

Michele Armstrong

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Professional Summary: RN state of Wisconsin licensed July 2018

EDUCATION

Associate Nursing Degree, Moraine Park Technical College, Beaver Dam, WI	May 2018
CNA course certificate, Moraine Park Technical College, Fond du Lac, WI	May 2015
BA, Office Administration, Mount Vernon Nazarene College, Mount Vernon, OH	May 1993

Skill Highlights:

- Team member
- Able to maintain a positive attitude
- Strong interpersonal and administrative organizational skills with the ability to efficiently multitask

PROFESSIONAL EXPERIENCE

RN Case Manager - St. Croix Hospice, Fond du Lac, WI October 2020 - Present

- Organized and direct hospice care for patients within skilled nursing facilities, assisted living facilities and homes.
- Uses the nursing process (assess, plan, intervention, and evaluation) to provide ongoing care.
- Assess new patients, and recognize change of status and need for care for existing patients.
- Serves as point of contact for patient, family, and/or significant others according to protocol and organization guidelines.
- Provides continual education to patients, families, facilities regarding health care plans and treatment.
- Communicates with physicians and other members of the health care team to ensure well-coordinated patient care.
- Implement physician orders and other nursing procedures.
- Provides emotional support to patients, families, facility staff.
- Documents and communicates accurate and timely information regarding patient conditions.

Hospice RN - Agnesian HealthCare, Fond du Lac, WI June 2018 – October 2020

- Develops, coordinates, and implements patients' care plans. Monitors, records, and communicates patient conditions as appropriate.
- Uses the nursing process (assess, plan, intervention, and evaluation) to provide ongoing care.
- Recognizes and responds to changes in patient's status and need for care.
- Serves as point of contact for patient, family, and/or significant others according to protocol and organization guidelines.
- Provides continual education regarding patient's diagnosis to patient, family, and/or significant others.
- Communicates with physicians and other members of the health care team to ensure well-coordinated patient care.
- Documents and communicates accurate and timely information regarding patient conditions.
- Administer medications, treatment orders, etc. according to physician and nursing orders.
- May perform point of care testing according to policies and procedures.

CNA/HUC

Medical Surgery Unit – Aurora Medical Center, Hartford, WI

September 2015 – June 2018

- Assists the RN with the care of patients. Documents requested information and promptly communicated observations, concerns, and needs of the patient to the RN.
- Prepares patient rooms for admission/discharge and assists with the patient admission/discharge process. Ensures patient call light is always in reach of patient; answers call lights promptly. Keeps careful track and documentation of patient belongings.
- Coordinates tests and treatments with and between various departments for the patients on the nursing units. Maintains a working knowledge of the functions and services offered by all diagnostic and treatment departments to facilitate the scheduling of tests and treatments. Provides appropriate documentation.
- Facilitates communications for the nursing unit, utilizing multiple-line telephone, floor paging and in-house systems, and the hospital information system. Screens incoming telephone calls. Monitors department office equipment and troubleshoots minor problems. Arranges repair of major malfunctions and advises direct report of same.
- Assist Charge RN with daily assignment tasks for caregivers.
- Assists physicians and other healthcare team members with hospital systems as needed to access patient information. Supports communication required to facilitate patient care.

Administrative Assistant Senior

Washington County – Aurora Health Care, Hartford, WI

March 2014 – September 2015

- Coordinates the administrative details of special projects and assignments by compiling, analyzing, and preparing data/documents for the Washington County Medical Management Committee.
- Maintain the Washington County physicians on call schedules.
- Plans and organizes the administrative aspects such as agenda preparation, site selection, food/beverage selections, audio-visual arrangements, and document development.
- Resolves problems and prioritizes needs requiring in-depth knowledge of policies and procedures.
- Performs a variety of moderately complex word processing such as creating/drafting correspondences, memos, and documents from rough draft, under verbal instructions, or independently.
- Creates reports under general instruction and displays data to support needs, generates existing reports, and distributes reports as needed.
- Act as a resource to other clerical staff such as answering questions on processes/procedures and providing training.