



# SHANA BERGMANN

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## Summary

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Focused Supervisor offering strong background in policy and safety procedure development, implementation and enforcement. Quality driven leader, leveraging exceptional employee training and development capabilities. Supports corporate strategy by developing team and individual goals, objectives, operational standards and expectations for safety, quality and productivity.

## Skills

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- Clinical management
- Scheduling
- Orientation and training
- Policies and procedures
- Occupational medicine
- Records maintenance
- Staff supervision
- Records management
- Employee retention strategies
- Patient safety
- Patient relations
- Regulatory requirements
- Issue and conflict resolution
- Healthcare delivery
- Goal-oriented
- Processes and procedures
- First-aid

## Experience

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MercyONE Northeast Iowa Family  
Medicine and Residency | Waterloo, IA  
**Supervisor, Clinic Operations**  
*03/2021 - Current*

- Vaccine coordinator.
- Oversaw ordering of clinic medications and maintained inventory.
- Nursing department payroll.
- Maintained OSHA logs and investigated patient and employee incidents.
- Resolved customer complaints and adjusted policies to meet changing needs.
- Established and enforced clear goals to keep employees working collaboratively.
- Provided ongoing training to address staff needs.
- Maintained operating schedules to provide effective coverage for key areas and achieve objectives.
- Interviewed applicants, recommended individuals for hiring and evaluated staff performance.
- Conducted employee evaluations and reviews.
- Devised training programs for new and existing employees.
- Created and implemented policies and procedures for effective practice management.
- Ordered supplies needed and kept tabs on inventory levels.
- Complied with OSHA and HIPAA regulations.
- Cultivated close working relationships with the entire staff, including faculty physicians, resident doctors, nursing staff and patient access staff.
- Oversaw ordering, purchasing and maintenance of clinical equipment.

Simply Essentials | Charles City, IA  
**Occupational Health Nurse Manager**  
07/2018 - 08/2019

- Developed and arranged continuing education opportunities for staff to increase knowledge and skills.
  - Provided company health services to employees post-hire, including vaccinations and drug testing.
  - Performed pre-employment screenings, asking appropriate questions and following nursing guidelines.
  - Offered information and materials on health-related topics, including smoking cessation programs, flu prevention and proper hand washing.
  - Collaborated with multi-disciplinary staff to improve overall patient care and response times.
  - Created and maintained facility documents and records, maintaining accuracy while managing sensitive data.
  - Managed operations in accordance with budget requirements.
  - Facilitated peer-to-peer conflict resolution.
  - Oversaw safety program and developed and initiated policies and procedures to standardize delivery of care.
  - Implemented new hire training to further develop skills and initiate discussions on task prioritization.
  - Reviewed and assessed staff processes, reducing hazards posed for residents and staff while promoting regulatory compliance.
  - Optimized case and clinical management and recommended plans to improve safety and health programs.
  - Maintained OSHA logs.
  - Investigation of all accidents and injuries.
  - Assignment of jobs based on physician restrictions.
  - Managed all worker's compensation claims.
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- Collaborate with other health care professionals and service providers to ensure optimal patient care.

CMH Medical Clinic | Sumner, IA  
**Clinic Nurse**  
08/2016 - 07/2018

- Observe, interview, and assess patients to identify care needs.
- Monitor or evaluate medical conditions of patients in collaboration with other health care professionals.
- Collaborate with other health care professionals and service providers to ensure optimal patient care.
- Prepared patient rooms for visits by including cleaning, sanitizing equipment and stocking supplies.
- Instructed patients and family members on medication and treatment instructions to promote adherence to guidelines.
- Cared for clinic patients by administering medications and treatments for various conditions.
- Prepared charts for clinic patients, gathering hospital records and test results.
- Triage patients' issues based on stated symptoms, basic assessments and documented vitals.
- Coordinated timely refills for patients' prescriptions by obtaining authorizations and transmitting paperwork.

Prairie View Residential Care | Fayette, IA  
**LPN**  
01/2016 - 01/2017

- Supervise nurses' aides or assistants.
- Evaluate nursing intervention outcomes, conferring with other healthcare team members as necessary.
- Administer prescribed medication and document compliance or noncompliance.

Tripoli Nursing Home | Tripoli, IA  
**Charge Nurse**  
07/2012 - 02/2013

- Provide a safe environment for client's and staff.
- Administer prescribed medications or start intravenous fluids, noting times and amounts on patients' charts.
- Observe patients, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and taking any necessary action.
- Provide basic patient care or treatments, such as taking temperatures or blood pressures, dressing wounds, treating bedsores, giving enemas or douches, rubbing with alcohol, massaging, or performing catheterizations.
- Measure and record patients' vital signs, such as height, weight, temperature, blood pressure, pulse, and respiration.
- Work as part of a healthcare team to assess patient needs, plan and modify care, and implement interventions.
- Supervise nurses' aides or assistants.
- Make appointments, keep records, or perform other clerical duties in doctors' offices or clinics.
- Prepare patients for examinations, tests, or treatments and explain procedures.

Tripoli Nursing Home | Tripoli, IA  
**Charge Nurse**  
04/2006 - 01/2012

- Observe patients, charting and reporting changes in patients' conditions, such as adverse reactions to medication or treatment, and taking any necessary action.
- Provide basic patient care or treatments, such as taking temperatures or blood pressures, dressing wounds, treating bedsores, giving enemas or douches, rubbing with alcohol, massaging, or performing catheterizations.
- Measure and record patients' vital signs, such as height, weight, temperature, blood pressure, pulse, and respiration.
- Work as part of a healthcare team to assess patient needs, plan and modify care, and implement interventions.
- Supervise nurses' aides or assistants.
- Record food and fluid intake and output.
- Help patients with bathing, dressing, maintaining personal hygiene, moving in bed, or standing and walking.

## Education and Training

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Hawkeye Community College Main Campus | Waterloo, IA  
**Associate of Science** in Arts  
12/2015

Hawkeye Community College Main Campus | Waterloo, IA  
**Diploma** in Practical Nursing  
05/2003

## Certifications

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BLS certification October 2020 to October 2022  
LPN December 2020 to December 2023

## Additional Information

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- Willing to relocate: Anywhere, Authorized to work in the US for any employer