

Mindy Donaldson, BSN, RN

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Summary: Driven and compassionate Registered Nurse experienced in providing care remotely, at bedside, Hospice, Triage, Rehabilitation, Long-Term Care and Acute Care settings. Demonstrated clinical expertise, leadership skills and multidisciplinary collaboration. Proficient at assimilating data from electronic medical records quickly to determine level of care needed in urgent situations. Tech savvy with a fully remote office space that is HIPPA compliant. Seeking to merge my clinical experience with my case management skills to fulfill a position within the remote nursing field.

Skills

- Long Term Care/Geriatrics
- Utilization Review
- Hospice/End of Life Care
- Telephone Triage
- Discharge Planning
- Clinical Chart Review
- Preventative Health
- Patient Advocacy
- Rehabilitation
- HEDIS/Data Abstraction
- Medication Reconciliation
- Remote Patient Monitoring
- Motivational Interviewing
- Clear Communication
- Medicare-Medicaid
- Staff Management
- HIPAA/Confidentiality
- EMR/EHR/OASIS
- Compassionate Care
- Chronic Care Management

Professional Experience

RN Chronic Care Manager

Health XL

May 2021- Present

- Coordinating medical treatment, including administering assessments, developing care plans, monitoring medication compliance.
- Relationship building with patients.
- Serving as advocates for and champions of the patients health.
- Connecting patients with social and community support systems for continuation of care.

Hospice RN Triage Nurse

September 2020 to April 2021

Hospice on Call, LLC – Remote

- Remotely collect information from patient or caregiver about patient symptoms while simultaneously accessing the medical record to determine scope of medical complaints.
- Render telephone advice according to established guidelines and protocols for care.
- Educate patients regarding their emergent needs and ongoing health management.
- Serve as a patient advocate for obtaining, relaying, and interpreting the provider's instructions.
- Telephone triage with patients, facilities, physician offices, pharmacies, and hospitals to prioritize care and effectively handle urgent issues.

Assistant Director of Nursing

February 2018 to September 2020

American Senior Communities – Mooresville, IN

- Directed day-to-day administrative and operational functions for families and staff, providing guidance and compassion.
- Worked in collaboration with the Nursing Director regarding budget review, personnel management, monitoring of productivity, and staff training and development.
- Provided level of care (NFLOC) and OASIS assessments based on state and Medicare criteria.
- Managed the chronic care of patients under the direction of the facility Medical Director.
- Compiled weekly utilization reports, incident reports, and implemented fall prevention programs.

HEDIS Nurse (Seasonal Position)

January 2018 to April 2018

Repucare – Indianapolis, IN

- Conducted a detailed review of medical records according to NCQA HEDIS technical specifications and company guidelines.
- Maintained company accuracy thresholds while adhering to time management.
- Managed high volume of telephonic interactions with provider offices.
- Complied with HIPAA laws and regulations.
- Utilized clinical expertise and knowledge of HEDIS performance measures to apply structured auditing of medical records.

RN Staff Nurse -Charge Nurse

May 2016 to February 2018

Aspen Trace Senior Living – Greenwood, IN

- Assisted in the education of preventative health options to adults with chronic and acute healthcare conditions.
- Identified and closed gaps in care with the collaboration of the supervising physician.
- Reviewed medical records, performed comprehensive patient physical and mental health assessments, and formulated patient specific plans of care.
- Used motivational interviewing techniques to encourage patients to set attainable short- and long-term health care goals.

Education and Training

Medicare Chronic Care Management - Medicare CMS - software approved
Remote Learning Services, LLC - **Medicare Care Management, Remote Patient Monitoring** - 2021
Certificate of Completion, **HEDIS 101/Data Abstraction** 2021

Bachelor of Science Degree in Nursing

Harrison College, Indianapolis, IN - 2018

Associate of Science Degree in Nursing

MedTech College, Greenwood, IN - 2016

License

Registered Nurse, IN (Compact) – CURRENT

Registered Nurse, CA- CURRENT

