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| Dionna Colvin2676 Bailey Creek Road, Corning, NY 14830 · 607-738-0793dionna@stny.rr.com |
| To utilize my skills as a director of care management. I am proficient in identifying areas of concern, planning, developing and implementing strategies. These strategies are aimed to meet the holistic needs of our patients to ensure positive patient centered outcomes.  |

# Experience

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| October 2016 – Current Employer Care Manager, iCircleConducts assessments to identify the needs of our patients to ensure the outcome is patient centered. Collaborates with the healthcare team and patient to determine a plan to meet the patient’s needs, medically necessity, appropriate level of care and reflects financial responsibility. Implements strategies which are patient centers. Determine if patient outcomes meets the needs of the patient. Proficient in utilization management, patient reviews and discharge planning. Works closely with the Medicare and Medicaid population. |
| August 2013 – October 2016Assistant Director of nursing, Corning Hospital / Guthrie Supervised nursing and support personnel. Responsible for adequate staffing. Worked with the DON to identify and resolve department deficiencies. Development of correction plans. Identified and audited quality issues. Conducted patient and staff rounds, coordinating nursing services, staff performances, reviews and ensured quality standards are maintained.  |
| May 2011 – October 2016Registered Nurse, SOUTHPORT Correctional Facility Examined, diagnosed and treated incarcerated patients. Responds to emergencies, medication management, therapeutic communication and caring for behavioral and psychiatric issues. Actively participated in the accreditation renew process for the medical department, worked in the pharmacy, rounded with the doctors, social workers and counselors to maintain quality and continuity of care.October 2010 – TO May 2011Emergency Room Nurse, Robert Packer Hospital / GuthrieAble to care for critically ill patients, critical thinking skills, able to detect changes of symptom, health and pain. Sympathetic to patient needs. High attention to detail, excellent organizational skills, calm under pressure and great communication skills. Supervised, mentored and trained new employees. Member of the nurse practice committee and wound committee.August 2006 – TO October 2010Registered Nurse, ARNOT Ogden Medical CenterPerformed patient care on Med Surg, cardiac step down unit, emergency room, long term care and orthopedics as a float nurse. Delegated and supervised care partners. Contacted the on call doctors to report changes in patient statuses. Proficient in medication management, documentation and assessment skills. Collaborated with the members of the healthcare team and participated in discharge planning during rounds with social work. Demonstrated flexibility, resilience and the ability to work under pressure.  |
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# Education

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| March 2014MSN / MHA, University of PhoenixGPA 3.9 achieved a duel degree in nursing and healthcare administration. Coursework: created an algorithm of the emergency room based on the community needs assessment to improve patient flow. Excelled in ethical and financial management classes.  |
| June 2013BNS, University of Phoenix GPA 3.5. Course work included a community and family assessment along with the standard nursing curriculum.  |

# Skills

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| * Excellent listening, verbal and writing skills.
* Willingness to establish a healthy working relationship with staff and patients.
 | * Patient and family advocate
* Able to manage conflict
* Able to motivate staff, prioritize and improve efficiency.
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