**OBJECTIVE**

**UALR RN STUDENT –** *Combining medical technology advancement along with a holistic care plan development to enhance my skills and growth with a healthcare facility’s mission in providing exceptional patient care.*

Dedicated and patient-focused Health Care professional offering over 30 years of comprehensive experience within hospital and clinical settings. Meticulous regard for detail and accuracy with strong follow-through and administrative skills. Make decisions in fast-paced, unpredictable and stressful environments. Interface seamlessly with doctors, specialized support services, and knowledgeable of EMR systems. Resourceful in perceiving and resolving problems. Clear communicator, both written and oral. Projects a polished, positive and professional demeanor.

**EDUCATION**

UALR – Little Rock, AR. May 2020 – May 2021

**Registered Nurse – Associates Degree**

Saint Louis College of Health Careers – Fenton, MO. May 2014 – April 2015

**Practical Nursing – Dean’s List (Absent from Work)**

Lindenwood University – St. Charles, MO. Aug 2009 – Dec 2011

**Bachelor Of Science – Health Care Management**

Eastern College Of Allied Health – Little Rock, AR. Aug 2006 – April 2007

**Certificate – Medical Assistant – Honor Roll**

Delta Career College – Pine Bluff, AR. Aug 1987 – July 1988

**Certificate – Nursing Assistant**

**PROFESSIONAL EXPERIENCE**

***UAMS Orthopedics (SignifyHealth) -contract*** December 2017 - Present

***BS, LPN Clinical Care Coordinator*** Little Rock, AR

Jennifer Keith210-677-2113

***Arkansas Specialty Ortho*** May 2017 – December2017

***LPN, Clinical Assistant*** Little Rock, AR

***Paula Garrett, Manager*** 501-804-2268

***Titan Medical Group (Contract – Travel)*** Feb 2017 – May 2017

***Charge Nurse, LPN (LTC)*** Lincoln, Nebraska

***Sumner Place Skill Nursing*** (712) 898-9172

***Abby Lehr, Administrator***

***RTG Medical (Contract – Travel)*** Sept 2016 – December 2016 ***Charge Nurse, LPN (LTC)*** Sioux Falls, South Dakota **Good Samaritan Village** 866-784-2329

***OCIE Medical Health Care (Agency)*** March 2016 – Sept. 2017

***LPN (South County Habilitation Center)*** St. Louis, MO

* Perform hands on daily skilled nursing care, notes and documentation on each individual patient.
* G/J-tube treatment/care provided.
* Physical assessment performed as needed as instructed by physician.
* Treatment and care of Stage I – IV wounds as ordered by physician.
* Medications administered as order by physician.
* Management of medical supplies and Rx order as needed.

***Nurse Supervisor (LPN)*** Jan 2016 to March 2016

***NHC Town and Country*** Town and Country, MO

* Working with the interdisciplinary care team, to assure accurate patient assessment and development/revisions of individualized plans of care.
* Make rounds, with specific attention to high acuity patients
* Assist physicians during rounds and processing of physician orders as required.
* Assures the personal dignity and physical safety of each patient. Assist patients to attain the highest level of self-care possible.
* Perform weekly skin assessments, incident reports, nursing summaries, records of patient weights, alert charting, daily skilled nursing notes and other documentation as assigned.
* Attend in-service education programs as assigned, to learn new procedures, develop skills.
* Lead by example and performs hands on care, answers call lights and assist C.N.A’s in their duties when needed.

***Medical Office Manager*** May 2015 to January 2016

***Health and Dental Care for Kids*** St. Louis, MO

* Oversees patient flow and the daily operations of the medical office
* Establishes staff schedules, allocation of staff, and assures effective patient care
* Trains and rotates office staff through various office duties to ensure cross-coverage in all job areas
* Oversees daily deposits and ensures batch reports/encounters are sent to the Finance Department accurately, and timely (Bank deposits)
* Monitor ADP on a daily basis, adding any edits, and limiting overtime.
* Oversees inventory and ordering of office and medical supplies.
* Works with Finance to approve pending invoices in a timely manner.
* Verifies all timesheets for employees by Friday before payroll week.
* Run daily patient counts to monitor productivity in NextGen PM system
* Monitors accuracy for procedure code/diagnosis entries in NextGen EHR system

***HR Manager/Office Manager*** July 2013 to March 2014

***AIM Laboratories*** St. Louis, MO

* Management of administrative and clinical staff schedule of 18 employees
* Implementing and revision of policies and procedures
* Implementing Standard Operating Procedures for clinical staff
* Enforce compliance with OSHA regulations
* Training and Continuing Education implemented
* Troubleshooting LabNexus and LabDaq issues

***Office Coordinator*** June 2012 to July 2013

***St. Anthony’s Primary Care Consultants*** St. Louis, MO

* Responsible for invoices and expense reports
* Assist in Managing the primary care’s office budget
* Manage eCW EMR system to reduce documentation errors and increase efficiency
* Facilitate rights as a Super User determining if certain administrative functions can or should be performed
* Assist with drafting and delivering competency tests
* Manage office schedule of sixteen personnel members
* Handle oversight of rejected claims and resubmission with correct documentation
* Manage collections and Bad debt accounts
* Reviewed and Reported Monthly Financials to Office Manager
* Monitored Monthly Budget for Medical, Office, and Pharmacy supplies

***Medical Assistant/Phlebotomist*** August 2008 to June 2012

***St. Anthony's Medical Center*** St. Louis, MO

* Implementing policies and procedures, and service standards
* Single-handedly developed a lab manual executed to help staff training and consistency within the lab area, motivating and mentoring to level of service excellence.
* Implemented Key Performance Indicators and coaching to achieve targets.
* Dramatically increased customer loyalty, with feedback received indicating helpful, polite staff being the major reason.
* Proficiency and accountability for processing specimens correctly. Client feedback further motivated staff and produced happy relaxed work environment.
* Maintain constant communication with office manager to report progress, identify issues, and allocate resources.
* Discuss with Analyst through eCW EMR corrective action for improperly named labs and assisting with clean-up to correct errors.

***Phlebotomist*** June 2006 to August 2008

***Arkansas Surgical Hospital*** North Little Rock, AR

* Demonstrated ability to meet the needs of patients, dependable, hardworking, reliable, and punctual.
* Requisition management, reference laboratory coordination. Detailed oriented and well prepared and organize for any task.
* Dramatically increased customer loyalty, with feedback received indicating helpful, polite staff being the major reason.
* Recognized for long hours, commitment to customers, attention to detail, professionalism, and follow-up.
* Clear, concise communication skills in conjunction with organizational skills to perform daily duties.
* Assisted students by providing individualized instruction based on observation.
* Demonstrated proficiency and accuracy in phlebotomy

**CLINICAL ROTATION**

SVI – Mental Health AHH – ED, OR, PCCU, Day Patient

BMC – L&D, OR Delivery, Postpartum Care

**SKILLS**

Intake Assessment G-Tubes

Advocacy and referral services Outreach Coordination

Supra-pubic catheters Nebulizer Treatments

Therapeutic Injections Immunizations

Phlebotomy Wound Care

Catheter Care EKG

Vital Signs Infection Control

Allergen injections Telephone triage