**WENDY OPSAHL**

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**PROFESSIONAL SUMMARY**

I have been in the health care industry and have worked in Long Term Care since 1995. I am an experienced Director of Clinical Services with strong clinical and people skills. I am a professionally trained Registered Nurse with years of experience ensuring high standards of culturally competent care for a wide variety of patients with diverse needs. I possess excellent leadership skills with the ability to prioritize efficiently and manage time effectively. I have been entrusted with the responsibility of caring for residents, families, co-workers, visitors, and all others; as well as demonstrating in all interactions, Compassion, Honesty, Integrity, Respect, and Passion. As a Director of Clinical Services it has been my responsibility to plan, organize, develop, and direct the overall operation of the Nursing Service Department in accordance with current federal, state, and local standards, guidelines, and regulations that govern our facility, to ensure that the highest degree of quality care is maintained at all times. My team and I consistently provide innovative, responsible healthcare with the creation and implementation of new ideas and concepts that continually improve systems and processes to achieve superior results.

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**SKILLS**

* Strong Clinical judgment
* Successfully directs staff meetings
* High level of autonomy
* Patient/family focused
* Patient evaluation/intervention
* Problem resolution capability
* Staff Development
* Survey preparation
* Quality assurance
* Risk Management

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**WORK HISTORY**

10/2018 to Current

**Director of Healthcare Services**

**Oak Park Place**-Green Bay, Wisconsin

* Responsible for planning, organizing, developing, and directing the overall operation of the Nursing Service Department in accordance with current federal, state and local standards, guidelines and regulations that govern the facility to ensure the highest degree of care is maintained.
* Ensure all nursing personnel comply with the written policies and procedures established by the facility.
* Implement and maintain established nursing objectives and standards.
* Assure proper administration of medication is being performed through training and auditing processes.
* Participates in the development of policies and procedures that support Nursing objectives.
* Routinely schedule and conduct meetings with nursing personnel to communicate and operationalize objectives, standards, policies, and procedures.
* Directly supervise Licensed practical nurses and effectively delegate authority for the management of the nursing units.
* Implement, Develop, and review resident care plans for appropriate goals, problems, approaches, and revisions to ensure appropriate care is being provided according to the care plan.
* Conduct care conferences with resident and families to review current plan of care and discuss any changes.
* Manage facility surveys conducted by authorized government agencies.
* Assure physician visits are completed and documented per state regulations.
* Conduct preadmission assessments/screening.
* Coordinate the admission process with residents, families, other facilities, and physicians.
* Responsible for admission data collection and entry of requiring documents and orders.
* Management of pharmacy communications, order entry and delivery of pharmaceuticals.
* Conduct employee interviews, performance evaluations, determining staffing requirements and delivery of disciplinary procedures when needed.

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11/2012 to 10/2018

 **Director of Clinical Services**

***Parkview Manor Health and rehabilitation Center***– Green Bay, Wisconsin

* Responsible for planning, organizing, and directing the functions for the nursing department.
* Assuming the primary role in ensuring the delivery of high quality, efficient nursing care.
* Supervises Nurse Practitioner, Assistant Director of Clinical Services, Clinical Nurses, and Nurse Techs.
* Set and monitor achievement of goals and objectives for the nursing department consistent with established philosophy and standards of practice.
* Recruit and hire a sufficient number of qualified nursing staff to deliver efficient resident care in accordance with the established staffing plan.
* Establish, implement, and continually update competency/skills checklists for nursing staff.
* Prepare and ensure adherence to an annual operating budget for the nursing department.
* Maintain and guide the implementation of current policies and procedures, which reflect adherence to facility and external regulatory guidelines.
* Ensure compliance with resident rights policies and work to resolve resident grievances.
* Establish and monitor compliance with an effective medical record documentation system.
* Establish and maintain productive lines of communication with residents and families, internal staff and external community.
* Prepare and submit reports on nursing department operations, as required.
* Actively participate in the quality improvement process for the facility.
* Participate in and/or provide in-service education sessions.
* Attend and participate in department/facility meeting, as required.
* Schedule, direct and document regular meetings with nursing staff to ensure effective communication.
* Demonstrate a passion for caring as evidenced by interactions with co-workers, residents, families and visitors.
* Participate in facility program development activities.
* Access continuing education opportunities appropriate to discipline and responsibilities.
* Assist surveyors and inspectors to facilitate regulatory compliance.
* Direct Nursing and Care Plan Team.
* Possess basic Knowledge of the MDS 3.0 process.
* Management of Pharmacy costs and Formulary drug process.
* Developing and implementing a plan of correction.

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05/2009 to 11/2012

**RN Nurse Manager**

***Parkview Manor Health and Rehabilitation Center***- Green Bay, Wisconsin, United States

* Responsible for providing direct resident care in accordance with established plans.
* Supervises Clinical Nurses and Nurse Techs.
* Act in the capacity as a Team Leader in a modified primary care setting.
* Provide regular resident status updates to appropriate personnel.
* Supervises Nurse Techs/Clinical Nurse and participate in their evaluations.
* Conduct and document a complete data collection of each resident’s medical status upon admission and throughout the resident’s course of treatment.
* Assist in the development and implementation of an individualized treatment plan for each assigned resident.
* Maintain ongoing communications with physicians concerning resident care.
* Complete required documentation in an accurate and timely manner.
* Assist in recruiting and hiring nursing staff.
* Provide supervision/counseling as needed to unit nursing staff.
* Facilitate problem solving and open communications with the unit nursing staff.
* Assist with completion of annual performance appraisals for all unit nursing personnel, including competency checklists.
* Assist nursing personnel to act in compliance with facility policies and procedures and regulatory requirements.
* Monitor compliance with resident record documentation requirements, as directed.
* Act as a resource person for nursing personnel and other staff.
* Coordinate staffing schedules to ensure adequate coverage.
* Ensure effective interactions with patients and families.
* Ensure compliance with resident rights policies and work with families and other staff, as needed, to resolve grievances.
* Actively participate in the quality improvement process for the facility.
* Schedule, conduct, and document regular meetings with direct reports staff to ensure effective communication.23.Attend and participate in care team conferences and/or other meetings with other departments to ensure satisfactory resident care.
* Access continuing education opportunities appropriate to discipline and responsibilities in order to maintain clinical competency.
* Adhere to facility policies and procedures and participates in facility quality improvement and safety programs.
* Participate in and/or provide in-service education sessions.
* Perform routine nursing services for residents as directed.
* Act in compliance with regulatory and professional standards and guidelines.

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**EDUCATION**

2007 **Associate of Science-Nursing**

 ***Northeast Wisconsin Technical College***-*Green bay, Wisconsin*

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 **AFFILIATIONS**

 NADONA LTC Member

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**CERTIFICATIONS**

* Registered Nurse-Multi State, 163461-031, 2008
* American Health Association BLS for Healthcare providers, CPR and AED Certification, March 2018