

# Kara Burton

## **LPN with 28 years of Medical and Customer Service Experience**

Pueblo West, CO 81007

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Licensed Practical Nurse with 28 years of experience seeking to leverage proven skills into a position with your company. Has diverse expertise in caring for the ill, injured, very young, very old, and disabled. Possess an Associate Degree GPA (3.8) and hold a compact state nursing license.

Authorized to work in the US for any employer

## Work Experience

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### **On Call Hospice Nurse**

CenterCare Hospice - Pueblo, CO

November 2020 to Present

I provide skilled nursing care to clients on call during the weekend as needed. I respond to and triage all weekend calls, admissions and referrals. I work closely with all members of an interdisciplinary team to ensure proper follow up on previous night after hours and weekend calls.

### **Behavioral Health Nurse**

Crossroads Treatment Centers - Pueblo, CO

September 2019 to November 2020

Behavioral Health psych nurse on an inpatient treatment unit.

### **On Call Hospice Nurse**

Sangre de Cristo Hospice - Pueblo, CO

January 2018 to November 2020

I provide skilled nursing care to clients on call during the weekend as needed. I respond to and triage all weekend calls, admissions and referrals. I work closely with all members of an interdisciplinary team to ensure proper follow up on previous night after hours and weekend calls.

### **Clinical Intake Supervisor**

Colorado Access - Denver, CO

February 2015 to July 2019

#### Responsibilities

Supervisor for 5 UM intake specialists in the utilization review department. Promptly answer calls, and assist callers with telephone etiquette. Utilization management used to process authorizations.

Respond to complaints or inquiries to sensitive or complex cases

Process Utilization Review

Collect data

Documentation of cases

Use of Interqual for decision making

Extensive Coding experience

Hedis measures used  
Hedis records abstraction  
Extensive Coding experience  
ICD-10 Experience  
Extensive CPT code knowledge  
HCC Coding Experience for Risk Adjustment

Accomplishments  
Very strong clinical skills helped with difficult cases.

Skills Used  
Multitasking  
Strong clinical background helped with difficult cases

### **Floor Nurse, LPN**

Center at Park West - Pueblo, CO  
June 2018 to December 2018

Completed Admissions history, physicals and follow up care for incoming patients. Liaised with families regarding geriatric pt care wellness. Med pass for up to 45 patients. Delegated assignments to CNA's..

### **Facility Floor Nurse**

Interim HealthCare - Pueblo, CO  
May 2017 to October 2018

Inter min Healthcare Long Term Care Facility Nurse. Completed Admissions history, physicals and follow up care for incoming patients. Liaised with families regarding geriatric pt care wellness. Med pass for up to 45 patients. Delegated assignments to CNA's..

### **On Call Hospice Nurse**

Honor Hospice - Wheat Ridge, CO  
May 2015 to November 2016

Responsibilities  
I provide skilled nursing care to clients on call during the weekend as needed. I respond to and triage all weekend calls, admissions and referrals. I work closely with all members of an interdisciplinary team to ensure proper follow up on previous night after hours and weekend calls.

Accomplishments  
I am a very successful on call hospice nurse, and enjoy working independently and on a team.

Skills Used  
Triage of calls  
Routine hospice care provided  
Timely documentation  
Received new and routine physician orders  
Emergency Hospice Admissions

### **Case Manager Float Nurse**

Agape Healthcare  
May 2014 to February 2015

#### Responsibilities

Float nurse for successful hospice company. I receive a schedule from my supervisor, who compiles a list of patients for me to see everyday. Hospice nursing is very powerful and fulfilling on any given day I could be holding the hand of someone in their final stage of life. I really enjoy the patients and their families.

#### Accomplishments

I definitely received good feed back from facilities, case managers and families.

#### Skills Used

Routine hospice care. Cath care, dsg changes, triage, vitals, medication administration and ordering, work with many physicians in the community, complex thinking skills.

### **On Call Hospice Nurse**

Suncrest Hospice - Denver, CO

November 2012 to May 2014

#### Responsibilities

I provided skilled nursing care to clients on call during the weekend as needed. I responded to and triage all weekend calls, admissions and referrals. I worked closely with all members of an interdisciplinary team to ensure proper follow up on previous night after hours and weekend calls.

#### Accomplishments

Very successful in this position, sought out as an expert by my peers and supervisors.

#### Skills Used

Hospice Nursing skills.

### **Case Management Department, Post Discharge Caller, Clinical Specialist**

Humana Inc

May 2011 to November 2012

#### Responsibilities

Called clients after being discharged from the hospital to ensure all needs were met. Hedis measurement used. Hedis record abstraction experience.

### **Back office and Triage Nurse**

Southeast Denver Pediatrics - Denver, CO

May 2002 to March 2011

### **Nursing Supervisor**

Family Care Southwest

October 2001 to May 2002

### **Nursing Supervisor**

Colorado Medical Detox - Centennial, CO

October 2000 to September 2001

October 1998 to December 2000

#### Responsibilities

Emergency needs of a small rural community

## **Phlebotomy Supervisor**

Clinical Laboratories of Colorado

January 2000 to October 2000

## **U.S. Navy Hospital Corpsman, Utilization Nurse**

Medical/Surgical Unit

November 1992 to October 1998

providing care for mostly veterans but some active duty members as well, Nov. 1992-Oct. 1998

## Education

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### **Associates in LPN**

Garden City Community College - Garden City, KS

1990 to 1993

## Skills

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- Experienced Hedis Abstraction Experienced and Knowledgeable Hospice LPN Experienced and Knowledgeable Utilization Review Nurse 21 years Medical and Customer Service Experience Skilled with medical records and EMR Knowledgeable with Hedis and medical coding Strong written, verbal and interpersonal communication skills Self-Driven Detail Oriented Proficient mentor for Medicare and Senior Products Proficient with Humana systems, CCA, CCP2, Microsoft Outlook, Same time meetings Skilled at managing patients in crisis situations Proficient in computer software and EMR Excellent customer service orientation Medical Office Management Skills Sincere dedication to providing exceptional patient care Experienced Nursing Supervisor Extensive phone triage experience Experienced with all aspects of Medical Billing and Coding Skilled at managing patients in crisis situations Expert with medical terminology Proficient in making large volumes of outbound calls Knowledge of OSHA and CLIA regulations Skilled at patient appointment scheduling Performs 12 lead EKG's BLS certified Knowledge of aseptic technique Expert in human anatomy, and physiology Sincere dedication to providing exceptional patient care Trained in Medical Detox Able to communicate with physicians to effectively treat patients Great Venipuncture Skills Skilled in specimen handling and processing Knowledge of aseptic technique Take Vital Signs Assist Doctor in a variety of diagnostic examinations Monitor IV's Administer medications by oral, subcutaneous, intradermal and intramuscularly (7 years)
- Case Management (3 years)
- training (5 years)
- Time Management (10+ years)
- Outlook (5 years)
- CPR (10+ years)
- Teaching (6 years)
- access
- Mental Health (5 years)
- Microsoft Excel (5 years)
- Documentation (10+ years)
- CPT Coding
- Behavioral Health
- ICD-10
- Experience Administering Injections
- Laboratory Experience

- Behavioral Health
- Experience Administering Injections
- ICD-9
- Managed Care
- Utilization Management
- Laboratory Experience
- ICD-10
- CPT Coding
- Insurance Verification
- Quality Assurance
- Epic
- HIPAA
- Social Work
- Program Development
- Recruiting
- Phone Etiquette
- Crisis Intervention

## Military Service

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**Branch: US Navy**

Service Country: United States

Rank: E5

November 1993 to October 1998

US Navy Corpsman

Commendations:

Overseas Commendation

Sailor of the Year

## Awards

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**US Navy Corpsman of the Year**

May 1997

**Customer Service Champion**

June 2015

## Certifications and Licenses

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**LPN**