27/2007
* ACLS
* PALS
* TNCC
* ENPC
* BLS Instructor
* NIH certification Class C
* PESI Class: Skin and Wound Care Skills Training (3 day training)
* First Responder

**REFERENCES AVAILABLE UPON REQUEST**