**TOYA J. HAMILTON-HOLMES, BSN- R.N**

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Farmington Hills, Michigan 48331

toyahamiltonholmes@gmail.com

**PROFESSIONAL EXPERIENCE:**

**Blue Cross Blue Shield of Michigan**

*Clinical Performance Improvement Coordinator, 2019-2021*

* Organize and coordinate activities to ensure full compliance with all regulatory and licensing agencies (e.g., CMS, MDCH, and NCQA) and employer groups relative to medical management activities, including accreditation site surveys and regulatory reviews.  Coordinate, facilitate, assess, and evaluate improvement initiatives utilizing process improvement methodology. Participate in volunteer opportunities in the community representing BCBSM.

**Cambridge North Facility (Sava Senior Care)**

*Director of Nursing, 2018-2019*

* Directed facility nursing staff in the clinical setting.
* Provided staffing ratios according to the guidelines set forth by the state, delegated nursing duties to charge nurses, provided oversight to infection control programs and quality improvement. projects, trained staff on areas that were identified as needing improvement on a clinical basis.
* Developed recruitment and retention programs.

**Wellspring of Livonia (Lutheran Services)**

*Director of Nursing, 2018- 2018 Company acquired*

* Directed facility nursing staff in the clinical setting.
* Provided staffing ratios according to the guidelines set forth by the state, delegated nursing duties to charge nurses, provided oversight to infection control programs and quality improvement. projects, trained staff on areas that were identified as needing improvement on a clinical basis.
* Oversight provided to Infection Control policies, procedures, and Implementation of clinical practices.

**Veterans Affairs (John Dingell)**

*Registered Nurse-Off tour supervisor-Clinical Float Nurse, 2016-2019*

* Demonstrate leadership, and creative approaches in leading and improving the delivery of holistic care through collaborative strategies with others, direct care for adult and geriatric patients and their significant others across the care continuum, taking into consideration diagnoses, physical, psychosocial, spiritual, and cultural needs, work effectively with nursing and staff from other departments as well as the community to support the VA mission and goals of the medical center for efficient veterans-centered care and serve as the representative of the Associate Director Patient Care Service during non-administrative hours.
* Adhere to established policies, procedures, and standard operating procedures, supervise, and administer the delivery of nursing care on a Medical Center-wide basis, manage nursing personnel and coordinate all related activities, demonstrate leadership in developing, implementing, and evaluating programs to improve the delivery of patient care.
* Make decisions independently even in emergency situations and report on those situations in a brief to the associate director.
* Volunteered to work on Nursing Units when the facility is staffing challenged., Nursing care provided on Inpatient Surgical Wing, Inpatient Medical-Surgical Floor, Behavioral health care unit, and Outpatient Clinics.

**Veterans Affairs (John Dingell)**

*Community Living Center, Interim-2017*

* Managed the clinical unit daily by completing competencies for the staff, completing reports for the Chief of the department.
* Participated in the UPC meetings with the unit, staffing within the matrix, attended all meetings with participation in sub committees.
* Problem solved within the challenges of the unit, promoted teamwork and comradery acted as a resource for the nursing department.

**Veterans Affairs** **(John Dingell)**

*Registered Nurse-Care Manager (outpatient setting), 2012-2017*

* Primary acute care team administer nursing in an acute care setting within the hospital.
* Manage high risk patient’s disease process with an emphasis on education of medications, included in this is hypertension, diabetes, and coronary artery disease., conduct assessments, directly assist the nurse practitioner with exams, and repeat testing.
* Actively participate in meetings with developing plans of care with goals and measures, works overtime in the areas of medical, surgical, rehabilitation, and hospice.

**Criticore Staffing**

*Registered Nurse, 2011-2015*

* Traveled to different acute care settings performing RN duties. Included in these areas were: medical-surgical, rehab, hospice, post-operative observation.

**McGuffey Home Health Care**

*Interim Director of Clinical Services, 2011-2012*

* Facilitated patient schedules with physical therapy, occupational therapy, social services, and community services as needed.
* Visited patients’ homes to provide clinical oversight and visits.
* Participated and directed meetings for disciplines with goals and quality assurance projects.

**MediLodge of Rochester Hills**

*Director of Nursing, 2010-2011*

* Directed facility nursing staff in the clinical setting.
* Provided staffing ratios according to the guidelines set forth by the state, delegated nursing duties to charge nurses, provided oversight to infection control programs and quality improvement. projects, trained staff on areas that were identified as needing improvement on a clinical basis.
* Developed recruitment and retention programs.

**Americare Convalescent Center**

Sheffield Manor

*Director of Nursing, 2008-2010*

* Provided clinical oversight of a 166-bed facility, ensured the education of all employees related to process and guidelines set forth by the Medicare/Medicaid federal and state regulatory agency.
* Maintained standards of practices to complex patients receiving dialysis, PEG tube administration, Foley catheter insertions and care.
* Attended quality assurance meetings and devised action plans based on clinical outcomes and best practices.

**Veteran’s Affairs**

*Registered Nurse, 4S Surgical, 2008-2009*

* Provided pre- and post-operative nursing care for adult and geriatric patients.
* Administered oral and intramuscular and subcutaneous medications.
* Provided a broad range of general nursing care services in areas of vital signs, EKG, phlebotomy, catheters, feeding tubes, IV and central lines and tracheostomy.
* Reviewed computerized laboratory test results following surgery and notification to physicians.
* Electronic charting
* Participated in QA and JACHO-ready activities for unit summary.
* Charge nurse duties supervising unit on the off shift.

**TOYA J. HAMILTON**

**Resume, Page 2**

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**Detroit receiving Hospital**

*Emergency Room RN, 2007-2008*

* Charge nurse duties supervised unit on the off shift.
* Scribe and triage nurse in the trauma and emergency room.
* Assisted with codes and circulating nurse in trauma bay and assisted with emergency situations.
* Triage nurse in the emergency room.
* Assisted with physician bed side procedures, transcribed, and carried out physician’s orders.

**William Beaumont, Royal Oak, MI**

*Registered Nurse, 8S Neuroscience, 2006-2007*

* Obtained magnet status certification education, provided direct patient care to patients with neurological disorders and medical overflow patients.
* Stroke and clinical pathways, performed neuro/Glasgow coma scale, monitored chest tubes (output).
* Assisted with bedside procedures, educated patients and their families on disease processes, medical-surgical procedures, and pain management techniques.

**Lakeland Rehabilitation, SFLD**

*Licensed Practical Nurse, 2003-2005*

* Responsible for patients with closed head injuries, as well as traumatic brain injury.
* Monitored patients that required specialized care.
* Trach care and enteral feedings (PEG/PEJ).
* Monitored for increased cranial pressure.
* Internal body temperature monitoring.
* Supervise charge nurse and injunction with the charge nurse overall responsibility for CENA performance.
* Made assignments based on the shifts needs and delegated tasks.
* Environmental rounds to ensure infection control practices were complying.

**Angel Healthcare**

*Licensed Practical Nurse, 1999-2006*

* Traveled to different acute care settings performing RN duties. Included in these areas were: medical-surgical, rehab, hospice, post-operative observation.

**EDUCATION:**

University of Cincinnati, Master of Science Nursing in process 2022

Eastern Michigan University Bachelor of Science, 2017

Oakland Community College, Associates of Applied Science Nursing, 2005

**LICENSES/CERTIFICATIONS:**

(Michigan) Sexual Assault Nurse Examiner completion 06-2019

(Michigan) Registered Nurse 2005

(Michigan) Certified Train the Trainer

CHI Eta Phi Nursing sorority: Service to Humanity

**REFERENCES:**

Available on request.