

Susan Rolseth

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REGISTERED NURSE

Experienced critical care nurse seeking temporary RN critical care position to help meet the staffing needs of hospitals within my community suffering from staffing shortages related to the pandemic and high census/acuity fluctuations.

Qualifications

- Ability to build collaborative relationships with physicians, nurses, nursing support staff, patients, and patient family members to provide effective, compassionate, safe patient care.
- Demonstrated ability to independently problem solve, prioritize tasks as new ones arise, interact with a diverse client population, and communicate effectively with colleagues at varying levels of authority and background.
- Completion of an accelerated nursing program offered through Lewis University with core focus on evidence-based and holistic patient centered care. RN licensure obtained within the state of Illinois.
- Clinical and professional experience demonstrates ability to communicate information while compliant with HIPAA compliance guidelines.

Education

LEWIS UNIVERSITY, Romeoville, IL 60446

Graduated May 2017 from the BAC/BSN accelerated nursing program.

ELMHURST COLLEGE, Elmhurst, IL 60126

Graduated Summa Cum Laude with the class of 2009. Received a Bachelor's Degree in Psychology. Vice President of the Psychology Honors Society: Psi Chi

WEST CHICAGO COMMUNITY HIGH SCHOOL, West Chicago, IL 60185

Graduated with class of 2005

Professional Work Experience

Elmhurst Memorial Hospital

Registered Nurse, 8/2017-Present

- Provide high-quality, patient-centered care to the adult population in a combined adult critical care and progressive care unit with special focus on patient advocacy and following standards of care.
- Perform detailed patient assessments and communicate current status and changes to both the patient's care team and to the patient's support system in order to make collaborative decisions that meet care objectives pertinent to the patient's care goals.
- Additional job duties include Team Leader role as assigned per unit needs and functioning as a crisis/relief nurse for the unit. Both roles involve high level ability to prioritize, time management, and having knowledge of the current status of the patients on the unit to be able to support the Critical Care team in stabilizing the most critical patients.

Elmhurst Memorial Healthcare Primary Physician's Division

Patient Access Associate, 5/2015-8/2017

- High-volume call center for Elmhurst Memorial's physician's offices. Responsibilities include answering patient questions, scheduling visits, transcribing patient messages per protocol, triaging calls to our physician and nursing staff.
- Patient advocacy is possible due to knowledge of medical terminology, background knowledge of medications, recognizing priority medical complaints, and experience with insurance programs.

Kelly Services/Blue Cross Blue Shield of Illinois

Administrative Assistant/Health Coordinator (Contract), 1/2015-4/2015

- Performed outreach to members of the BCBS government programs (MMAI/ICP/FHP) that have been deemed “unable to reach”.
- Responsibilities included working knowledge of medical terminology, HIPAA compliance, community outreach, and remaining sensitive to the diverse cultural populations within the community.

Symbria, Inc. (Formerly known as Health Resources Alliance)

National provider of rehabilitative services to the geriatrics community
Benefits Coordinator, 2/2012-1/2015

- Strong knowledge of company policies and the diverse benefits package offered to employees to ensure that leaves/workers compensation/benefits/401(k) were administered in an accurate, fair, and consistent manner.
- In-depth knowledge and detail orientation managing various web-based HRIS and benefits administration systems.
- Possessed customer service attitude and strong knowledge of the various vendor programs and third party administration programs used for benefits, workers compensation, leave of absences, and COBRA.

Brighton Best International

Large, international company that serves as a master distributor of fasteners
Administrative Assistant/Operations Associate, 06/2010-2/2012

- Served as point of contact for employees, customers, and staff from other facilities. Handled all requests for credits, return authorizations, and employee forms for the Chicago regional branch.
- Responsibilities included: maintaining strong customer service by ensuring the returns process was handled efficiently, enforcing policies and procedures set forth by the corporate office, and tracking customer payables that passed through the facility.
- Strong team player with a versatile skill set. Was responsible for Branch Manager-level tasks, assisted sales department with quoting and expediting, and helped human resources edit national emails and collect employee information.

Skills

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| • Patient Assessment | • Charting in Epic, Meditech, and various EMR Systems | • Critical Care Team Leader |
| • AHA BLS Certification | • Designated Primary Nurse Preceptor | • Task Prioritization |
| • ACLS Certification | • RN Licensure – State of Illinois | • Bedside SBAR reporting style |
| • CRRT | • Surgical and Cardiac Critical Care Experience | • NIHSS Certified |