

Felicia Hayes

Chicago, IL

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- 20+ years of experience in direct skilled nursing care (adult/pediatric), case management, acute care, post-acute, hospital (telemetry/ medical surgical), geriatric care, long-term, and home health.
- Supervising, demonstrating, instructing, and teaching on disease management, medication management, and infection control.
- Train and professionally developed nurses (RN/LPN), certified nurse aides (CNAs), home health Aides (HHAs) and homemaker service worker (HSW) on proper adult/pediatric patient care, critical thinking skills, documentation, and customer service skills.
- Great interpersonal communication skills to properly guide and encourage

Work Experience

(Contract Assignment) Cardiac Telemetry/ Medical Surgical Nurse

Green Staff Medical

August 2019 to Present

- Provide optimal bedside patient care
- Admitted patients on cardiac telemetry unit
- CVT step down unit
- Post Heart, lung, and kidney transplant surgery unit
- Worked in a COVID environment
- Maintained Isolations (COVID/MRSE/VRE/ESBL, etc.) per CDC guidelines
- Worked with patients receiving different oxygen delivery system such as High flow, Bipap, CPAP, breathers, and nasal cannula
- Administered scheduled medications and therapies via orally, Nasogastric, intravenously drip/push, rectally, inhalation, subcutaneously and via intramuscular injections
- Inserted Nasogastric tubes, foley catheter tubes, provided wound care, ostomy care, managed chest tubes and drains
- Administered and closely monitored patients receiving IV drips such as Amiodarone, Dobutamine, Diltiazem, Nitroglycerin, Metoprolol, Labetalol, Lasix, Heparin, Insulin, TPN, K+, Mag riders, etc.
- Administered blood and plasma
- Initiated and monitored patients on facility DKA protocol
- Treated patients using pharmacological and non-pharmacological treatment modalities to address multiple comorbidities and injuries
- Ordered labs and diagnostic test which provides important patient health information needed to properly treat and manage patient care
- Communicated labs, diagnostic tests, and change of condition to physicians.
- Initiated patient education plan upon admission to prepare for discharge
- Discharged patients' home, other hospitals, LTAC, SNF, Psych facility or rehabilitation center following orders in coordination

(PRN) Visiting Case Manager

Physicians Preferred Home Care - Chicago, IL

September 2018 to Present

- Test COVID homebound patient in their homes and dropped off to local hospital for results
- Open/follow up homebound adult/pediatric complex patients in their homes
- Administer COVID and Influenza vaccination to homebound adult/pediatric patients
- In-serviced nursing and therapy staff on COVID testing
- In-serviced staff on proper donning and doffing of Proper Protective Equipment (PPE)
- Provided skilled nursing services such as obtaining physicians orders, providing skilled care to all patients including COVID + patients, coumadin management, IV insertion, IV administration, infusions, IVABT, TPN administration, wound care, wound vac application, oxygen therapy, acute/chronic disease management, diet teachings, medication instruction/management, lab draws, lab result reporting, nebulizer treatments,
- Foley catheter insertion, Foley care/maintenance, trach care/maintenance, vent care maintenance, g-tube feedings, g-tube/peg-tube care/maintenance, energy conservation techniques, proper body mechanics, fall prevention, and infection control
- Review MD orders and post hospitalization paperwork for continuity of care and for clinical guidance for coding, care planning and case coordination which ensures PDGM guidelines are being followed
- Provide a thorough admission assessment on the patient, the home environment, and caregivers to provide adequate instruction and appropriate care
- Educate patients and caregivers on proper skills and techniques with return demonstration
- Follow CMS guidelines
- Follow IDPH guidelines
- Follow face to face guidelines
- Follow PDGM guidelines
- Create individualized Care Plans/485 for skilled nursing, CNAs/HHAs and HSW specific care procedures to be performed
- Create telephone orders
- Contact physician/facility about the need for a continuation of skilled services, pending discharges, changes in patient status/changes to the plan of care
- Provide skilled nursing care documentation related to patient services relevant to the plan of care
- Properly complete OASIS Start of Care, OASIS Recertification, OASIS Resumption of Care, and OASIS Discharge and submit within 24 hours
- Case coordinated with other clinical disciplines (PT,OT, SLP,MSW) for patients to receive appropriate therapy services or community resources as need.
- Evaluate and submit patient's need for meals on wheels, homemaker services, DME supplies and/or assistive devices

Director of Nursing

Manor Care Health Services - Oak Lawn, IL

September 2019 to August 2021

- Lead the entire nursing department in providing professional customer care
- Assumed leadership in the absence of the Administrator
- Lead infection control program through daily reviewal of 24-hour reports, vital sign summary reports, implemented daily infection control rounds on all units through observations, implemented respiratory surveillance screens every shift, and recording staff temperatures on all shifts with interventions to reduce and or prevent the spread of COVID-19

- Lead the COVID vaccination clinic held in facility for patients and staff members
- Documented all COVID vaccinated patients and staff
- Tracked all unvaccinated patients and staff
- Lead program on COVID testing all unvaccinated staff twice weekly and vaccinated staff once a week.
- Reported all COVID positive cases to Chicago IDPH REDCAP portal
- Audited and reviewed the infection control practices of clinical staff through observations and chart audit reviewing completed respiratory assessment from each shift for continuity of performance improvement opportunities
- Monitored infection control program by auditing data recorded in TSI
- Provided clinical operational and local/state guidance
- Lead nursing staff in patient satisfaction to 95% in the last quarter
- Improved our marketing reviews by improving our customer service
- Made daily rounds throughout facility to encourage and maintain open communication among patients and staff
- Created a positive atmosphere which is conducive for professional behavior
- Reviewed all new admissions with Admissions coordinator and central supply personnel for proper room placement and needed equipment.
- Updated monthly Clinical Skills Inventory checklist for Central Intake regarding appropriate patient admissions
- Reviewed and signed off on monthly pharmacy financial statement
- Monitored daily rehospitalization data for trends and ensured completion of SBARS on each patient to help reduce all the unnecessary hospitalizations
- Reviewed fall/incident management data daily trends and for interventions and care plans to reduce fall risk
- Head monthly quality assurance performance improvement (QAPI) committee meeting
- Completed and sent initial and 5 day follow up reportables to IDPH
- PDPM committee member
- Entered monthly data from wound care coordinator into QAPI Reports to track wounds, which helps to reduce CAPU incidents and improve wound care outcomes
- Reviewed completed weekly Abaquis patient satisfaction surveys
- Completed performance evaluations
- Hired all nursing (RN/LPN) and CNA staff in collaboration with HR Director
- Lead 95% nursing staff trainings and in-services
- Randomly audited and observed nurse's medication pass
- Randomly audited medication rooms
- Checked crash carts daily for lock and signature
- Head the entire nursing professional development team
- Lead new hire monthly orientation for CNA's, LPN's and RN's regarding team-work and professional behavior expectations
- Created and lead the Temporary Nursing Assistance (TNA) training program which included 8 theory hours and 40 direct patient care service hours during the initial COVID-19 pandemic lock down to fulfil the CNA shortage per Governor J.B. Pritzker mandate from April-September 2020
- Ensured daily orders and labs were being carried out by running daily reports and reviewing specific patient charts for documentation or follow up
- Ensured psychotropics has appropriate diagnosis upon admission, with dosage increases and upon quarterly monitoring by running psychotropic reports, and random chart audits for completion of AIMS forms and consents forms

- Reviewed and approved daily staffing matrix created by scheduler for PPD accuracy and proper staffing
- Conducted daily medication reviews for active and accurate orders
- Ensured acute care transfers audits were up to date by ADON and Unit managers by reviewing the daily 24-hour summary reports and the daily 24-hour order listing reports
- Ensured admissions audits were up to date by ADON and Unit managers by reviewing the daily 24-hour summary reports and the daily 24-hour order listing reports
- Ensured discharge audits were up to date by ADON, and Unit managers by reviewing the daily 24-hour summary reports and the daily 24-hour order listing reports
- Ensured the completion of My Transition Home booklet discharge summary was completed by running a daily discharge report.
- Created and updated PIPs
- Approved orders from Central Supply Coordinator

(PRN)Tele/Medical Surgical Nurse (RN)

Metro South Hospital - Blue Island, IL

May 2015 to August 2018

- Provided optimal bedside patient care
- Admitted patients on telemetry /medical surgical unit
- Administered scheduled medications and therapies orally, nasogastric, intravenously drip/push, rectally, subcutaneously and via intramuscular injections
- Inserted Nasogastric tubes, foley catheter tubes, provided wound care, ostomy care, managed chest tubes and drains
- Administered and constantly assessed patients receiving IV drips such as Amiodarone, Dobutamine, Diltiazem, Nitroglycerin, Labetalol, Heparin, Insulin, TPN, K+, Mag riders and etc.
- Administered blood and plasma
- Initiated and monitored patients on facility DKA protocol
- Treated patients using pharmacological and non-pharmacological treatment modalities to address multiple comorbidities and injuries
- Ordered labs and diagnostic test to provide physician with important patient health information used to manage care
- Communicated labs, diagnostic tests, and changes of condition to physicians.
- Initiated patient education plan upon admission to prepare for discharge
- Discharged patients' home, other hospitals, LTAC, SNF, Psych facility or rehabilitation center following orders in coordination with CM and social worker

Director of Clinical Services

Physicians Preferred Home Care, Inc. - Chicago, IL

January 2011 to August 2018

- Lead the passing of CMS initial pre-claim process at a 98% which gave the agency an option to choose random ADR's of 5% patient population
- Charged the entire clinical direction of the agency by ensuring compliancy according to all IL federal/state guidelines, regulations and insurance requirements
- Headed and collaborated with Executive Administrator on clinical budget development, reviewed productivity spreadsheets and financial reports making clinical recommendation as needed
- Lead agencies IDPH Survey's for home health care service, home service worker, and home nursing services

- Completed IDPH Plan of corrections for home health care service, home service worker, and home nursing services
- Assumed leadership in the absence of the Administrator
- Recommended to Administrator the equipment and supply needs of the nursing service department
- Negotiated with insurance companies on payment contracts in collaboration with agency Administrator and President of Business Development
- Updated/created agencies clinical and home service worker policies and procedures as needed per EBP to help patients achieve individual realistic goals and improve patient outcomes which was approved by the Governing Body members
- Updated/created office/clinical workflow processes to render a positive impact on agency efficiency, and productivity
- In-serviced staff on providing professional, culturally sensitive customer services skills
- In-serviced and trained staff that discharge begins upon admission
- In-serviced, trained, and demonstrated on proper patient and environmental assessment skills and interview questions to provide upon admission to render better discharge outcomes
- Reviewed patients charts with QA/utilization team to help improve patient care, ensure safety, prevent readmissions, reduce waste and over utilization of services
- Educated hospital, SNF, and doctor's office staff on proper medically necessary documentation and orders required on discharge summaries, therapy notes, physician orders and MD encounter visits notes to meet the face to face guidelines.
- Monitored and tracked agencies data trends, star ratings, results, clinical productivity and cost effectiveness process metrics
- Performed quarterly and annual agency clinical evaluations
- Conducted initial 90 day and annual performance evaluations on office/field clinicians
- Ran and reviewed OASIS scrubbers to evaluate assessment consistencies on clinician's documentation
- Conducted random documentation audits for quality improvements, clinician praise or for professional development instructions
- Trained staff on collecting the proper patient documents to upload and submit for ADR's and CMS pre-claim process
- Reviewed and approved all ADR's before submission to CMS
- Reviewed complaints and grievances submitted the written report to the Administrator detailing what actions were taken to resolve complaints or grievances
- Participated in the recruitment, selection, and conducted performance evaluations on case managers

Quality Assurance Case Manager/Field Nurse Supervisor

Atlas Healthcare Management - Chicago, IL

October 2005 to January 2011

- Provided skilled nursing care along with exceptional consumer service to complex patients
- Admitted patients into home care and initiated care plan
- Educated patients and caregivers on proper skills and techniques with return demonstration
- Provided skilled nursing services such as obtaining physicians orders, blood draws, IV insertion, IV administration, infusions, IVABT, TPN administration, wound care, wound vac application, oxygen therapy, acute/chronic disease management, diet teachings, medication instruction/management, lab draws, lab result reporting, nebulizer treatments, Foley catheter insertion, Foley care/maintenance, trach care/maintenance, g-tube feedings, g-tube/peg-tube care/maintenance, energy conservation techniques, proper body mechanics, fall prevention, and infection control
- Contacted physician/facility about the continuation of skilled services, discharges, changes in patient status/changes to the plan of care

- Provided skilled nursing care documentation related to patient services provided according to plan of care
- Provided complete head to toe subjective and objective patient assessment.
- Properly completed OASIS Start of Care, Recertification, Resumption of Care, and Discharge forms
- Case coordinated with other clinical disciplines about patient expected goals.
- Supervised LPN's every 4- 6 visits and HHA every 2 weeks
- Evaluated patient's need for HHA, homemaker services, DME supplies and/or assistive devices
- Obtained orders for patients to receive appropriate therapy services as needed

Cardiac Telemetry Nurse

Advocate Christ Hospital - Oak Lawn, IL
May 2005 to October 2009

- Provided bedside patient care
- Admitted patients on cardiac unit
- Performed head to toe assessments
- Administered medications and documented patient conditions and results
- Treated patients using pharmacological and non-pharmacological treatment modalities to address various disorders, disease, and injuries
- Assessed, monitored, administered, and managed treatment care interventions, including oxygenation, IV administration, trach care, wound care, ostomy care, chest tubes, and foley catheter insertion
- Monitored and adjusted specialized equipment used on patients and interpreted/recorded electronic displays
- Performed blood and blood product transfusion and intravenous infusion to address patient symptoms or underlying causes
- Administered scheduled medications and therapies intravenously, inhalants, rectally, orally, subcutaneously, topically and intramuscular injections.
- Initiated patient education plan prior to discharge
- Discharged patients' home , other hospitals, or to rehabilitation center
- Communicated with primary care physicians and consult physicians to relay labs, diagnostic tests, changes of condition and patient needs.

Education

Master of Science in Nursing

Chamberlain University
Present

CNA instructor course in BNATP Instructor & Evaluator

Illinois Valley Community College - Illinois
June 2021

Bachelor of Science in Nursing

Saint Xavier University
May 2019

Associate Degree in Nursing

Olive Harvey College

May 2005

Skills

- Extensive knowledge on home health, skilled nursing facility (SNF), and hospital EMR software systems such as Axxess, Point Click Care, ERMA, Cerner, Epic, Netscape, and Allscripts.
- employees
- colleagues
- patients
- families
- caregivers.
- Proficient in Microsoft Office
- Excel
- Word
- Power Point
- Google Duo
- Facetime
- Zoom

Certifications and Licenses

PALS Certification

BLS Certification

LPN

RN

ACLS Certification

Assessments

Work motivation — Expert

July 2021

Level of motivation and discipline applied toward work

Full results: [Expert](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.