

Tonya Thompson

Sandia Park, NM 87047

tthompson0727@gmail.com

+1 505 203 0723

Authorized to work in the US for any employer

Work Experience

Director of Patient Care Services

Silver Linings Hospice - Cedar Crest, NM

November 2021 to Present

Manage interdisciplinary group of RNs, CNAs, MSWs, and Chaplains. Accept new referrals and provide education to families on Hospice. Organize patient load and give assignments to team including coverage for after hours. Oversee compliance and audit staff charting, MARs, and Plan of Cares for Medicare. Point of contact for problem solving, new admissions, staff concerns, and family or facility complaints. Communicate with medical director and interdisciplinary team on changes of patient status daily. Coordinate patient moves and transfers with facilities, families, and hospitals.

Assistant Director of Nursing

Silver Linings Hospice - Cedar Crest, NM

March 2021 to November 2021

Compliance officer in charge of daily and monthly auditing of all staff charting to remain Medicare compliant. Oversee scheduling of all staff and patient assignments. Triage office nurse phone calls. Communication with multi-discipline team. Run IDG meetings with all staff via Zoom. Backup as RN case manager to cover staff vacations. Training of new RN and CNAs. Backup for Administrator to oversee all functions of the Hospice. Daily and monthly filing of reports in Kinnser. Admission nurse educating patients and families of all aspects of Hospice and what to expect. Assist families with paperwork to sign on to Hospice and set up each patient's team. Determine Hospice eligibility based on medical history and current status of patient. Bedside RN to terminally ill patients and their families. Provide compassionate care with good listening skills.

Case Manager

Silver Linings Hospice - Cedar Crest, NM

April 2019 to November 2021

RN case manager over 10-12 hospice patients with variety of diseases. Provide comfort for patient and family during end of life process. Manage and order medications and supplies. Team player with multiple disciplines. Wound care provided. Death pronouncements completed and certified with OMI, NM. Report to medical director and two different doctors who oversee all medical care.

Registered Nurse

VA Spinal Cord Injury Unit - Albuquerque, NM

June 2014 to April 2019

Care to Spinal Cord injury veterans. Excellent time management skills. Patient load average of 5 per day. Responsibilities include passing medications, wound care, IV medications, blood transfusions, PICC

line dressings, Foley catheter changes, transferring patients via ceiling lifts, bowel care, mental health assessment, new admissions, and charge nurse responsibilities as needed. Known for being a team player and a compassionate nurse.

Cash Receipts Bookkeeper

TriCore Reference Laboratories - Albuquerque, NM

October 2004 to July 2006

October 2004 to July 2006

Prepare daily bank deposit. Sort and prepare batches for posting team to apply payments. Reconcile bank deposits with Antrim batch totals daily. Maintain cash box for walk-in patient payments. Contact person for all offsite labs on patient payments. Train new hires on Uninsured program and patient payment procedures. Assist Billing department, on a part time basis, with keying requisitions.

Bookkeeper

Just Right Builders/RET Contracting - Edgewood, NM

July 2000 to July 2006

Responsibilities include posting and processing payments for Accounts Payable, Payroll, bank deposits, bank account reconciliation, job cost reports, employee records, subcontractors nontaxable certificates.

Billing Specialist

TriCore Reference Laboratories - Albuquerque, NM

October 2003 to October 2004

Process lab work requisitions and file to insurance companies, call doctor's offices for diagnoses, and research order entry error reports. Sorting requisitions, assigning charge to's, and coding text diagnosis codes. Verifying insurance eligibility using Pres online and Medifax. Research missing information on requisitions by utilizing Antrim, Flexi lab, Amisys, Sunquest, and several websites as needed.

Billing Clerk

TriCore Reference Laboratories

August 2003 to October 2003

Sorted and mailed HICFAS, opened and delivered daily mail, prepared EOB's and Paps for scanning, scanned EOB's and Paps into scanning and imaging system Liberty, Retrieved batches from storage as needed for Collections team.

Sales Associate

Macy's - Albuquerque, NM

October 2002 to August 2003

Responsibilities included assisting customers, working cash register, and keeping area up to par.

Finance Specialist/Corporate

Honeywell - Albuquerque, NM

February 1999 to July 2000

Responsibilities included running all division check runs, quick checks, team metrics, importing flat files, and problem solving resolution to the team as needed.

Accounts Payable Specialist

Sun Healthcare

October 1998 to February 1999

Responsibilities included auditing AP batches sent from field offices and processing payments to the vendors.

Sun Healthcare

Finance Specialist

Sun Healthcare

October 1998 to February 1999

Finance Specialist Associate

IAC

May 1998 to October 1998

Responsibilities included debit balance resolution, account reconciliation, disposition of returned checks, research on vendor refund checks, error report resolution, legacy system imports, team metrics, check runs, general ledger post, deposits, and provided supervision and problem solving resolution to team members.

Finance Specialist Associate

Honeywell

March 1997 to October 1998

March 1998 to April 1998

Responsibilities included researching vendor refund checks and Honeywell returned checks, processing stop payments, voiding checks, verifying positive pay, running check register reports daily, and communicating with bank for check clear dates, for all divisions. Prepare bank deposits for Corporate refund checks. Process foreign drafts and wire transfers in Oracle. Process all transactions for auditors Loder Drew.

Disbursement Audit Processor

Honeywell

March 1997 to March 1998

Responsibilities included processing manual invoices for Field Administrative Services, Oracle Entry for Corporate and H&BC branch vouchers, Arlington Heights Petty Cash, Foreign Drafts, and Wire Transfers. Processed check requests and Corporate Disbursement Audit invoices as needed. Focal point for Standard Register invoices. Researched vendor refund checks and prepared bank deposits, debits, voids, and processed invoices for auditors at Loder Drew. Responsible for training replacements for FAS and Standard Register desks. Implemented process improvement for the FAS desk so that it is now a part-time position instead of two full-time ones. While in Minneapolis, was involved in process improvement to make FAS branch vouchers a paper-less procedure.

Exception Analyst

Baxter Healthcare - Albuquerque, NM

May 1996 to February 1997

Responsibilities included processing invoices, researching problems on exception report, billing customers for drop shipments, communicating with customer service to resolve problem invoices.

Collection Manager

Office Team Ltd - Albuquerque, NM

May 1996 to February 1997

September 1995 to April 1996

Responsibilities included collecting past due balances from patients, making payment arrangements, requesting credit bureau reports, setting up budget plans, helping walk-in patients, and filing insurance claims.

Office Team/Lovelace

September 1995 to April 1996

temporary assignment)

Customer Billing Representative

Baxter Healthcare

August 1993 to July 1995

August 1993 to July 1995

Responsibilities included paying vendor invoices, researching problems on exception report, billing customers for drop shipments, and working with customer service to resolve problems.

Credit Manager

Richard Distributing - Albuquerque, NM

August 1992 to July 1993

Responsibilities included processing all transactions for each account, verifying customer credit history, researching past due accounts, daily bank deposits, initiating collection of past due accounts, and providing backup for AP clerk as required.

Accounts Receivable Assistant

Richard Distributing

April 1991 to July 1993

July 1991 to August 1992

Responsibilities included processing incoming checks and cash receipts, taking phone and walk-in orders, processing invoices for customer orders, assisting with AR research, and when required, duties included receptionist and filing responsibilities.

Data Entry Clerk/Receptionist

Richard Distributing

April 1991 to July 1991

Responsibilities included cash application, multi-line switchboard, greeting walk-in customers, taking phone and walk-in orders, and assisting in AR research.

Education

BSN

New Mexico Highlands University

January 2018 to Present

Associate of Science degree in Nursing

Central New Mexico Community College - Albuquerque, NM

December 2013

Certificate

University of New Mexico - Albuquerque, NM
2009 to 2011

Nursing Licenses

RN

Skills

- PROBLEM SOLVING
- CASE MANAGEMENT
- HEALTHCARE
- Account Reconciliation
- Accounts Receivable
- Auditing
- Balance Sheet Reconciliation
- Bank Reconciliation
- General Ledger Accounting
- General Ledger Reconciliation
- Order Entry
- Accounts Payable
- Journal Entries
- Payroll
- Office Management
- Financial Report Writing
- Triage
- Hospice Care
- Nursing
- Home care
- Supervising experience
- Patient monitoring
- Medical records
- Healthcare management
- Care plans
- Acute care

Certifications and Licenses

Compact State Nurse License

BLS Certification

BLS Certification

CPR Certification