
Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

OBJECTIVE

Ambitious Board Certified Registered Nurse with an exceptional background of performance. Seeking a career transition into Acute Care Nursing. Offer a solid foundation in diagnostics and triage, patient assessment, clinical skill set, and evaluating patient progress toward anticipated outcomes. Demonstrates critical thinking, empathy, attention to details, top notch communication and interpersonal skills. Passionate patient advocate working with diverse patient populations.

EXPERIENCE

Nurse Consultant, Poppywood Adult Foster Home

APRIL 2019 - CURRENT

- Designed an adult care website, increasing sales by 75%.
- Created system processes attaining 100% survey compliance.
- Initiated NEO training program, increasing retention by 50%.
- Observed and documented patient factors such as diets, physical activity levels, and behaviors to understand conditions and effectively modify care plans.

RN Case Manager, Supplemental Health Care

JUNE 2021- OCTOBER 2021

- Provided direct patient care, stabilized patients, and determined the next course of action.
- Managed complex care from admission to discharge.
- Increased referral rates by 25%, providing excellent service and building meaningful relationships with patients and caregivers

RN Injection Case Manager, BrightStarr

JANUARY 2020 - JUNE 2020

- Developed and maintained quality care systems and standards and implemented medical protocols and guidelines.
- Administered oral, IV, and intramuscular medications, including PICC and central lines, and monitored patient reactions.
- Maintained infection control logs, streamlined charting process, and improved patient outcomes.
- Built solid, trusting relationships with staff and patient families, generating positive PR through extra efforts in care treatment and one-on-one communications.

Registered Nurse, Case Manager, Assured Home Health, LLC

JULY 2018 - JANUARY 2019

- Managed caseload for 30 patients; supervised 2 LPN's, 2 HHA, PT, OT, and MSW.



CONTACT

503.421.8226

kanrnbsn17@gmail.com

INTERESTS

Gardening, Landscaping,
Painting, & Reading

SOFT SKILLS

Active listening
Constructive Criticism
Transferable Skills
Interpersonal communication
Emotionally Grounded

HARD SKILLS

Monitoring vital signs
Patient & family education
Patient safety
Technology skills
Electronic Charting

WEBSITE

<https://adultcarehome.wordpress.com>

LICENSE

Oregon State Board of Nursing,
Registered Nurse
#201142980RN

COVID VACCINATED

JULY 2021. AUGUST 2021

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

- Created person-centered care plans with ongoing monitoring for change of condition and or stabilization.
- Promoted autonomy through wellness, education, medication management, and disease processes.
- Reduced hospital readmissions by implementing the Bridges program, closing the gap between home care and clinic.

Clinical Supervisor, Bristol Hospice

JUNE 2017 - JULY 2018

- Monitored day-to-day operations of the hospice staff.
- Clinical oversight, implementation, and ongoing assessment of the hospice Plan of Care.
- Responsible for weekly Interdisciplinary Group Team Meetings (IDG/IDT).
- Contributed to organizational growth initiatives as active member of patient education and procedural committees, along with preceptor duties instructing new nurses in crisis intervention, medication administration and end-of-life preparation.

Operations Manager and Clinical Director, Elite Care, LLC

JUNE 2016 - APRIL 2017

- Implemented NEW Hire Training, increasing employee retention by 15%.
- Launched a new medication passing system decreasing overall facility medication errors by 75%.
- Identified nurses' and staff training needs and devised training programs to close gaps.
- Initiated new policies and educated staff on changes while preparing for State Surveys.

Hospice Registered Nurse, Case Manager, Kaiser

MAY 2012 - JUNE 2016

- Pioneered the development of an improved system for scheduling admissions, reducing patient churn by 6%.
- Participated in JCAHO survey with resultant score of 95 % with commendation. Ensured department readiness by maintaining stringent quality standards and safety precautions.
- Adeptly handled all aspects of treatment; provided counseling and education in disease management, chronic illness, and end-of-life care.
- Exceeded hospice national benchmarks while slashing department surplus costs by \$75,000.00 per quarter.
- Collaborated with multidisciplinary team members, working closely with physicians, nurses, technicians and therapists to formulate, implement and modify individual care plans.

AWARDS

Educator of the Year Award,
OSHU - 2010
Elenora Thompson Leadership
Award, OHSU - 2011
Volunteer of the Year Award, OHSU -
2011
Community Health Outreach
Award, OHSU - 2011

CERTIFICATES OF ACHIEVEMENT

Certified BLS, American Heart
Association, 2021
OASIS Training, 2019
HIV Prevention & Educator, 2018
Culturally Competent Training, 2018
Quality Clinical Service, 2018
Wound Care 2017-2018
Healthcare Administrator, 2017
Kaiser Clinical Ladder, 2016

EDUCATION

OREGON HEALTH & SCIENCE
UNIVERSITY, *Bachelor of Science,*
Major in Nursing
SEPTEMBER 2007 - JUNE 2011

Cum laude Graduate
Student Body Government,
Class Senator
Oregon Student Nurses Association
(OSNA), Community Health
Outreach Director.

PORTLAND STATE UNIVERSITY,
*Associate Degree in Women's
Studies*

JUNE 2010 - JUNE 2011

Thesis: Women and Children in
Violence.

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurs

October 16, 2021

Re: Registered Nurse Position

Dear Hiring Manager,,

If you had told me twelve years ago, I would play an integral role in the pillar of the nursing community; I would not have believed you. Today, I am an OSHU alumni, a patient advocate, and a dedicated Registered Nurse.

My commitment to lifelong learning exemplifies my first steps into a remarkable journey that has made me the nurse I am today. To help student nurses comprehend the magnitude effect chronic illness has on patients, I designed a Chronic Film Festival, bringing experts together with novice nurses through the power of film. As a board member of the Oregon Nurses Association (ONA), founder and author of the Team-based Learning resolution, I advocated for the inclusion of healthcare collaboration and education, changing the nursing curricula nationwide.

With nursing comes versatility, followed by my continued desire to make a difference through nursing. My record exemplifies my unwavering commitment to patients and their needs. I demonstrate acute clinical judgment, exceptional communication, and attention to detail. My mentors will say I am a quick study, have long-standing stamina, and think like a nurse with ease. Speaking of me, my colleagues will say, "Not only is she an educated nurse, but she is also compassionate, dedicated, and disciplined." I work independently and quickly while being a reliable component of an award-winning team.

I've spent the last twelve years establishing myself as a nurse, organizing, networking, and building my leadership skills. It has been a long-term goal to pursue a career in a hospital setting, and your organization is my top choice to open the next chapter of my nursing journey".

I look forward to discussing this new opportunity with you.

Respectfully,

Kelly A. Nickerson BSN, RN

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

ACCOMPLISHMENTS

- In less than 12-months, received a promotion from RN Case Manager to Unit base team lead RN.
- Drove a patient skin breakdown project with an improvement rate of 90% in less than six months using the PDSA process. Researched and measured data, created a process, designed a trifold for nurse education; the results changed how our department ordered DMW equipment while cutting surplus by \$75,000 per quarter.
- Designed and implemented a highly effective med passing system which significantly decreased med errors by 75% and impacted efficiency while improving operations.
- Played an integral role in developing and executing the Sexual Assault Nurse Examiner (SANE) program throughout the Providence Emergency Departments.
- Spearheaded a “Train the Trainer” program for caregivers and Hospice Nurses.
- Implemented a quarterly skills lab to help new nurses improve their ability and dexterity with IV initiation and catheterization, increasing skill sets by 80%.
- Clinical Ladder, Tier III (COPIES PROVIDED UPON REQUEST).
- Masterminded a Chronic Film Festival and generated a website with templates for student nurses to learn from the power of film. (See attached article).
- Preceded and mentored activity and development of new hires (10 nursing professionals).
- Organized and led multiple teams, raised \$5,700 by participating in multiple walks for life to support various health conditions; Alzheimer’s, Cancer, and HIV just to name a few.
- Represented OSNA, as the Community Health Outreach Director, initiated multiple local and school health fairs, promoting health and well being.
- Thoughtfully planned and skillfully executed clean needle exchange program to promote harm reduction, distributing over 1,000 clean syringes reducing infection by 50%.
- Partnered with Buckman Elementary School in “Healthy Hearts “Clean Hands” month by educating children through fun and playful mediums; created passports for the kids as they traveled to each station. We had a blast!
- Give a Pint - Get a Pint, Blood Drive, networked with the American Heart Association (AHA), by organizing a blood drive partnering AHA with Ben & Jerry’s Ice Cream, donated over 5,000 pints!
- Researched and compiled daily operation reports and patient statistical data for hospital admission and utilization review (UR) coordinator; analyzed data and reduced hospital admissions by 62% with targeted dates.



Story for OHSU Momentum - Fall 2011

By Lee Lewis Husk, Journalist for OHSU

Student Nurse Uses Film to Teach about Chronic Illness

Life's experiences can profoundly affect our decisions. With Kelly Nickerson, it was the death of her brother and the birth of her child. In both instances, nurses played pivotal roles. According to Nickerson, her brother had psychiatric mental health issues. He struggled in and out of psychiatric units for many years. In 2004, sadly, he took his own life. "Nurses helped me through this difficult time; answering my countless questions, or taking my calls late at night; making me at ease. Their dedication to patients and families amplified a way of giving back to the community." When her child was born with asthma, nurses taught her how to provide medical care and normalized the chronic illness.

Employed with a State of the Art Alternative to Assisted Living, Nickerson lived on campus; she embodied the philosophy of extended family. This forward-thinking assisted living cemented her decision to become a nurse. The estate owners in Milwaukie, Or., hired Nickerson to help them design a community they would want to live in when they become sacred elders. She liked the philosophy, and the grounds were covered by 6 acres of edible landscape. What a perfect place to raise her child! With a live-in apartment available, Nickerson and her young child moved in and spent the past five years living among the residents, many of whom suffer from dementia or feelings of isolation. "People in these settings do not need quiet; they need a life with interaction," she says.

Nickerson resigned from her role as the Marketing Director at Oatfield Estates in 2007 to pursue her dream. She enrolled in the class of 2007, nursing school. Now, age 40, Nickerson has her Bachelor's degree from OHSU's School of Nursing.

During the chronic illness course, Nickerson observed: "The vast majority of students were not quite comprehending the magnitude of how chronic illness affects patients." As nurses, how can we provide more robust care?" She decided to bring field experts and novice nurses to learn together through the power of film. She organized this powerful

learning event to provide nursing students a realistic portrayal of living with a chronic illness, such as Alzheimer's, Schizophrenia, and a compromising moral and ethical decision regarding organ transplants. "The role a nurse has in the chronic illness arena is paramount to how well a patient manages their illness," says Nickerson.

The festival occurred over three evenings in the winter of 2010 at the OHSU student media center. Each chronic illness topic had a special guest speaker to facilitate an engaging discussion following the film. The first evening was small and intimate, the next film bringing in a much larger crowd, and the third night filled the entire house. Nickerson says the next series of films will occur in 2012 at the McMenamins Kennedy School, which has a food menu and a more significant movie theatre to house the crowd.

She hopes the chronic film festival can go nationally. "It is too powerful to stay in Oregon," she says. "Everyone needs to see it, touch it, or be inspired by it in some way."

Like many great ideas, they often fade away when the creator moves on. Nickerson wanted to share her event planning with her colleagues "so other student nurses would not have to work as hard." She designed a website with templates for invitations, posters, how to organize the event, booking the venue, gratitude letters, right to the execution of the event. Nickerson said everything needed to execute a Chronic Film Festival is available on the School of Nursing website.

For her creation of the film festival and as the senior class Senator and Activity Coordinator for the Student Nurses' Association, Nickerson won the coveted OHSU Student 2010 Educator of the Year Award, an honor that only one OHSU student.

As for Nickerson's future, she found a love for mental health and emergency nursing. "The emergency department is the gateway to the community, and if I can, for even a moment, touch someone's life, I am fulfilled."

To Whom It May Concern:

I am writing this recommendation on behalf of Kelly Nickerson. I am currently a full-time practicing nurse at Portland Providence Medical Center and a trained preceptor for student nurses and new graduates for the Emergency Department. Through this position I have had the opportunity to orient some really great new nurses into the ER, and Kelly was a genuinely compassionate, responsible, and reliable nursing major who reflects the characteristics that define a nurse.

Kelly has an enthusiastic approach to understanding the “why’s” of patient care. She is not satisfied to settle for the answer, “that is just how we do things.” Kelly truly wants to understand pathophysiology, differential diagnosis, and appropriate interventions. Emergency nursing can be intimidating for new nurses, and as a new nurse Kelly was excited to take on the challenge. During the course of her practicum, and after she graduated, Kelly was enthusiastic to try every new task. Kelly became proficient in advanced specialty nursing skills such as IV starts, blood draws, mini-catheters and foley catheters, interpreting ECGs, telemetry monitoring, delivering nebulizer treatments for severe shortness of breath, participating in code team work, etc. Kelly also learned how to think like a triage nurse and she learned to gather data and make informed assessments and interventions for complex patient scenarios. Besides the technical skills, Kelly has a compassionate heart for patient care. I watched in amazement as Kelly confidently comforted patients and family members through very tough situations from suicidal ideation, to newly found life-threatening diagnosis. In the in-between times, Kelly was looking for ways to help out other team members, and to seek out new experiences. I find that I can help people learn the technical skills required to be proficient in the ER, but the communication skills, the compassion, the teamwork mentality, and the respect that Kelly has for her patients/coworkers is something I cannot teach. Kelly embodies these traits as a person, and it shows in her patient care.

I truly am grateful for the experience of precepting Kelly Nickerson. As a preceptor I feel that the experience is so rewarding when I get to work with someone like Kelly. Kelly inspires me to be a better nurse. The ER experience Kelly obtained is a great foundation for the beginning of her nursing career. Kelly will truly be an asset and a team player to any nursing endeavor she takes on.

Sincerely,

Erin Self

PPMC RN, BSN, CEN, Clinical Ladder IV

March 10, 2020

Re: Kelly Nickerson, RN

To Whom It May Concern:

It is without hesitation that I offer this character reference for Ms. Kelly Nickerson. Kelly was previously under my direct supervision for approximately 3 years when I served in the capacity of Kaiser Permanente Hospice Team Manager. I hired Kelly as a new graduate after what could only be described as the best job interview I've been a party to. This bright, motivated, energetic new nurse was so compelling that I sought an exception to our policy of hiring only experienced nurses in order to bring her on board.

Kelly quickly learned the principles of palliative care seeking every opportunity to improve her skills. She worked well with the interdisciplinary team as well as independently in the field making home visits to this very vulnerable patient population.

Over the course of my tenure at KPNW Hospice, Kelly demonstrated an unwavering commitment to excellence in patient care. There is no question in my mind that she will be considered an asset wherever she is employed.

Sincerely,

Anna-Leigh Andresen, RN, CHPN

Applications Coordinator – Home Care
CDTS NW KPHC IT
28050 NW Nicolai
Portland, OR 97210-2018
Cell: 503-756-2485

February 16, 2018

To Whom It May Concern,

Kelly worked for Elite Care from May 2001 to September 2008 in our marketing department. She lived on the Elite Care campus for 6 years and raised her child in our extended care model. She left in 2007 to earn her Bachelor of Science in Nursing from OHSU. Upon graduation, she worked as a Hospice Case Manager with Kaiser Permanente for 5 years.

In June 2016 Kelly was asked to come back to Elite Care as our private nurse consultant to help with restoring our vision, culture, and helping us bring our organization to the next level. In July, she assisted us with immediate nursing needs; to include auditing our systems, direct care of residents, training of frontline staff, and developing needed programs and supportive business processes.

In September 2017, Kelly was offered a promotion to the Director of Operations and Clinical Care. Dedicated to education and developing policies and procedures, she declined the position. Fortunately, she stayed on as our consultant and with her processes and training modules our campus is now 100% deficiency free. Kelly's commitment to her staff, residents, families, board of directors, and Elite Care speaks to her integrity, excellent customer service, and passion for life-long learning and education. She was highly engaged with all parts of our business and held a highly visible position at Elite Care. Kelly has played a significant role in the day-to-day operations by participating in multiple team meetings, working with families, caring for residents, training staff, developing training modules, and mentored managers, directors, nurses, and caregivers.

Through Kelly's commitment to quality care, Elite Care achieved excellence. Her ability to perform under stress and to adapt to changes is outstanding. She has brought favorable recognition to the company through her charitable work and has proved to be an indispensable employee. While Kelly is a highly efficient, results driven individual, she values family and work/life balance. Through her journey with our company she displayed high professional standards and competence exemplified by her extraordinary professionalism, compassionate, empathetic practices in the delivery of care coupled with her consideration of the needs of patients, their families, and colleagues. We are pleased to recommend Kelly Nickerson for any position you may have.

Sincerely,

Jamie Campbell, Director of Operations
808-347-4523
jcampbell@ohanapacific.com

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

PROFESSIONAL REFERENCE LIST

Former Supervisor

Joseph Croft, RN, BSN, CHPN

joetcroft@gmail.com

503-750-1009

Bristol Hospice

Portland, OR. 97267

January 1, 2019 - June, 3 2019

Travel Contract - No

Managed 20 staff

Former Employee

Robyn White

rwhite1388@gmail.com

Portland, OR. 97239

641-751-5690

Elite Care, LLC

June 2016 - April 12, 2017

Travel Contract - No

Managed 15 Managers

Former Colleague

Zina Bodunov, LPN

zinabodunovlpn@gmail.com

Portland, OR. 97239

971-707-3306

Assured Home Health

July 1, 2018 - February 28, 2019

Travel Contract - No

1:30 ratio

Former Colleague

Erin Lent, RN, BSN

elent76@yahoo.com

Portland, OR. 97239

415-497-2358

Assured Home Health

July 1, 2018 - February 28, 2019

Travel Contract - No

Former Supervisor

Anna Leigh-Andresen, RN, CHPN

anna-leigh.x.andresen@kp.org

503-756-2485

Kaiser Hospice

28050 NW Nicolai

Portland, OR 97210-2018

June 5, 2012 - May 30, 2016

Travel Contract - No

1:25 ratio

Former Supervisor

Jamie Campbell, Director of Operations

jcampbell@ohanapacific.com

Milwaukie, OR. 97267

808-347-4523

Elite Care, LLC

June 6, 2016 - April 12, 2017

Travel Contract - No

Managed 5 Nurses, 15 Managers, & Temp Contract Work

Current Supervisor

Sherry Stellar, Owner & Operator

sherry.stellar@comcast.net

Portland, OR. 97217

503-740-9927

Applewood Adult Care Home

Poppywood Adult Care Home

Travel Contract - No

1:5 ratio

Former Supervisor

Gene Dalton

gcdasd91717@yahoo.com

Tigard, OR.

Signature Home Health

Travel Contract - Yes, 1:45

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

LICENSES AND CERTIFICATES

[OSBN Registered Nurse License](#)

Oregon Driver License # 4706815

[BLS Certificate](#)

CPR Certificate

OHSU Omnicell Certificate

Kelly A. Nickerson RN, BSN

Registered Nurse, Bachelor of Science, Go forth and Nurse

ATTACHMENTS

1. Cover Letter
2. Resume
3. Accomplishments
4. Journal article featuring the Chronic Film Festival
5. Professional References
 - a. Letters of reference
 - i. Erin Self, RN, BSN AN, Emergency Department Preceptor
 - ii. Anna Leigh-Andresen RN, BSN CHPN
 - iii. Jamie Campbell, Operations Manager
6. OSBN Nursing License #201140892RN
7. BLS Certification #IMP215CWGT25