

# Jenna Robberson

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Aim to provide significant and meaningful nursing care to all patients. Previous work in the developmental disabilities field provided a broad range of experiences in direct patient care including care plan development, physician appointment management, performing ADL's, medication administration, and activity planning. The embedded ability to observe, make assessments, and act on ones' best judgment is important when dealing with a patient's declining vital signs, or unexpected client behavior. The intent is to continue to administer meaningful care to a wide range of patients while also keeping up to date on changing trends in patient centered care.

Authorized to work in the US for any employer

## Work Experience

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### **Director of Resident Care**

Watermark Retirement Communities - Rockville, MD

March 2021 to Present

Integral to the opening of a brand new high end luxury Assisted Living Community in Rockville, MD. Helped create processes and implement policies in preparation for initial state survey. Perform pre admission assessments. Conduct 45 day assessments. Create and implement Care Plans. Coordinate pharmacy services, maintain eMar and electronic charting system. Design staff training and in services. Lead monthly Quality Improvement meetings, create and investigate root cause analysis reports for incidents such as falls. Maintain and manage budget for Wellness department. Hiring and scheduling of nursing staff.

Administer COVID and all other necessary vaccines and tests.

### **Vice President of Resident Experience**

Tribute At One Loudoun

April 2020 to Present

As the Vice President of Resident Experience, I oversee the nursing department of 150 bed Assisted Living/Memory care community. Perform assessments on prospective residents. Make recommendations to doctors regarding resident care. Conduct chart audits. Organize and conduct staff training as needed. Review and submit incident reports. Track operating budget. Implement and manage EHR system and train staff on usage. Develop and write Individual Service Plans. Complete reports as requested for LTC billing.

### **Assistant Vice President of Resident Experience**

Tribute at Black Hill - Germantown, MD

February 2020 to April 2020

As Assistant VP of Resident Experience, work as the Delegating Nurse and Case Manager overseeing the Memory care unit. Provide assistance to the Vice President of Resident Experience for the Assisted Living units in the community. Perform assessments on and off site for prospective and readmissions. Write and oversee the implementation of care plans. Coordinate care and treatment plans with providers. Make

recommendations on needed supplemental services such as PT,OT, ST or psych. Reconcile medication administration records daily for errors. Perform med pass observations for Certified Med Techs. Teach the Certified Med Tech training course. Assist in maintaining the EMR system and provide technical assistance to staff on how to use it.

### **Director of Nursing**

Seabury at Springvale Terrace - Silver Spring, MD  
May 2018 to July 2019

As the Director of Nursing monitor care for both Assisted and Independent Living residents in a 148 bed facility. Perform assessments on residents when needed, both on and off site. Responsible for preadmission assessments of all prospective residents to ensure appropriate and safe placement. Implement protocols to ensure resident safety. Work to establish meaningful and therapeutic relationships with residents, staff and vendors. Take part in quarterly quality improvement meetings. Write and implement care plans. Organize staff trainings. Perform annual TB screenings for both staff and residents. Review insurance claims and submit for processing. Help coordinate LTC applications and payments.

Ensure compliance with flu vaccinations for staff and residents. Track and maintain staff compliance with all certifications and licensing. Staff scheduling, timesheet review and processing.

Monthly reporting on infection control, fall risk assessments, wound and skin care.

Monitor and maintain operational budget.

Maintain agency compliance with state agencies such as OHCQ.

### **Charge Nurse, RN**

Ellicott City Health and Rehabilitation Center - Ellicott City, MD  
December 2017 to May 2018

As charge nurse, responsible for the care of about 20 patients on a daily basis. Perform wound care, place and maintain IVs, administer medications. Discharge planning and patient education. Performed daily assessments and oversaw new admissions. Responsible for interpreting labs and contacting the doctors for follow up. Communicated with the pharmacy regarding changes or additions to medications. Delegated tasks to the CNA's as appropriate.

### **Charge Nurse, RN**

Frederick Health and Rehab - Frederick, MD  
June 2017 to December 2017

As Charge Nurse, basic duties include overseeing the care for 56 residents during the shift. 3 nights a week worked as shift supervisor overseeing all 106 residents in the facility. Performed catheter care, peg tube feeding, performed wound care and administered medications. Also responsible for inputting orders from doctors, scheduling lab appointments and communicating with the pharmacy to ensure prescriptions were delivered in a timely fashion.

### **Accounts Payable Specialist**

The Arc of the Central Chesapeake Region Inc - Annapolis, MD  
June 2001 to August 2011

Responsible for full cycle Accounts Payable

Code and enter invoices into A/P system to process for payment

Process 2 check runs weekly averaging 35-100 checks each for vendor payments and 2 first of month check runs- rents, mortgages and contract services and household monthly expense checks.

Assist with biweekly payroll

review timesheets for approvals  
correct errors on timesheets  
address paycheck discrepancies  
review leave usage on timesheets  
Assist Chief Financial Officer with journal entries, balance sheets and reconciliations  
Assist with receptionist coverage as needed  
Process and mail 1099's

### **Residential Monitor**

The Arc of The Central Chesapeake Region - Annapolis, MD  
July 2004 to June 2005

Living in a separate domicile, responsible for the care and well-being of a developmentally disabled woman with extensive PMH and her child; duties included but were not limited to:  
Administration of all medications as Certified Medication Tech  
Monthly wound care due to recurrent infections  
Assist with child care duties such as feeding, toileting and transport to school  
Assist with care plan  
Assist with ADL's  
Frequent client teaching

### **House Manager**

The Arc of The Central Chesapeake Region - Annapolis, MD  
March 2001 to June 2001

Responsible for the care and well-being of 2 developmentally disabled adults with mobility impairments; where the care included but was not limited to:  
Assisting with ADL's  
Administer medications as Certified Medication Technician  
Scheduling and maintaining all appointments  
Activity planning  
Create and implement care plans  
Handled house finances  
Managed 2 support staff

## Education

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### **Associates of Science in Nursing in Nursing**

Montgomery College - Takoma Park, MD

### **Bachelor's in Nursing**

Chamberlain College of Nursing-Chicago - Chicago, IL

## Nursing Licenses

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### **RN**

Expires: April 2023

State: MD

## Skills

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- peg tube, g tube (2 years)
- Wound Care (2 years)
- IV Therapy (2 years)
- immunization administration (3 years)
- RN
- Staff Nurse
- Home Health
- Med Surg
- Quality Assurance (1 year)
- Full cycle accounts payable (10+ years)
- Payroll (10+ years)
- General Ledger Reconciliation (10+ years)
- Bank Reconciliation (10+ years)
- 1099 review and processing (10+ years)
- Time Management (10+ years)
- Time & Attendance Systems (10+ years)
- Accounting Software (10+ years)
- Accounting (10+ years)
- Budget Management (10+ years)
- Supervising Experience
- Cerner
- Financial Report Writing
- Tube Feeding
- Account Reconciliation
- Journal Entries
- Catheter Care
- Medication Administration
- Point Click Care (3 years)
- Memory Care
- Microsoft Word
- Patient Care
- Home Care
- Epic
- Laboratory Experience
- COVID testing (1 year)

## Certifications and Licenses

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### **BLS for Healthcare Providers**

January 2019 to January 2021

### **Delegating Nurse/Case Manager**

August 2018 to Present

### **CDC Infection Preventionist**

September 2020 to Present

## Assessments

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### **Customer Focus & Orientation — Expert**

December 2019

Responding to customer situations with sensitivity.

Full results: [Expert](#)

### **Reliability — Highly Proficient**

December 2019

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

### **Electronic Medical Records: Best Practices — Highly Proficient**

April 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

### **Nursing Aide Skills — Expert**

July 2020

Providing nursing aid to patients using knowledge of relevant equipment and procedures.

Full results: [Expert](#)

### **Electronic Health Records: Best Practices — Highly Proficient**

April 2020

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

### **Attention to Detail — Expert**

August 2020

Identifying differences in materials, following instructions, and detecting details among distracting information.

Full results: [Expert](#)

### **Case Management & Social Work — Proficient**

August 2020

Prioritizing case tasks, gathering information, and providing services without judgment

Full results: [Proficient](#)

### **Management & Leadership Skills: Impact & Influence — Expert**

August 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives.

Full results: [Expert](#)

### **Patient-Focused Care — Expert**

November 2020

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### RELEVANT SKILLS & QUALIFICATIONS

Infection Preventionist certification with CDC

Detail oriented, patient-care driven

10+ years patient-care experience

Care Plan implementation and management

Medication Administration

Patient assessments

ADL's

Extensive experience working with geriatric and developmentally disabled population

Support Staff Supervision experience

Extensive Administrative experience

Assistant to the CFO

Payroll processing

Receptionist coverage

Computer savvy, technology driven

Proficient in Microsoft Office programs

Expert in Point click care and other EMR systems

Oasis experience

Expert with Maryland COMAR regulations