

# Nicole Coleman

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I am self motivated and service oriented registered nursing professional with more than 15 years of nursing and supervisory experience in various healthcare settings. Obtaining Comprehensive knowledge of direct patient care, nursing procedures, healthcare administrative policies, and case load management. Reputation as a self directed professional with superior problem solving, communication, and management skills.

Successful in managing time, prioritizing tasks, and organizing projects in effort to improve the Quality of Patient Care.

Advanced experience with Kinnser, Vision, and Axxess software.

## Work Experience

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### **Registered Nurse**

Advocate Christ Hospital

November 2005 to December 2017

Staff nurse on Medical-Surgical/ Med-Psych/ Medical Stabilization unit responsible for promoting and restoring patients health by completing the nursing process; Collaborating with Physicians and multidisciplinary support to patients; providing physical and psychological support to patients and families; Supervising assigned team members.

- Identify patient care requirements by utilizing nursing process.
- Established a compassionate environment by providing emotional, psychological, and spiritual support to patients and families.
- Promoted patients independence by establishing patient care goals; teaching patient and family to understand condition, medications, and self care skills.
- Maintained quality of care by adhering to therapeutic standards measuring health outcomes against patient care goals and standards; making or recommending necessary adjustments; following hospital and nursing division's philosophies and standards of care set by state board of nursing, state nurse practice act and other governing agency regulations.
- Resolved patient problems and needs by utilizing multidisciplinary team strategies.
- Maintained safe and clean working environment by complying with procedures, rules, and regulations; calling for assistance for health care support personnel.
- Protected patients and employees by adhering to infection-control policies and protocols, medication administration and storage procedures, and controlled substance regulations.

### **Registered Nurse/ Case Manager**

Advocate Christ Hospital

June 2014 to November 2017

Performed all duties of Case Management for the appropriate services needed by the patient and Ordered by the physician while receiving home health services at home in accordance with the homebound guidelines. Advanced experience with Kinnser, Vision, and Axxess software.

- Providing patient education to assist with self-management
- Tracks and trends variances barriers related to access to care; makes recommendations and develops action plans to improve processes and systems
- Providing patient education to assist with self-management of their medical condition or disease processes
- Assists in managing performance improvement projects
- Demonstrates initiatives in developing, implementing and analyzing quality improvement strategies for the case management department
- Assist in the development of case management policies and procedures
- This is a full time RN Case Manager position that works three 12 hour shifts per week and works every other weekend

### **Registered Nurse/ Case Manager**

Advocate Christ Hospital

February 2013 to May 2015

Performed all duties of Case Management for the appropriate services needed by the patient and Ordered by the physician while receiving home health services at home in accordance with the homebound guidelines.

- Providing patient education to assist with self-management
- Tracks and trends variances barriers related to access to care; makes recommendations and develops action plans to improve processes and systems
- Providing patient education to assist with self-management of their medical condition or disease processes
- Assists in managing performance improvement projects
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Ingalls Psych Tech

October 2003 to November 2004

Demonstrate Strong understanding of psychiatric diagnoses and care, with good ability to lead group therapy sessions for patients. Provide excellent verbal and written communication skills. Understands medication administration techniques and chart documentation. Perform skilled treatment plan development. Works well with patients and the treatment team. Understands patient confidentiality and maintains it at all times. Demonstrate understanding of proper restraints. Good assessment and evaluation skills

- Prepared individualized treatment plans and interviewed patients upon admission.
- Used intervention strategies including Mandt-approved physical restraint methods.
- Met one-on-one with individual patients for daily treatment care.
- Conducted patient observation and reported observations to medical staff.
- Maintained patient confidentiality at all times. Worked one-on-one with patients admitted to the psychiatric treatment floor.

## Education

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### **BSN**

Olivet Nazarene University  
2017 to 2018

Chicago State University  
1998 to 2002

## Skills

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- Microsoft Excel Patient care skills
- Bedside manner
- Interpersonal skills
- First aid
- Patient transportation
- Medical records
- Physical examinations
- Patient education
- Time management
- Empathetic care
- Administrative skills
- Care plans comprehension
- Medical terminology
- Vital signs monitoring
- Safety regulations
- Medical equipment
- Case Management
- Managed Care

## Certifications and Licenses

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### **RN**

## Assessments

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### **Clinical judgment — Completed**

September 2020

Assessing a patient's condition and implementing the appropriate medical intervention

Full results: [Completed](#)

**Work style: Reliability — Highly Proficient**

September 2020

Tendency to be dependable and come to work

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.