



Rhonda Jones

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Keithville, LA 71047

SUMMARY

Dedicated Nurse Manager with established track record for improving nursing care quality and employee satisfaction for medical surgical and dialysis patients, directing team members, assessing protocols and revising quality assurance monitoring. Organized Nurse Manager dedicated to maintaining high-performance and quality-driven healthcare units. Well-versed in evaluating staff performance, conducting education programs and developing departmental budgets. Strong communicator and tactical planner with top skills in problem-solving and conflict management. Detail-oriented Medical and Health Services Manager passionate about facilitating excellent patient care. Adept at designing and implementing policies and procedures. Motivated team builder and supervisor focused on driving team collaboration. Insightful Registered supervisor/manager with 21 years of progressive experience managing busy healthcare facilities. Deliver positive patient experience through administration of top-quality care. Skilled in conflict resolution. Effective at improving revenue, team productivity and policies to keep the facility operating at a sustainable and profitable level. Well-versed in motivating and retaining employees, building relationships with residents and families and achieving the requirements for continued accreditation.

SKILLS

- Decision Making
- Data Analysis
- Process Implementation
- Risk Management
- Service Rates Establishment
- Employee Training Program
- Employee Work Scheduling
- Service Utilization Improvements
- Employee Performance Evaluations
- Employee Recruitment and Hiring
- Critical Thinking
- Interdepartmental Functions Coordination
- Employee Supervision
- Budget Development
- Operational Records Maintenance
- Verbal and Written Communication
- In-service Programs
- Financial Reporting Coordination
- Financial Operations Oversight
- Time Management
- Policy and Program Development
- Epic Systems
- Patient Advocacy
- Administrative Staff Supervision
- Quality Assurance Controls
- Patient Care Assessment
- Medicare Compliance
- HIPAA Guidelines
- Clinical Staff Management
- Problem Resolution
- Health Information Systems
- Nursing Operations Management
- Compliance Advisory
- Utilization Management
- Performance Monitoring
- Accreditation Coordination
- Resource Monitoring

EXPERIENCE

Senior Registered Nurse Manager Dialysis

Shreveport, LA

Ochsner LSU Health/ Aug 2019 to Current

- Supervised and participated in dialysis treatments for patients aging from child to

adult in community/private hospital setting.

- Boosted clinical accountability and reduced discrepancies by coordinating with other stakeholders to develop and roll out new flow sheet and forms for dialysis treatment.
- Monitored patient status during treatment and reported variances and adverse reactions to care teams.
- Collected and analyzed patient data before, during and after treatments and documented all information in patient medical records.
- Initiated and documented ongoing quality assurance activities to improve patient care and safety.
- Counseled patients on infusions and possible side effects to promote treatment compliance.
- Assisted physicians with specialized treatments related to renal replacement and apheresis therapy.
- Reviewed physician orders and administered therapies, treatments and medications.
- Responded to emergency situations with speed, expertise and level-headed approaches to provide optimal care, support and life-saving interventions.
- Helped patients and families feel comfortable during challenging and stressful situations, promoting recovery and reducing compliance issues.
- Maintained strict patient data procedures to comply with HIPAA laws and prevent information breaches.
- Assessed patient conditions, monitored behaviors and updated supervising physicians with observations and concerns.
- Advocated for patient needs with interdisciplinary team and implemented outlined treatment plans.
- Utilized computerized Resource and Patient Management System (RPMS) and Electronic Health Record (EHR) system.
- Delivered information regarding care and medications to patients and caregivers in comprehensible terminology.
- Participated in continuing education programs and workshops to enhance training and nursing knowledge.
- Created and maintained facility documents and records, maintaining accuracy while managing sensitive data.
- Collaborated with multi-disciplinary staff to improve overall patient care and response times.
- Led and motivated 6-12 employees through supervision, training and coaching on duties and daily operational activities.
- Resolved conflicts promptly among physicians, nurses and other healthcare employees to keep workflows on task.
- Implemented new hire training to further develop skills and initiate discussions on task prioritization.
- Facilitated peer-to-peer conflict resolution.
- Initiated training and education programs for supporting healthcare staff.
- Participated in meetings with department heads to discuss census information, admissions and discharges for residents.

- Headed clinical oversight to devise and establish policies, procedures and best practices in alignment with regulatory requirements.
- Collaborated with Quality Team to develop outcomes statistics.

Registered Nurse Charge/Supervisor Med-Surg/Tele
Shreveport, LA

Willis Knighton Medical Center/ Sep 2011 to Aug 2019

- Monitored infection control and critical incidents and made changes and improvements to processes where necessary.
- Advised, coached and mentored experienced and student nurses on medical issues, crisis management and appropriate nursing interventions.
- Partnered with organizational and unit leaders to devise QA/QI initiatives, continuously improving delivery of care, patient outcomes and overall services.
- Monitored and managed various treatment and care interventions.
- Updated physicians on patient test results and assisted in developing care plans.
- Performed blood and blood product transfusions and intravenous infusions to address patient symptoms or underlying causes.
- Collected lab specimens, ordering and interpreting diagnostic tests and lab results.

Registered Nurse
Shreveport, LA

Alpha Nursing Services/ Jul 2002 to Aug 2011

- Collaborated with interdisciplinary personnel to create, implement and manage patient care plans suiting individual needs and preferences.
- Utilized EPIC EMR to document all patient interventions, such as evaluations, care plans and observations.
- Administered medications, tracked dosages and documented patient conditions.
- Updated patient charts to reflect changes to care plans, interventions and observations.
- Treated patients using pharmacological and non-pharmacological treatment modalities to address various disorders, diseases and injuries.

Educator-Science and Math
Shreveport, LA

Diocese of Shreveport/ Aug 1995 to May 2002

- Encouraged positive self-esteem and mutual respect for others while instilling joy of learning and discovery.
- Utilized various types of equipment and aids to enhance learning experience.
- Applied proactive behavior management techniques to facilitate classroom discipline.
- Designed curriculum, lesson plans and instructional materials for classroom teaching.
- Managed and organized class records and reports.
- Liaised with teachers to develop cohesive educational plans and improve student support.
- Oversaw and directed parent conferences, lesson plans and classroom activities.
- Tested students with quizzes, essays and exams to gauge learning comprehension.
- Assessed each student's grasp of class material presented in courses and workshops.
- Implemented remedial programs for students requiring extra assistance.

- Established and maintained safe play environment for children.
- Maintained positive classroom environments by reinforcing rules for behavior and relationship-building actions.
- Built and strengthened positive relationships with students, parents and teaching staff.
- Maintained safe, clean, and organized classroom environment.
- Met with parents and guardians to discuss student progress and areas for improvement.

EDUCATION AND TRAINING

Associate of Science: Nursing

Kilgore College May 2002

Kilgore, TX

Bachelor of Science: Chemistry

Wiley College May 1995

Marshall, TX