

JAMES B. THAO, BSN, RN

1139 Morgan Taylor Court, Menasha, WI 54952 / (920) 284-8040 / jamesblong.thao@gmail.com

PROFESSIONAL EXPERIENCE:

WISCONSIN DEPARTMENT OF HEALTH SERVICES – MADISON, WI

08/2011 – Present

Home Support Provider

- Serve as a Hmong-English interpreter liaison between the client, nurses and physicians
- Work with an elderly obtain vital signs, blood sugars and blood pressure daily
- Assist client with medication administration, monitor for adverse effects affecting activities
- Teach and assist the client to have maximum functional daily activities including coping stress, depression, and involve in social support group and documentation
- Establish rapport with team members, family and consultant

MEADOWBROOK – APPLETON, WI

June 2020 – Present

Nurse Supervisor RN

- Assist in the Admission/Discharge process
- Documentation of accident/incident reports and follow up investigation process as needed
- Follow physician orders, document resident information, notifying physician, family as needed as well as reviewing medication orders for completeness of information and accuracy
- Administer medication as ordered by the physician and through-out shift competently with treatments as needed
- Follow care planning process and participate in care conferences
- Maintain good working rapport with all disciplines and ensure all resident needs can be adequately maintained
- Supervise staff on the floor throughout shift to make sure tasks are completed

OUTAGAMIE COUNTY – APPLETON, WI

September 2019 – June - 2020

Wellness Nurse

- Provide patient direct-care through planning, administering, and reviewing villager care via care plans, physician orders, nursing orders and patient's choice
- Assess patient's medical and social needs, organizes notes, gathers documents, and assists MD during acute care rounds as needed
- Report and documents change of condition and follow up on documentation
- Supervise, direct and evaluate the performance of the Nursing Assistants.
- Educate nursing team members and household team members as appropriate, regarding the implementation of policies and procedures.
- Promote empowerment of the team in providing person-directed living by providing leadership and vision to the household and serving as a role model. Participates in team problem solving, monitors team members performance and provides feedback through coaching and counseling.
- Maintain a safe, comfortable and functional environment by assessing the household for potential hazards, and implements practices utilizing appropriate techniques regarding sanitation, infection control, fire safety, disaster preparedness and emergency care, investigates and reports all incidents and accidents, and observes the team for safe work habits.

CLARITY CARE, INC. – OSHKOSH, WI

05/2011 – 09/2014

Direct Support Provider

- Work with psychological disorder diverse clients age 18+ to cope with stress, anxiety, depression and social problems
- Educate and assist the clients to maintain their optimal (activities daily living) ADL and (instrumental activities dialing living) IADL needs
- Provide social and emotional support to improve client's morale

- Assist with care, treat minor cuts, bruises, skin ulcers along with providing personal care and skin integrity assessment
- Medication administration to clients in timely manner and monitored for adverse effects and documentation

INNOVATIVE SERVICES, INC. – APPLETON, WI

06/2013 - 07/2014

Youth Specialist

- Work with psychological disorder clients to maintain safe environment and health promotion
- Deal with aggressive behaviors to maintain calm and compromised solutions
- Recognize the real or possible problems faced by clients and implement support and solution
- Engage with youth by socializing, playing games and re-directing unsafe behaviors
- Assist clients with their homework and academic progression

EDUCATION / CREDENTIALS

Bellin College – Green Bay, WI

05/2018

Bachelor of Science - Nursing

Wisconsin State Board of Nursing, Registered Nurse License 242378

University of Wisconsin-Green Bay – Green Bay, WI

08/2004

Bachelor of Science - Major Economics, Minor- Business Administration

University of Wisconsin-Fox Valley – Appleton, WI

06/2002

Associate Degree of Arts

CERTIFICATIONS / SKILLS

- Bilingual in Hmong
- Certified Nursing Assistant (CNA)
- American Heart Association Basic Life Support (CPR and AED)
- EPIC trained / PCC trained

INSTITUTE FOR HEALTHCARE IMPROVEMENT

- Introduction to Patient Safety
- From Error to Harm
- Testing and Measuring Changes with PDSA Cycles
- Introduction to Health Care Leadership
- Introduction to the Triple Aim for Populations
- Improving Health Equity

LEADERSHIP/COMMUNITY SERVICES

- Board Member, Hmong American Partnership – Appleton, WI 12/2020 - Present
- President, Thao Youth Annual Picnic – Appleton, WI 06/2013 - 1/2019
- Volunteer, Thao Hmong New Year – Appleton, WI 12/2007 - Present
- Chairman, Thao New Year – Appleton, WI 01/2019 - Present

REFERENCES

Available Upon Request