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# ALICIA PANTER RN, CCM

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## PROFESSIONAL SUMMARY

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Proven history of success in optimizing patient care as well-qualified and highly experienced Registered Nurse Case Manager, CCM for approx 6 years in Comprehensive, Oncology, Pediatrics and Transplant. Accomplished Registered Nurse of 16 years with experience in Med/Surg, PICU, Nursery/Postpartum, PACU, Critical Care, Pediatrics, LTAC.

Effective, dedicated and compassion Registered Nurse with CCM Certification. Skillfully blend hands-on skills with advanced background in diverse settings. Work effectively with all levels of healthcare providers, physicians and administrators to address patient needs.

Progressive career history in direct patient care, indirect patient care and Case Management in fast-paced environment. Proven ability to remain calm under pressure and skillfully handle difficult patients and high-stress situations. Consistently developing strong relationships with patients and families through empathetic communication, respectful attitude and excellent customer service.

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## SKILLS

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- Case Management
- Patient Care
- Treatment Planning
- HIPAA Compliance
- Venipuncture
- Staff Management
- Pain Management
- Medication Administration
- Home Health Care
- Dementia Knowledge
- Discharge Planning
- Medication Management
- Insurance Knowledge
- Managed Care
- Emotional Support
- Patient Care Coordination
- Patient Evaluation
- Acute Care

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## WORK HISTORY

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**RN Case Manager**, 07/2015 to 01/2021

**Optum-UMR** – Wausau, WI

- Reduced care costs without sacrificing quality through effective service coordination and multidisciplinary collaboration.
- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.
- Created individualized care plans based on nursing diagnosis and incorporated appropriate nursing methods to achieve positive outcomes.

- Evaluated healthcare needs, goals for treatment and available resources of each patient and connected to optimal providers and care.
- Responded promptly and professionally to patient questions and concerns.
- Managed and streamlined referral queues of up to 75 by efficiently prioritizing patients and clearing insurance obstacles.
- Took active role in patient and family planning process, detailing instructions and responding appropriately.
- Consulted with clinicians to devise and manage effective ongoing care plans for at-risk patients.

**Registered Nurse, Float Pool, Critical Care, Peds, 06/2009 to 06/2019**

**Agency Nursing – Wausau, WI**

- Conferred with physicians to discuss diagnoses and devise well-coordinated treatment approaches.
- Collaborated with interdisciplinary healthcare personnel to meet patients' personal, physical, psychological and cognitive needs.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Monitored patient condition, including interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
- Documented patient information obtained from interviews concerning symptoms, medications and prior treatment.
- Contributed substantially to successful department JCAHO accreditation by consistently operating to highest standards of care.
- Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
- Provided direct patient care, stabilized patients and determined next course of action.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Secured controlled narcotics and distributed medication on schedule to meet patient needs and minimize misuse opportunities.
- Documented work and updated patients' charts with orders and observations.
- Delivered top-notch care exceeding department, hospital and Joint Commission standards.
- Managed care from admission to discharge, including patient assessments, care planning, health educations and discharging support to provide comprehensive care to patients daily.
- Operated critical care equipment to keep patients stable and promote recovery.
- Managed care for post-operative patients from initial recovery through discharge.
- Worked with intubated and ventilated patients, monitoring and reporting on conditions to maintain stats within optimal levels.
- Managed and reviewed initial post-operative orders and continuously monitored patients' post-operative

vitals, set up PCA and fluids and oriented patients to unit or through discharge home.

- Changed out tracheostomies, gastrostomy buttons and catheters regularly to prevent infection or other problems.
- Counseled patients and families on treatments and care options, including discharge and home care instructions.
- Implemented interventions, including oral medication, SQ, IM injections and IV administration, catheter insertion and airway management.
- Responded rapidly to critical codes to coordinate stabilization treatments and restore vital functions.
- Managed nurses and nursing activities in bed hospital by providing comprehensive nursing guidance and maintaining outstanding patient satisfaction and care standards.
- Protected critically and chronically ill patients from unnecessary risks by limiting visitors, using proper PPE and using strong infection control procedures.

**Registered Nurse, PACU, 06/2010 to 11/2018**

**Wausau Surgery Center – Wausau, WI**

- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Managed patients recovering from medical or surgical procedures.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Provided direct patient care, stabilized patients and determined next course of action.
- Managed care for post-operative patients from initial recovery through discharge.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.

**Regional Nurse Manager, 06/2012 to 07/2015**

**Care Partners/Country Terrace – Oshkosh, WI**

- Conducted frequent medical records reviews and audits to verify followed quality measures.
- Coached and supervised 75 employees and managed human resources responsibilities, including recruitment, interviewing, scheduling and disciplinary actions.
- Developed patient care plans by performing patient assessments and evaluations and determining diagnosis.
- Coordinated and facilitated meetings and staff educational seminars to provide information and teach skills to employees, including infection control seminars.
- Developed and updated policies and procedures, maintaining compliance with statutory, regulatory and local, state and federal guidelines relating to HIPAA, benefits administration and general liability.
- Communicated with patients, ensuring that medical information was kept private.
- Organized and facilitated 7 facility director meetings biweekly, discussing current census, admissions and discharges and residents' Medicaid applications.

- Implemented successful healthcare program through professionalism, quality of care, medical teaching and patient satisfaction.
- Devised and introduced initiatives and projects to maintain or improve existing facilities, allowing for maximization of capital component of Medicaid's per diem rate.
- Motivated and supervised Facility Directors and Nursing Staff in delivering quality patient care.
- Created customized care plans, working with hospital staff and families to assess and meet individual needs.
- Reviewed and evaluated test results to suggest care and treatment options.

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## EDUCATION

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**Associate of Applied Science:** Marketing Management And Research  
**Northcentral Technical College** - Wausau, WI

**Associate of Science:** Registered Nurse, 12/2005  
**Northcentral Technical College** - Wausau, WI

**Bachelor of Science:** BSN  
**University Of Wisconsin Oshkosh** - Oshkosh, WI

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## CERTIFICATIONS

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- Certified Case Manager (May 2017 - current)
- Licensed Registered Nurse, Wisconsin, Compact license. (Dec 2005 - current)
- BLS Training, American Heart Association- 2021 renewal
- ACLS Training American Heart Association - 2021 renewal