

Heather Cook

Registered Nurse

Berkley, MI 48072

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(248)820-0683

Authorized to work in the US for any employer

Work Experience

RN -Covid 19 Screening

Maxim Healthcare Group - Tacoma, WA

March 2020 to December 2020

Contract position at Western State Hospital in Lakewood through Maxim Healthcare

Private Caregiver

Care.com - Private Homes

January 2018 to March 2020

Provide care and household management to clients. Level of care specific to client need.

Health Officer

Camp Cavell - Lexington, MI

August 2018 to December 2019

Responsible for health/ safety and general well being of staff, camp participants and visitors. Complete health assessments. Render first aid. Administer medications. Assist with camp programming.

Registered Nurse

Camp Fishtales - Pinconning, MI

June 2017 to December 2018

Intake process, administer medications and treatments. Render first aid. Provide emotional support to homesick campers. Training and oversight of direct care workers/counselors. Camp Fishtales serves both youth and adults who are physically, mentally or emotionally challenged. Year round camp- summer sessions/respice weekends

Registered Nurse

Private Duty Case - Southfield, MI

January 2017 to June 2017

Provide direct patient care to young quadriplegic women in her home. Alternating 12 hour shifts.

Clinical Review Specialist

Inovalon - Bowie, MD

October 2015 to July 2016

Review Medical Records. Abstract pertinent information. ICD-9 and ICD-10 coding. HCC and HEDIS quality measures. Performed both on site and remote chart abstractions.

Director of Clinical Services/ RN Case Manager

Prestige Home Healthcare - Madison Heights, MI

June 2013 to June 2014

Nurse Case Manager for assigned patient case load. Provide Skilled Nursing care in accordance with Physician orders/485. Assessment, education and documentation pertaining to primary diagnosis and plan of care.

Transitioned to Director of Clinical Services. Provide general oversight of home health care agency. Maintain compliance with CMS and JCAHO standards. Education and mentoring of staff. QA activities. Field visits as indicated. On call responsibilities.

Hospice Case Manager/ Resource RN

Passages/ Sanctuary Hospice - Livonia, MI

November 2012 to May 2013

Render patient care to assigned case load according to individualized Plan of Care. Collaborate with all members of the team. Supervise ancillary staff and provide instruction/ education. Quality Assurance activities. Participate in on call rotation.

Resource RN- Provide education/ mentoring to team members new to Hospice. Back up to DON

RN Case Manager Hospice

Guardian Angel Home Care and Hospice - Rochester Hills, MI

September 2011 to November 2012

Provide End of Life nursing care in accordance to individualized plan of care. Educate community on Hospice /End of Life principles. Assist with Quality Assurance activities prior to CHAP survey.

Hospice Case Manager

Hometown Home Health and Hospice - Lapeer, MI

May 2011 to November 2012

Render nursing care to terminally ill individuals according to physician plan of care. Quality assurance activities

Moved from Lapeer office to Clinton Township office as a home base when new office opened.

Assumed primary responsibility for program/ patients in that geographical area. Provided educational and public relation orientated inservice activities. (ie: blood pressure checks, exercise programs, explanation of hospice program/benefits and criteria for eligibility in layman terms.

Director of Clinical Services

Unity Hospice - Southfield, MI

October 2010 to March 2011

Provide support, direction and education to owner, governing body and employees of small hospice agency. Responsible for supervision of professional and ancillary staff. Quality assurance activities/chart review completed. Interpret/Educate staff on CMS and CHAP regulations. Public relations and educational activities within the surrounding community.

Left position to care for terminally ill parent during his rapid decline in status/ impending death.

Patient Care Coordinator/ RN Case Manager

Heartland Homecare and Hospice - Southfield, MI

March 2010 to December 2010

Responsible for supervision of home care staff servicing a designated geographical area. Case management and Quality Assurance activities.

Transferred to Hospice- Provide care according to plan of care

Director of Clinical Services

Prestige Home Healthcare - Southgate, MI
March 2009 to March 2010

Responsible for day to day operations of a start up home care agency. Supervision of professional and ancillary staff. Quality Assurance and Quality Improvement activities. Education of staff regarding expectations of JCAHO, documentation of services rendered, CMS guidelines/expectations and agency expectations/requirements for ongoing employment. Educational activities/ Public Relations within surrounding community.

Received JCAHO accreditation. Responsible for chart review, educating staff on deficiencies, assisting staff in correction of deficiencies when possible, ongoing education of staff regarding documentation.

RCMD/ MDS Coordinator

Cambridge East Nursing Center - Madison Heights, MI
January 2008 to February 2009

Responsible for MDS/ RAI process within a 160 bed subacute and long term facility with a strong Q-mix. Responsible for completion of resident assessments in accordance with Medicare and OBRA guidelines. Supervision and scheduling of department staff. ICD-9 coding of medical diagnosis. Responsible for QA audits and development of MDS related educational offerings.

Hospice Case Manager

In- House Hospice Solutions - Southfield, MI
July 2006 to January 2008

Provide end of life care and support to patient, family and caregivers.

Education

ADN in Nursing

Oakland Community College - Union Lake, MI
1991 to 1993

Nursing Licenses

RN

Skills

- HEDIS
- MDS
- ICD-9

- Management
- Hospice care
- ICD-10
- Nursing
- Patient Care
- Medication Administration
- Supervising Experience
- Addiction counseling
- Customer service

Certifications and Licenses

CPR/First Aid

driver's license

BLS Certification