

# Jody Hoenke

Wade, NC 28395

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- Offering over 35 years of progressive experience and achievement in the development and implementation of highly effective medical practice and business operations initiatives in ever-changing, dynamic environments.
- Senior leadership experience that combines business and personnel management acumen, dedication to efficiency, and expertise in handling heavy workloads.
- Solid history of success training new team members and developing effective staff. Experienced mediator able to forge solid relationships with patients and healthcare professionals and adeptly provide grievance resolutions.
- Proven ability to create, sustain, and boost client satisfaction through striking a balance of world-class attention to customer service, employee motivation and overall understanding.
- Effectively communicates with patients, 3rd party vendors, and staff to provide and maintain effective community services.

Willing to relocate to: Pittsburgh, PA - -

Authorized to work in the US for any employer

## Work Experience

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### **LPN Manager**

St. Joseph of the Pines - Southern Pines, NC

June 2021 to Present

LPN in charge of 26 bed skilled nursing unit. Responsible for all needs of residents whether anticipated or made known and nursing staff responsible for meeting those needs.

### **LPN Charge Nurse**

NC STATE VETERANS HOME - Fayetteville, NC

May 2020 to Present

### **Triage Nurse (LPN)**

Sewickley Primary Care - Sewickley, PA

2004 to 2018

Held bottom-line accountability for day-to-day administrative and triage duties as assigned for seven healthcare practitioners including prioritizing and scheduling, determining treatments, and coordinating with pharmacies. Strengthened the organizational structure, enhanced communications, and mentored junior team members, including nurses, medical assistants, and patient service assistants. Delivered concise family medical education and information in regard to specific medical issues. Facilitated a workplace culture that drove staff to excel. Created triage protocols for incoming triage calls; streamlined processes.

Key Contributions:

- Spearheaded efforts to triage all MD and advanced practitioner daily sick calls and provide care according to protocols.

- Commended by senior leaders for keen ability to work attentively with patients and their families to coordinate home care, nursing, occupational and physical therapies, and hospice care.
- Championed efforts to establish triage protocols and increase same day appointments.
- Initiated Nurse Visits increasing billable hours.
- Worked with major insurance companies in the prevention of hospital readmission and emergent care.

## **LPN**

Mariner Healthcare  
2001 to 2003

Moon Township, Pennsylvania

Orchestrated daily and administrative assignments while serving as the Charge Nurse for the Long Term Care Division. Directed nursing assistants while concurrently managing +30 beds/patients in a skilled nurse setting. Provided monthly reporting and recommendations or action plans regarding issues within the practice. Led efforts to promote excellent customer service, mentor, and train a professional and productive medical team. Conducted presentations on employee in-services, vaccinations, and TB testing requirements. Provided hospital medication reconciliation and patient education on medication use.

Key Contributions:

- Lead medical staff in TEAM oriented work atmosphere.

## Education

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### **LPN in Nursing**

Connelly Skill Learning Center - Pittsburgh, PA  
February 1982 to February 1983

### **High school diploma or GED**

## Skills

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- Regulatory Compliance
- Bedside Manner
- Process Improvements
- Team Building
- Patient Triage
- Interpersonal Communication
- Mentoring & Training
- Anticoagulation Management
- Electronic Health Records Electronic Health Records Sure Scripts Software Pennsylvania Narcotic Reporting System
- EMR Systems
- Hospice Care
- Medication Administration
- Nursing
- Primary Care Experience

- Senior Leadership
- Pre-op nurse
- Experience Administering Injections
- Home Care
- Laboratory Experience
- Medical Office Experience
- Supervising Experience
- Nurse Management
- Management
- Documentation review
- Vital signs
- Phlebotomy
- Travel nursing
- Nursing home experience

## Certifications and Licenses

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**LPN**

**LVN**

**BLS Certification**