# **Objective**

I am looking forward towards putting my client service experience, care provision skills, banking and accounting, nursing experience, clinical knowledge in nursing school and what I have learned immensely being a registered nurse in to use. I am motivated with great work ethics as well as ambition to pursue higher levels of education as I am currently pursuing Master of Science in nursing informatics at Chamberlain University. I strive to improve and leave a mark on the company I am working for as well as attain great knowledge to improve my own personal core abilities.

**BLUE CROSSHIELD – ANTHEM AMERIGROUP 07/06/2021- CURRENT**

**UTILIZATION MANAGEMENT NURSE – BSN RN UM OP**

* Performs utilization management reviews in accordance with federal and state regulations Maintains compliance with regulatory changes affecting utilization management
* Perform Utilization Management reviews (prospective/concurrent/retrospective) for outpatient services
* Manages assigned workload within established performance & productivity standards Reviews Utilization Management requests for services against established clinical review criteria, referring cases not meeting criteria to a physician reviewer
* Ability to make appropriate determination regarding medical necessity and/or escalate the case to the Medical Director for review based on current processes and guidelines
* Responsible for the completion of daily case assignment, utilization of current work flows within the specific turnaround times
* Adherence to established metrics, such as productivity, communication, attendance, completion of mandatory trainings and quality standards
* Maintains all required utilization management review documentation in the UM software in a timely manner
* Concisely summarizes clinical information and effectively communicates with the client Refer cases to case management or behavioral health programs as indicated/appropriate
* Responds to inbound telephone calls pertaining to Utilization Management reviews in a timely manner, following client-established protocol
* Identification and routing of pending cases to client leadership (i.e. Supervisor or Team Lead) at the mid to end of shift to avoid any missed turnaround times
* Maintains confidentiality of all information, policies, and procedures as required by the Health Insurance Portability and Accountability Act (HIPAA) protocols
* Advises supervisor of any potential problems process/platform/training gaps as they become evident Attends meetings to achieve departmental goals and objectives

**THE VETERAN AFFAIRS - DES MOINES, IA – 12/16/2020 – CURRENT**

**REGISTERED NURSE – MEDICAL SURGICAL FLOOR**

* Provides direct and indirect nursing patient care as assigned.
* Demonstrates support of the Medical Center's mission, values and vision in all actions and interactions with employees, patients, medical staff, guests and visitors
* Protects the privacy and dignity of our patients
* Shows concern by anticipating patient needs and adapting to their preferences Teamwork
* Works well with others as a team member
* Recognizes the dignity of each person and shows respect for one another
* Works to resolve concerns and complaints promptly and effectively
* Demonstrates kindness through words and actions
* Maintains a safe and clean hospital environment
* Embraces the change process as an effective tool for personal, professional and organizational growth
* Demonstrates responsiveness to the needs of our patients, co-workers and others
* Communicates in caring and appropriate ways
* Formulates and revises plan of care as indicated by patient's response to treatment and evaluate overall plan daily for effectiveness
* Involves patient and patient's family when appropriate
* Perform a head-to-toe assessment and reassessment per policy on all assigned patients
* Formulates a teaching plan based upon identified learning needs and evaluates effectiveness of learning; family is included in teaching as appropriate
* Demonstrates knowledge of medications and their correct administration based on age of the patient and their clinical condition
* Demonstrates the use of critical thinking skills and problem-solving abilities in coordinating and supervising patient care
* Consults other departments as appropriate to provide for an interdisciplinary approach to patient's needs
* Completes documentation which reflects current nursing standards, and which supports policies and procedures
* Manages and operates unit equipment safely and correctly
* Demonstrates knowledge of current patient safety goals and policies
* Demonstrates an ability to assist physicians and co-workers with procedures
* Applies knowledge of infection control policies and procedures supporting standards of care
* Communicates appropriately with patients, physicians, co-workers, staff and patient families
* Maintains patient confidentiality Personal Development and Leadership
* Participates in the clinical development of self and others to provide for personal growth, unit clinical competency and unit retention
* Demonstrates leadership ability by assuming responsibility and accountability for assigned unit activities and healthcare system goals
* Participates in the department's continuous quality improvement activities

**WESLEYLIFE (BRIO OF JOHNSTON)**

**REGISTERED NURSE**

* Acting as a charge nurse for the night shift when am the only Registered Nurse working with the LPNs
* Assessing and attending to clients’ needs and concerns
* Following physician orders
* Drawing labs
* Making phone calls to families or authorized personnel with clients’ changes or updates
* Admissions/discharges and transfers
* Identifying and initiating nursing interventions
* Coordinating with different departments like hospice, physical/occupational therapy regarding clients’ plan of care
* Transferring clients to hospital when status changes or needs to get further check-ups
* Ensuring efficient/timely and complete paperwork/electronic documentation
* Delegating to CNAs based on their scope of practice.
* Passing medications and performing treatments like catheter insertion and wound dressings/skin changes or follow ups

**TRINITY CENTER AT LUTHER PARK**

**REGISTERED NURSE**

* Assessing and attending to clients’ needs and concerns
* Following physician orders
* Drawing labs
* Making phone calls to families or authorized personnel with clients’ changes or updates
* Admissions/discharges and transfers
* Identifying and initiating nursing interventions
* Coordinating with different departments like hospice, physical/occupational therapy regarding clients’ plan of care
* Transferring clients to hospital when status changes or needs to get further check-ups
* Ensuring efficient/timely and complete paperwork/electronic documentation
* Delegating to CNAs based on their scope of practice.
* Passing medications and performing treatments like catheter insertion and wound dressings/skin changes or follow ups

**MANOR CARE**

**01/01/2018- 12/10/2019**

**CERTIFIED NURSING ASSISTANT**

* Answering call lights
* Bathing and dressing residents
* Turning or repositioning patients
* check and changes
* Working with the RNs and LPNs
* Helping with admissions
* Monitoring intake and output
* I also have experiences in taking vital signs, assessing patients, collecting specimen samples among other experiences I have gained through nursing school.

**KESSLER FUNERAL HOME**

**01/01/2017-12/10/2019**

**PERSONAL ASSISTANT**

* Filing and organizing documents for the co-owner.
* Dropping or picking up guests at the airport
* Making phone calls to schedule or reschedule appointments
* Ensuring employees timecards are availed on time for payroll purposes
* Helping with reconciliation of financial books
* Training new staff on day in day out activities
* Transporting stuff either to the house, office, post office or even picking up ordered items.

**WELLS FARGO**

**01/01/2016-12/31/2016**

**COLLECTOR/SETTLEMENT SPECIALIST**

* Receiving inbound calls
* Making outbound calls
* Calling customers to make their personal loan payments on time.
* Mitigating risk by following the necessary laws whether state, federal or local
* Referring complex issues to higher accounting resolution specialists
* Offering solutions and options to customers who are in financial need.
* Working with customers by building a rapport in order to help them financially.
* Training new staffs on the floor.
* Calling customers in disaster-stricken areas to check if they are ok or if they need any help.

## **FAULU KENYA BANK - NAIROBI** **Jan 2012- June 2015**

* Portfolio at Risk management
* Business analysis
* Providing financial education to new customers as well as existing ones
* Loan tabulation and verification
* Customer service attendance and management
* Data entry and management
* Handling loan interest and installment payments
* Opening accounts and doing mobile banking to high end clients

**Education**

## **St. Mary’s Girls Secondary School** **2001-2004**

* Kenya Certificate of Secondary Education (High school Diploma)

## **KASNEB** **2008 - 2012**

* **CPA (Certified Public Accountant Sec 5)**

**SIGNATURE HEALTHCARE 2017**

CNA 75 Hours

CNA ADVANCED

* **DESMOINES AREA COMMUNITY COLLEGE (DMACC)** **2017-2019**- Registered Nurse (RN)
* **CHAMBERLAIN COLLEGE OF NURSING** – RN-BSN ( March 2020 – December 2020)
* **CHAMBERLAIN COLLEGE OF NURSING** – Master of Science in Nursing (MSN) – March 2021 - Ongoing
* **Skills**
* I am a hard-working individual with high integrity, I possess good communication skills, strong background in Microsoft word, excel and fluent with power point.
* I am a good listener, quick and always ready to learn, results oriented, always detailed, dynamic, flexible, logical, punctual and respectful, I focus on patient centered care service and safety.
* I would sincerely love the chance to work with you, Thanks in Advance as I look forward towards your positive response after perusal of my resume
* Lilian J. Reams, BSN RN