***Crystal Randle***

16358 Marshfield Avenue

Markham, IL 60428

Cell: (708) 953-9899

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**QUALIFICATIONS:**

* Excellent time management skills with the ability to work in a team or autonomous
* Supervise and delegate responsibilities to CNAs
* Sales experience obtaining referred patients for home care services
* Clinical trainer to health care staff on wound vac
* Phlebotomy experience / IV starts
* Skilled at learning new concepts quickly while working well under pressure
* Excellent written and verbal communication skills

***EXPERIENCE:***

Feb 2020 – Present **CVS** **AETNA Better Health**  Chicago, IL

*Lead Member A&G Nurse (Michigan)*

* Chair A&G Committee for the State of Michigan Aetna Health Plan
* Maintain checks/balances of Medical Directors appeal determinations
* Document in DAG/QNXT final decisions and call logs for appeals
* Maintain and update member file requirements for NCQA Audits

Feb 2014- March 2020 **Agency Acute Care Staff Nurse**

*PRN/Per Diem Medical Surgical Nurse (Stroger Hospital)*

* Assessing, planning, implementing and evaluating patient care plans in consultation with healthcare professionals, administer medications, change dressings, monitor vital signs, keep records and provide patients with support and education
* Med/Surg Unit

Jan 2014 – Present **CoJenC Wellness** Frankfort, IL

*Ambulatory Care Nurse/Support Staff*

* Initiate clinical assessment(s)
* Demonstrate and implement clinical, organizational and professional activities
* Proficient in blood draws and IV starts for patients who needed transfer to

Acute Care Admissions

* Nurse/patient teachings and treatment implementation per doctor’s orders

Jul 2014- Feb 2020 **IlliniCare Health**

*Clinical Appeals Nurse Coordinator* Chicago, IL

* Review inpatient appeals and submit to MD for final decisions
* Implement authorization corrections for outpatient appeals
* Create authorizations for outside vendors ie. DentaQuest, OptiCare, etc.
* Generate daily appeal report logs to management
* Implement preceptorship and mentoring to Grievances & Appeals Coordinators
* Frequent communication with physicians in regards to appeal determinations

and nursing rationales

* Utilization Management Concurrent Review Nurse

Dec 2014- Feb 2016 **Golden Beginnings Adult Daycare** Chicago, IL

*Program Charge Nurse*

* Clinically assess seniors and instruct on medication compliance
* Maintain clinical files and record keeping
* Supervise and delegate assignments to healthcare clinicians
* Educate staff and conduct in-services on Gerontology population

Jul 2011-Dec 2014 **Joerns Healthcare, Inc.** Chatsworth, CA

*Clinical Solutions Specialist*

* Administered training and in-services to health care staff on wound vac
* Patient assessment and wound care management
* Continued collaboration with Sales Force team in efforts to increase equipment

trials, placements and sales

* Traveled 90% to client facilities
* Completing daily service documentation and weekly marketing reports
* Clinically assessed referred patients to assure appropriateness for wound care program

***EDUCATION:***

RN (2014) Wisconsin, Illinois

ADN, South Suburban College, South Holland, IL (2001)