

Jolandra Boyd
2500 Virginian Colony Drive
Laplace, La, 70068
(504) 432-9929
nursejai@msn.com

Represented

A confidential Resume of a Register nurse with the abilities and expertise in Utilization Management, Nurse Medical Management II, Administrator of Nursing, Nurse of Director, Labor and Delivery Nurse, Case Manager and Surgical Nurse. This brings a highly skilled professional career with greater than 20 years of practical experience in Manage care, hospital setting, home health, and primary care environments. Regulating caseload of patients greater than 400. Supervising and educating licensed and non-licensed staff employees (ranging 50-100). Well educated in extremely qualified emergencies situations in all above areas. Strong beliefs in Policies and Procedures accountability.

AREAS OF EXPERTISE:

- Policy and Procedures Development
- Budget Preparation and Implementation
- Development of and instruction in formal education training programs
- Administration and supervision of patient care department
- Development of education/training of auxiliary staffs
- Personnel Recruitment/Administration (licensed/non-licensed)
- Medicaid Manage Care
- Labor and Delivery/Geriatrics (long term/community care)/Pediatrics

Education

University of Texas

Bachelor of Science in Nursing

Delgado Community College

Associate, 1st Assistant Surgical Tech/LPN

Life Christian University

Bachelor in Theology

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Professional Experience

Amerigroup/Healthy Blue

2012-Present Baton Rouge, Louisiana

Utilization Manager II RN

- Performs on-site and/or telephonic review of acute and sub-acute services.
- Predicts and plans for patient's needs from pre-admission, through acute and sub-acute care and post-discharge, in collaboration with the member.
- Utilizes pre-approved criteria and guidelines to validate medical necessity of continued stay and appropriateness of treatment and discharge planning.
- Coordinates with appropriate discharge planning team members, facility utilization management department, physicians and members to coordinate timely discharges.
- Participates in Quality Improvement Process; tracks and reports trends of inappropriate utilization of resources to the Medical Director; identifies and reports any quality or utilization issues to the Medical Director.
- Acts in conjunction with the clinical team related to discharge planning (e.g., home care, hospice care, rehabilitation care, special program care, transitional care, occupational therapy, speech, respiratory and physical therapy), durable equipment and disposable supplies.

Ochsner Hospital West bank Campus

2009-2012 New Orleans, Louisiana

Labor and Delivery Register Nurse, Contract

- Responsible to act as a go-between for the patient and the obstetrician on duty.
- Interpreting the fetal heart rate, cervical change, and the status of the patient.
- Assisting high-risk, and ante-partum patients, in challenges they encounter as well as low risk patients with positive birthing experiences.

Home Health Care 2000

2008-2011 Lake Charles, Louisiana

Administrator / Director of Nursing

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- Able to maintain appropriated personnel records, administrative records, and policy and procedures of the agency. Able to delegate appropriately and communicate cooperatively. Knowledge of JACHO, OBQI, PI and experience in OASIS training. Organize, plan, develop, implement and interpret the programs, goals, objectives, policies and procedures of the home health agency. Prepares annual reports for Board of directors; communicates timely information to the Board of Directors as appropriate.
- Responsible for hiring, recruiting and training qualified professional staff and providing ongoing professional development for field and office staff. Controls entries, evaluates performance, counsels, issues corrective action and recommends promotion and discharge of agency personnel as indicated. Negotiates contracts/agreements with outside vendors for the leasing of employees and assures these agreements are in compliance with Agency policy and all regulatory bodies
- Active involvement in Quality Assurance and Utilization Review Activities and Coordination of Care fir the Continuing Care Program

Women and Children Hospital

2006-2008

Lake Charles, Louisiana

Director of Nursing of Women Services

- Troubleshoot and upgraded facility to a Level I - II (skilled care). Brought facility to successful re-licensure.
- Supervised delivery of patient care, including management and supervision of licensed and non-licensed personnel in this 200-bed, of OB/GYN, and skilled facility.
- Hired a Staff Development Coordinator, reorganized and expanded staff to 50 licensed and non-licensed personnel including two new supervisors. Enforced on-going policies and procedures with regard to maintaining continuity with supplemental staff.
- Provided leadership, support and guidance to staff through example and accepted standard of management practice.
- Performs annual evaluation of licensed and non-licensed personnel.

Lake Charles Memorial Hospital, Gauthier Campus

2005-2006

Lake Charles, Louisiana

Charge Nurse in Labor in Delivery

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- Responsible to ensure that the L&D unit run efficiently without problems
- Perform all admission and discharges, all orders from MD's are transcribed correctly.
- Provide professional component of supervision, surveillance, and oversight of registered nursing care
- Observing/ solving staffing issues, patient conditions, and environmental issues that impinge on patient safety and care.
- Clinical first responders experience in any emergency situation

Innovation Home Health

2003-2005

New Orleans, Louisiana

Assistant Director of Nursing

- Coordinate, implement, and monitor the Comprehensive Consumer Service Plan.
- Provide mediation between the consumer and the providers, guardians, family members or the agency relative to the needs and desires identified by the consumer.
- Train and supervise Case Managers.
- Assist in the hiring and evaluation of all agency Case Managers.
- Assist in identifying training needs for the Case Management program.
- Coordinate training for staff.
- Act as liaison between Case Managers and management.

University Hospital

1992-2005

New Orleans, Louisiana

Labor and Delivery Register Nurse and Operating Room Nurse

- Established in L&D, OR, patient support, counseling, education regarding medications, lab work, documentation for diagnosis, and administration of treatment procedures.
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- Responsible to act as a go-between for the patient and the obstetrician on duty.
- Main caretaker of the Laboring patients and baby until the moment of delivery at which point the doctor arrives.
- 1st Assist with OB/GYN and other general surgeries.
- Lead Comfort support group for fetal demise parents.

REFERENCE ON REQUEST