

Robin D. James

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Objective –Experienced diverse registered nurse seeking employment in a professional organization that utilizes the RN's clinical nursing skills, experience and theory for the benefit of improving the client's holistic health.

Professional Experience

2021-Current Registered Nurse Med Surg-Tele

STROGER HOSPITAL/COOK COUNTY (Level 1 Trauma Center)
CHICAGO,IL

- Providing assistance to patients on med- surg tele unit , monitoring and assessing patients daily as needed and before and after surgeries, providing CPR and first aid treatment as needed, monitoring vital signs daily and before and after surgery or procedures, responsible for administering blood products or plasma products , maintaining and updating record of patient status, discharge planning , admissions and transfers , supervision of pcts, monitoring and adjusting dosages for patients as needed, administering and monitoring of iv products , attending to wound dressings, monitoring chest tubes ,cardiac monitoring , cardiac interpretation, cardiac drip administration, iv insertion, foley care and insertion , specimen collections, vaccinations immunizations , determining emergency needs, and performing all other duties as delegated. Responsible for daily care plan production and review .

2021-2021 Review Nurse

DESPLAINES, IL

BLUE CROSS BLUE SHIELD

- Responsible for annual patient chart inspection/audits. Abstracts medical records, accurately enters the results of chart audits into the health plans database, Quality Spectrum Hybrid Reporter (QSHR). Abstracts and over reads medical record documentation submitted for HEDIS measures, used annually for reporting to the NCQA. Maintains productivity level with less than a 5% error rate in record abstraction and data entry on an ongoing basis.
- Responsible for viewing and creating documents in Adobe Reader. Complies with HIPAA, Diversity Principles, Corporate Integrity, Compliance Program policies and other applicable corporate and departmental policies. Maintains complete confidentiality of company related business at all times • Maintains effective communication with management and performs special projects as necessary.

2020- 2021 Registered Nurse (Med-Surg , Hematology Oncology, Breast Surgery)

OLYMPIA FIELDS, IL

SPECIALTY PHYSICIANS OF ILLINOIS

- Responsible for general duties in an inpatient and outpatient setting. Responsible for assuring the daily operations of the Patient Care Center are effectively and efficiently maintained. Escorts patients to and from exam rooms and readies them for physician. Takes vital signs, records medical history/symptoms, ensures medical chart/lab test results are available and complete prior to physician exam. Performs telephone triage, provides patient education, handling of physician phone calls, pharmacy calls. Assists with setting up appointments or arrange hospital tests or admissions. Administers immunization vaccines and minor treatments as prescribed and ordered. Records and documents all such activities in the patient chart. Assists physician with in office procedures as necessary. Cleans and stocks all patient examination rooms, cleans and prepares instruments for procedures, keeps list of needed medical supplies. Completes paperwork such as ordering lab tests, x-rays, return to school/work notes, Checks and restocks medication cabinet as necessary, while ordering supplies and meds.

- Responsible for surgery scheduling and billing charges. Responsible for obtaining and processing prior authorization insurance approvals for patient diagnostic testing and surgeries. Responsible for ordering appropriate preop lab tests and obtaining medical records from outside sources. Provides detailed surgery instructions to patients while answering surgery questions appropriately and as needed. Responsible for following up with patients who need upcoming surgeries and getting them scheduled. Works daily in the EPIC EMR system to document and obtain patient clinical information and notes. Called patients to go over lab results and refilled patient medications as needed.

2019-2020 Registered Nurse (Oncology/Med Surg)

MUNSTER, IN

COMMUNITY HOSPITAL

- Provides direct nursing care for specified patients, including appropriate supportive care and administration of medications, blood components, fluid and electrolyte replacements, and other oncology treatments as prescribed. Performs nursing assessments and triage of patient care needs for new and ongoing patients. Documents and provides education through EPIC. Uses safe handling of chemotherapy meds and maintains chemo and radiation precautions as needed.

- Provides education to patients, families, and significant others, and acts as an information resource to health care professionals, patients, and colleagues. Provides family support as required. Makes applicable referrals for bereavement counseling and palliative care as needed. Follows established departmental policies, procedures, and objectives, continuous quality improvement objectives, and safety, environmental, and/or infection control standards. May train and guide other nursing and support staff engaged in clinical activities; may participate in research and related activities. Performs miscellaneous job-related duties as assigned.

2011-2019 Pediatric Home Health Nurse

HEALTH FORCE HOME HEALTH AGENCY

ALSIP, IL

- Provides personalized daily individual care to pediatric traumatic brain injury patients. Responsible for daily charting of nursing assessment and progress notes. Provides assistance or total care to the client in learning self-care, client teaching and personal care when applicable. Administers medications, treatments and feedings to the client via g-tube. Responsible for daily g-tube care . Provided range of motion exercises and ambulation assistance as needed by the client and as tolerated. Communicates closely with parents and other caregivers as well as other members of the immediate healthcare team. Responsible

for tracheostomy care, changes, and suctioning as needed. Daily straight catheterization and occasional oxygen therapy.

- Provides personalized daily individual care to patients. Responsible for daily charting of nursing and progress notes. Provides assistance or total care to the client in learning self-care, client teaching and personal care when applicable. Provides rehabilitation assistance as needed to help patients recover from injuries and regain full health and functionality per physician's orders. Responsible for observing and reporting any client changes. Accompanies parent to therapy sessions, doctor's appointments, and ER visits as needed. Transcribes over doctors orders and makes necessary changes to current orders as prescribed.

2014-2018 Case Manager /Triage Nurse

AETNA/AETNA BETTER HEALTH (MCO)

CHICAGO, IL

Receives high volume triage queue referrals and ensures appropriate clinician assignments for timely evaluation. Responsible for assigning and plotting start of care (SOC) visits for members. Responsible for taking in high volume calls from members of the health care plan. Coordinates determination of patient home health benefits, medical necessity, and ongoing insurance approvals. Oversees and assures development, implementation, and updates to the individualized patient plan of care, as appropriate. Reviews assessments and plans of care daily, per assigned workflow, and consults clinicians with recommendations, as appropriate. Responsible for following and monitoring members in the Episode and Disease Management process. Reviews prior claims to address current case management and eligibility within the members healthcare plan.

- Responsible for creating and updating monthly triage logs. Responsible for resolving any referral issues in a timely manner and delegating referrals to the appropriate staff. Processes call tracking referrals in QNXT. Responsible for creating daily excel documents and spreadsheet reports. Attends weekly meetings and monthly rounds regarding member status updates and progress. Responsible for training new hires within the triage team. Works with the Utilization Management department closely and creates a daily behavior health and inpatient hospital census. Researches and follows up on HEDIS quality measures and gaps in care. Identifies risk factors and barriers to complex health issues using clinical judgement and assessments. Responsible for TOC and care plan development with members recently discharged.

2010-2011 Executive Health Clinician LPN

NORTHWESTERN MEMORIAL PHYSICIANS GROUP

CHICAGO, IL

- Responsible for preparing exam rooms for patient rooming and stocking exam rooms with supplies as needed. Drawing patient labs, immunizations, vaccination, taking vitals, height and analyzing body composition. Responsible for diagnostic testing such as EKG's, hearing and vision testing as appropriate. Responsible for charting and documenting all testing and results into PCO and SAGE and preparing patients after visit summaries.
- Responsible and accountable for taking patients to designated appointment areas on and off site. Assisting with registration of patients at their appointments and the on time arrival of the patient. Responsible for troubleshooting time conflicts in patients schedule and making the appropriate Provided concierge's services to patients throughout their entire visit. Worked closely with physicians and other healthcare team members to ensure a smooth day to day process for the patients and staff. Attended monthly nursing and departmental meetings to ensure that quality patient care was being met.

2009-2011 LPN/Charge Nurse

PROVIDENCE LIFE SERVICES/REST HAVEN

SOUTH HOLLAND, IL

- Responsible for safe administration of medications to Alzheimer and Dementia residents. Determines and monitors health care services for individuals served under the direction of the RN supervisor. Responsible for monitoring changes in the resident's behavior or health status and carrying out the proper actions based off critical thinking.
- Provides health care assessments and implements care plans as needed. Reviews medication mars and updates them as needed. Completes nursing reports in an accurate and timely manner, including computerized medical records, incident reports and medication error reports. Responsible for ensuring and providing patient safety always. Responsible for wound care, IV therapy and monitoring, g-tube feedings and medication administration. Carries out lab and pharmacy orders and collects specimens. Responsible for prompt notification to the PCP regarding status changes and lab results.

2009-2010 Care Coordinator (Temporary Pilot Program)

ADVOCATE MEDICAL PHYSICIANS GROUP (CLINICALLY HOME)

CHICAGO, IL

- Responsible and accountable for the referral intake and reporting process on admissions. Recorded all intake information, clinical, demographic and billing data. Assisted in initial assessment and determination of the appropriateness of home health care through Allscripts. Assisted with the recruitment of patients through screening prior to hospital discharge. Served as a resource to all field staff including hospital NP'S and PA's as well as Community Home Health nurses. Attended weekly meetings with staff towards the development of the data system as well as the development of admission protocols.
- Initiates home health orders based off patients discharge needs. Maintained a working knowledge of home care rules and regulations/ Medicare, Medicaid, and other third-party payers. Assists in ordering home health supplies (DME) and home O2. Assisted the NP in recruiting new participants through case management hospital referrals. Responsible for screening and qualifying new patients prior to discharge from hospital units and emergency department. Communicated medical concepts to patients, monitored patients daily vitals and carried out physicians orders.

2008-2010 Unit Secretary (Registry Float Pool)

ADVOCATE TRINITY HOSPITAL

CHICAGO, IL

- Responsible for transcription and processing of physician orders from the patient chart to the computer system and onto the Kardex. Responsible for organizing and taking apart a chart upon

admission and discharge. Responsible for filing of lab tests, diagnostic results or other information. Responsible for answering the unit phone and transferring the calls to the designated person. Gathers medical records for patient transfers within and outside of the hospital. Verifies hall passes and deliveries as they enter and exit the unit. Worked with all members of the healthcare team and supporting staff on the unit.

Educational Background

◆ June 2020 – January 2022 Bachelors of Science in Nursing (BSN) **Purdue Global University**
Hammond, IN

◆ 2017-2019 Associates in Applied Science Registered Nursing (ADN) **Prairie State College**
Chicago Heights, IL
Alpha Delta Nu Nursing Honors Society
RN License obtained 8/2019 exp 5/2022 (Illinois and Indiana)
Supplemental Nursing Instructor – employed 08/2019-Current

◆ 2004-2009 Licensed Practical Nursing Program **South Suburban College**
South Holland, IL
Certificate of Licensed Practical Nursing Summer 2009
Certified Nursing Assistant Certificate Spring 2004

◆ 1996- 2000 College Prep/Career Courses **T.F. North High School**
Calumet City, IL
Diploma Obtained Spring 2000

Skills

- ◆ Med Surg
- ◆ EKG testing and general interpretation
- ◆Hearing and Vision Screening testing
- ◆Typing 50 WPM, Data Entry, Medical Terminology/Transcription
- ◆ EMR (EPIC, Power Chart, Medcitrix, Picis, Sharepoint, Allegra, Mysis, and MedEx)
- ◆ BLS CPR with AHA exp 2023
- ◆ G-Tube care maintenance medication and feeding administration
- ◆Adult and Peds Tracheostomy care and management
- ◆IV therapy management (administration and iv maintenance)
- ◆ Surgery Scheduling and Billing
- ◆Port and PICC line maintenance (dressing changes, blood draws, and access)
- ◆ Wound Care
- ◆ Proficient in Power Point, Office, Excel, Dynamo, EPIC, QNXT and Care Web QI
- ◆ Case Management MCO (HEDIS, Prior Authorization,UM, Review Nurse, Referrals , Case load)
- ◆ HEDIS abstraction and over-reading
- ◆ Vaccine and Immunization Administration (pediatric and adult)

Professional and Personal Work References Are Available Upon Request