Joana Setutsinam

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**Professional Summary**

Dedicated to helping individuals feel comfortable while improving wellbeing with skilled support. Trained in mobility assistance and personal hygiene support. Accustomed to keeping the environment neat and safe to protect patients.

**Skills**



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| * Observe behaviors
 | * Time management
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| * Service Orientation
 | * Critical Thinking
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| * Judgement and Decision making
 | * Report observations
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| * Care for patients
 | * Launder linens
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| * Provide emotional support.
 | * Home management tasks including housekeeping and laundry.
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| * Serve simple modified diets according to instruction and assist with feeding as necessary.
 | * Assist with bathing, dressing and grooming.
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| * Assist with toileting, including use of bedpan, commode or toilet.
 | * Assist self-directing residents with medication reminders.
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| * Assist self-directing consumers with transfers and ambulation including use of cane, walker, and wheelchair.
 | * Monitors patient condition by observing physical and mental conditions.
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| * Helps family members care for the patient by teaching appropriate ways to lift, turn, and re-position the patient;advising on nutrition.
 | * Records patient information by making entries in the patient journal; notifying nursing supervisor of changing or unusual conditions.
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| * Protects the home care agency by adhering to professional standards, home-care policies and procedures, federal,state, and local requirements.
 | * Enhances service reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.
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**Experience**

Home Health Aide Oct 2015 ‐ Present

Oak Park Senior Living ‐ Oak Park Heights, MN

* Maintain the personal hygiene of each patient with regular bathing and grooming.
* Regularly check patient vital signs, including pulse, respiration and temperature, to identify problems.
* Discuss care problems with the supervisor or case manager to find the best solution.
* Assisted clients with daily living needs.
* Keeping home areas clean and neat by cleaning up spills, changing out linens and washing dishes.
* Update patient records with observations made during daily care.
* Support patients throughout treatments and prescribed exercises.
* Help patients into and out of beds, baths and automobiles with skilled mobility support.
* Entertain, converse with, or read aloud to patients to keep them mentally healthy and alert.
* Administer bedside or personal care, such as ambulation or personal hygiene assistance.
* Perform housekeeping duties, such as cooking, cleaning, washing clothes or dishes, or running errands.
* Care for individuals or families during difficult, family disruption, or convalescence, providing companionship, personal care, or help in adjusting to new lifestyles.
* Provide clients with communication assistance, typing their correspondence or obtaining information for them.

Sales Associate July 2015 ‐ Dec 2015

Shoe Department Encore ‐ Eau Claire, WI

* Greet customers entering establishments.
* Completed multiple resets per day to keep merchandise well-organized and presentable.
* Inventoried merchandise every day and investigated discrepancies to keep an accurate count of each product type.
* Helped customers find desired items and sizes by closely supporting each person throughout the buying process.
* Maintained revenue by attracting customers with attractive sales displays.
* Minimized loss by watching for and recognizing security risks and active theft.
* Located out-of-stock items for customers with other store locations or by directly contacting vendors.
* Quickly connected with each customer to offer assistance and promote products.
* Consulted with customers to understand their desires and suggest the best products to meet their needs.
* Continuously classified and filed records to keep the system efficient and all information organized.
* Unpacked and stored deliveries quickly to maintain an efficient environment.
* Coordinated and distributed backorders to meet customer needs.

*Administrative Coordinator*

*North Dover OB/GYN – Toms River NJ June 2013 - June 2015*

* Responsible for the day to day operation of the office practice.
* Coordinated and assisted with daily schedule for five Physicians and Two Nurse Practitioners.
* Coordinated scheduling, training and evaluation of clinical rotations for Residents and Medical Students assigned to practice.
* Served as a liaison between Providers and Graduate Medical Education Programs.
* Responsible for general office duties such as special event planning, travel arrangements and meeting coordination.
* Responsible for providing excellent customer service, accurately registering patients, scheduling appointments, maintain quality measures.
* Served a liaison between the practice physicians and Graduate Medical Education offices, hospitals and other healthcare providers.

Teaching Assistant Sep 2011 - May 2013

University of Wisconsin- Stout ‐ Menomonie, WI

* Copy and distribute classroom materials.
* Teach undergraduate level courses.
* Evaluate and grade examinations, assignments, or papers and record grades.
* Develop teaching materials, such as syllabi, visual aids, answer keys, supplementary notes, or course web sites.
* Return assignments to students in accordance with established deadlines.
* Provide assistance to faculty members or staff with laboratory or field research.
* Schedule and maintain regular office hours to meet with students.
* Arrange for supervisors to conduct teaching observations; meet with supervisors to receive feedback about teaching performance.
* Prepare or proctor examinations.
* Notify instructors of errors or problems with assignments.
* Meet with supervisors to discuss students' grades or to complete required grade-related paperwork.
* Order or obtain materials needed for classes.
* Provide instructors with assistance in the use of audiovisual equipment.
* Assist faculty members or staff with student conferences.
* Maintained regular office hours to help struggling students improve their understanding of the courses core and advanced topics.
* Offered feedback to students about their progress and helped each develop improvement strategies to meet targets.

Home Hospice Caregiver Jan 2011 ‐ May 2013

Home Hospice Care ‐ Menomonie, Wisconsin

* Assists patients by providing personal services, such as, bathing, dressing, and grooming.
* Helps patients care for themselves by teaching use of cane or walker, special utensils to eat, special techniques and equipment for personal hygiene.
* Helps family members care for the patient by teaching appropriate ways to lift, turn, and re-position the patient; advising on nutrition, cleanliness, and housekeeping.
* Updated patient records with observations made during daily care.
* Helped patients into and out of beds, baths and automobiles with skilled mobility support.
* Discussed care problems with the supervisor or case manager to find the best solution.
* Kept home areas clean and neat by cleaning up spills, changing out linens and washing dishes.
* Regularly checked patient vital signs, including pulse, respiration and temperature, to identify problems.
* Maintained the personal hygiene of each patient with regular bathing and grooming.
* Supported patients throughout treatments and prescribed exercises.
* Assisted clients with daily living needs such as shopping for groceries and preparing healthy meals.
* Charted and reported on changes in the patient's condition, including medication side effects and treatment progress.

Maternity and Health Caregiver Mar 2005 ‐ Dec 2010

Prince of Peace Maternity Home ‐ Accra, Greater Accra Region, Ghana

* Maintain updated client records with plans, notes, appropriate forms, or related information.
* Advice clients or community groups on issues related to diagnostic screenings, such as breast cancer screening, pap smears, glaucoma tests, or diabetes screenings.
* Advice clients or community groups on issues related to risk or prevention of conditions such as lead poisoning, human immunodeficiency virus (HIV), prenatal substance abuse, or domestic violence.
* Administer immunizations or other basic preventive treatments.
* Identify the particular health care needs of individuals in a community or target areas.
* Transport or accompany clients to scheduled health appointments or referral sites.
* Conduct home visits for pregnant women, newborn infants, or other high-risk individuals to monitor their progress or assess their needs.
* Contact clients in person, by phone, or in writing to ensure they have completed required or recommended actions.
* Refer community members to needed health services.
* Distribute flyers, brochures, or other informational or educational documents to inform members of a targeted community.
* Report incidences of child or elder abuse, neglect, or threats of harm to authorities, as required.
* Advice clients or community groups on issues related to sanitation or hygiene, such as flossing or hand washing.
* Teach classes or otherwise disseminate medical or dental health information to school groups, community groups, or targeted families or individuals, in a manner consistent with cultural norms.
* Collect information from individuals to compile vital statistics about the general health of community members.
* Assist families to apply for social services, including Medicaid or Women, Infants, and Children (WIC).
* Advice clients or community groups on issues related to social or intellectual development, such as education, childcare, or problem solving.
* Provide basic health services, such as first aid.Interpret, translate, or provide cultural mediation related to health services or information for community members.
* Attend community meetings or health fairs to understand community issues or build relationships with community members.
* Monitor nutrition of children, elderly, or other high-risk groups.
* Develop plans or formal contracts for individuals, families, or community groups to improve overall health.
* Advise clients or community groups to ensure parental understanding of the importance of childhood immunizations and how to access immunization services.
* Provide feedback to health service providers regarding improving service accessibility or acceptability.
* Process patient admission or discharge documents.

**Education**

Bachelor of Science May 2015

University of Wisconsin ‐ Stout, Menomonie, WI

High School Diploma : General Arts May 2008

Galaxy International School ‐ Accra, Greater Accra

**References**

1. Laureen Gavu

     Prince of Peace Maternity Home and Clinic

     Phone: +233 244781047

     Email: laureen.gavu@gmail.com

     Position: General Overseer

     Relationship: Former Supervisor

2. Amanda Baafo-Bonnie

     Home Hospice Care

     Phone: 6125989466

     Relationship: Former Supervisor

3. Kwadwo Asare

     Home Hospice Care

     Phone: 6163346436

     Position: Case Manager

     Relationship: Former Supervisor