

Jennifer Hamann

Experienced Registered Nurse 14 years

Kenosha, WI 53142

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262-945-6915

- Earned recognition from patients and peers for employing exceptional organizational, time management and communication skills to provide outstanding care.
- Viewed by peers as a team player who is willing to assist in any situation.
- Praised for delivering excellence and consistently meeting demanding organizational objectives.
- Highly regarded for exceptional work ethic and clinical skills.
- Hardworking and energetic; flexible; adapts easily to changing environment and work schedule.

Work Experience

Patient Care Manager

Heartland Hospice - Kenosha, WI

April 2021 to Present

Health and Wellness Director

Senior Lifestyle Corporation - Kenosha, WI

June 2020 to Present

- Directing the Health and Wellness Program within an elderly care community while maintaining Company standards and making sure that government regulations for community members are met.
- Managed employees, responsible for keeping up with legal compliance, and balance the clinical portion of the community's budget.
- Oversee the delivery of high-quality care to all residents within the community.
- Assess potential residents in various settings to evaluate their fit for the community
- Managed labor costs, supplies, and other line items in the clinical budget.
- Served as a direct liaison between residents, families, and staff.
- Ensured all regulatory timeframes for review of assessments and service plans are met.
- Managed residents' assessments, evaluations, and care-plans.
- Scheduled, supervised, and trained clinical staff within the community.
- Coordinated the work of all nursing and other clinical staff, communicating pertinent resident health and safety information.
- Completed clinical staff's schedules monthly and track daily assignments.
- Ensured overall compliance within the community at all levels and all regulations.

RN Case Manager Home Health

Kenosha Visiting Nurse Association - Kenosha, WI

April 2018 to April 2020

- Cared for a diverse population of clients within the community and home setting using an interdisciplinary team approach in order to offer optimal outcomes.
- Case manager of Medicaid, Medicare and private insurance patients
- Performed patient admission assessments, Recertifications, Subsequent visits and Discharge visits

- Worked independently to deliver and coordinate quality patient care based on plan of care as well and family needs
- Provided continuous observation and assessment of patients condition and care needs and reported significant changes to supervisor and physician
- Managed a caseload of 15-20 patients. Work with interdisciplinary team in patient care
- Developed, implemented and updated clients plan of care
- Educated and supervised the patient and family members regarding self-care techniques, prevention strategies and nursing care needs
- Supervised the LPN and Home Health Aides
- Preceptor for new hires

RN MDS Coordinator/Interim DON

Clairidge House - Kenosha, WI

July 2014 to April 2018

- Coordinated in assessments of patients and ensured the timely completion of the MDS. Worked toward meeting the needs of the resident and provided the highest RUG rate to maximize reimbursement adhering to Medicare, Insurance, and OBRA requirements.
- Improved the daily reimbursement rate through coordination of delivery of care involving cooperation between therapy and nursing services
- Conducted Medicare meetings to ensure proper documentation to meet Medicare guidelines
- Completed all staff education pertaining to the direct care provided by staff and ADL documentation.
- Coordinated care between nursing and rehab staff to ensure proper management to meet resident needs and to ensure that individualized goals and plans of care were developed.
- Scheduled, completed and participated in all care plans and family meetings.
- Scheduled, completed and transmitted all MDS assessments to state data base in a timely manner to ensure appropriate billing.
- Completed daily minute management
- Responsible for Utilization review to ensure that nursing documentation met all state guidelines.
- Communicated with physicians, CNAs, Nurses, families, IDT, and residents regarding residents' clinical conditions.
- Preceptor for all new hires.

Registered Nurse Hospice Case Manager

SEASONS HOSPICE - West Allis, WI

November 2011 to February 2014

- Performed all areas of patient management for caseload consisting of 14-18 patients. •Management of medications, plan of care, and services provided. Responsible for crisis care, symptom management, death attendance and family support during periods of turmoil. •Developed patient care plans, including assessments, evaluations, and nursing diagnoses. •Provided ongoing patient and family education.
- Demonstrated detailed charting reflecting compliance with Medicare guidelines and evidence of hospice criteria for care. •Supervised staff of 6 nursing assistants to ensure correct following of patient plan of care. •Collaborated with all disciplines involved in patient care attending weekly Team meetings presenting updates weekly per Medicare required documentation related to patient's hospice diagnosis and care for end of life. •Proficient in completing initial assessment/evaluations for new referrals, and completed admissions by utilizing strong assessment skills to determine necessary care related to hospice diagnosis. •Collaborated with RN case managers and physicians to ensure patient comprehension of symptom management and hospice care during off hours. •Shared in providing 24 hour, seven day a week care to patients and families on call.

Registered Nurse Case Manager

Allay Home and Hospice - Brookfield, WI

June 2011 to September 2011

- Managed patient and family caseloads which included assessing, planning, implementing, evaluating, and documenting the care.
- Supervised and documented home health aide plans of care and supervisory visits.
- Participated in regularly scheduled interdisciplinary team meetings to coordinate the care of the patient and family, exchange information and problem solve, and receive staff support and education.
- Made referrals to other disciplines as needed and appropriate.

Registered Nurse, Site/Remote Review Consultant

MedAssurant

2010 to May 2011

- Performed comprehensive reviews of care providers, sites, facilities, associated medical-field materials, personnel and documents to confirm support of the services performed.
- Conducted detailed chart keeping standards and QI reviews.
- Maintained a high degree of accuracy while performing Medicare risk adjustments.
- Demonstrated ability to review complex credential verification documents for accuracy.
- Transcribe physician orders.

Registered Nurse/Utilization Review Department

United Hospital System - Kenosha, WI

2009 to 2010

- Involved in the Quality Assurance Program.
- Successfully coordinated all aspects of Quality Improvement Activities; identified and addressed key areas to improve overall performances.
- Evaluated current and future patient needs, developed treatment plans and observed progress.
- Ensured patients were referred to appropriate treatment centers.
- Designed and delivered comprehensive training to new staff on quality control procedures.
- Prepared the different floor units for HIPAA and JCAHO reviews.

Registered Nurse

United Hospital System - Kenosha, WI

2001 to 2009

- Ensured excellence in the provision of patient care across a 28-bed Medical/Surgical Unit.
- Analyzed workflow and implemented floor assignments based on patient needs.
- Prioritized treatments and maintained patient flow to ensure best outcomes.
- Performed routine to advanced procedures within scope of Nursing/Hospital setting.
- Administration of oral, intravenous, subcutaneous, and intramuscular medications.
- Collaborated with doctors and other registered nurses to develop care plans for patients including assessments, evaluations and nursing diagnoses.
- Documented patient information obtained and maintained accuracy while recording all elements of nursing assessments, treatments, medications, discharge instructions and follow-up care.
- Educated patients and family members on disease processes, medications and proper discharge care.

Education

Associate in Nursing

Gateway Technical College - Kenosha, WI

March 2006

Nursing Licenses

RN

Expires: February 2022

State: WI

Skills

- Oasis (2 years)
- Home Care (5 years)
- RN (10+ years)
- Case Management (5 years)
- Hospice Care (3 years)
- Medication Administration (10+ years)
- EMR Systems (10+ years)
- Triage
- Hospital Experience (10+ years)
- Supervising Experience (10+ years)
- Medical Records (10+ years)
- Phlebotomy
- Telehealth (2 years)
- MDS (3 years)
- Utilization Review (2 years)
- Director of Nursing (1 year)
- Preceptor (6 years)
- Nursing
- Recruiting

Certifications and Licenses

Registered Nurse (RN)

BLS, ACLS

Driver's License