

# Rachelle Pierre

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To obtain a leadership position as a registered nurse where I can utilize my nursing and leadership skills and experiences and become an asset to a progressive organization.

Authorized to work in the US for any employer

## Work Experience

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### **Inpatient Services Director**

Season's Hospice - Dania Beach, FL

October 2017 to Present

- \* Supervises all direct patient/family care team members, including nurses, Supportive Care, home health aides and counselors, in collaboration with Site Leadership.
  - \* Assures the 24-hour availability of nursing and psychosocial services to patients/families and coordinates "on-call" assignments.
  - \* Collaborates with Site Leadership members to monitor, manage and mentor all staff in patient care activities, productivity, and documentation per related policies and protocols.
  - \* Monitor staffing reports to ensure sufficient personnel for delivery of patient/family services, including on-call. Makes staffing recommendations to the Executive Director as necessary.
  - \* Investigates (root cause analysis) and follows up with staff / process issues in collaboration with Site Leadership as needed, and documents outcomes per protocol regarding.
  - \* Participate in ongoing quality assurance activities related to patient and family services, including Quality Assurance & Performance Improvement (QAPI) studies and chart audits to ensure the quality of patient/family services.
  - \* Key member in maintaining the partnership with Memorial Healthcare System by: providing hospice and palliative care education to their employees, participating in their monthly clinical effectiveness and presenting Season's Hospice Data information on a quarterly basis.
- Developed and implement best practices that resulted in an increased in CAHPS score of 30% over 3 quarters, increase in employee satisfaction and a decrease in overtime from 69% each pay period to 5%-7% each pay period.
- \* Instructing ELNEC classes to employees in order to improve patient outcome. Increase in staff members who have registered to take the CHPN from 0 to 21 staff members.

### **Staff Development Manager**

Season's Hospice - Dania Beach, FL

August 2016 to October 2017

- \* Assesses educational needs of site's staff by referencing quality assessment data including Adverse Event trending reports, documentation audit reports and survey results to define priorities
- \* Assesses individual staff needs through the distribution of an annual, discipline specific educational needs survey. Analyzes the results to determine the greatest needs in light of other identified needs.
- \* Assesses individual learning needs by assessing and validating staff competency. Assumes all responsibilities defined in the Staff Development Manager role.

- \* Supports and assists the site's team leadership in the ongoing evaluation regarding the educational needs of new employees during their early months of employment.
- \* Collaborates with site team leadership and directs the planning, implementation, and evaluation of new employee orientation and the ongoing education of clinical staff. Identifies competent staff members who will serve as mentors for staff. Directs and supervises site Staff Development Specialists. Ensures that orientation complies with standards set forth by the Vice President, Education and Clinical Informatics.
- \* Working with the site leadership team and the Regional Director of Compliance, develops, coordinates and participates in a multifaceted educational and training program which focuses on the elements of the compliance program and seeks to ensure that all relevant employees and management are knowledgeable and compliant with pertinent federal and state laws.
- \* Evaluates and enhances educational programming in order to ensure continued appropriateness, relevance and consistency with current standards of care.
- \* Works with site's leadership team to plan hospice education for hospitals, nursing homes, assisted living facilities, long term acute care facilities and other venues for the purpose of improving quality end of life care through education as required by Medicare. Under the Direction of the Lead Nurse Planner and the National Director of Education, facilitates the coordination and implementation of Continuing Education programming.

### **Inpatient Unit Manager**

Catholic Hospice - Miami Gardens, FL

August 2013 to August 2016

- \* Provide all aspects of Clinical Management and oversight of thirty clinical clerical staff in a 13 bed hospice unit.
- \* Responsible for marketing and generating referrals to the organization, especially the inpatient unit.
- \* Staff and schedule nursing personnel while determining appropriate staffing needs including budgeting and managing the use of temporary agency nursing staff in a cost effective manner to ensure coordination of care 24 hours a day and 7 days a week. Evaluate individual performance of team members, which include Written Annual Performance Appraisals and Performance Improvement Plans. Train new clinical employees in clinical areas such as nursing skills and CADD Pumps and on EMR software system.
- \* Conducting in-service to the staff members and in the community regarding Hospice care, Pain management, Hospice Medicare benefits and guidelines, Alzheimer's disease, Diabetes management and proper documentation.
- \* Conducting regular medical records reviews and audits to assure quality measures are being followed and maintain according to CMS and the organization guidelines. Work alongside with admission department to ensure patient admitted are hospice appropriate and meeting Medicare guidelines for hospice eligibility. Responsible for auditing the legal/consents of all new admissions admitted to the four inpatient units.
- \* Wrote new department best practices and policies for the organization inpatient units. Conducting in-services training presentations in the community to educate them about the hospice philosophy. Creating strong relationships with the community in order to increase referrals.
- \* Manage audit and risk assessment for the Inpatient Units (4). Perform billing audits and correction to increase revenue. Participate and regulatory surveys (AHCA, JCAHO). Successfully increasing the unit profit by reducing durable medical equipment, pharmacy and labor cost. Assures that excellent customer service is provided to all patients, families and visitors at all time.

### **Crisis Care Nurse**

Hospice of Broward County - West Palm Beach, FL

November 2012 to August 2013

- \* Provide care for the elderly patient/family during a crisis period under the direction of the primary physician.
- \* Educating family members about hospice, pain and symptoms management and how to cope with Alzheimer's patients.
- \* Establish and maintains professional interpersonal relationships with patients, family, and co-workers while assuring confidentiality of patient information.
- \* Documents patient assessment findings, physical/psychosocial responses to nursing intervention and progress towards problem resolution.
- \* Accurately assess any changes in the patient/family member's level of care and communicate that in a timely manner to the IDG team.
- \* Assess patient and loved once education needs and provide education as needed.
- \* Accurately document the encounter with the patients on the appropriate form to be placed on patient chart for continuity of care, initiates appropriate follow up.

### **Inpatient Unit Manager Assistant**

Hospice Care of Southeast Florida - Southeast, Florida, US  
September 2009 to February 2012

- \* Assist the Clinical Team Manager with and in the absence of the Clinical Team Manager assumes the responsibility for the coordination of the interdisciplinary team including fiscal management, staff development, performance evaluation, customer relations, regulation and compliance, and quality assurance.
- \* Assure around the clock 24hours, 365 days year staff coverage. Mentors and assists with the orientation and education of staff. Conducts and/or participate directly in staff competency evaluation. Counsels staff regarding areas of performance requiring improvement. Provide monthly in-services to CNAs and LPNs.
- \* Conducts ongoing assessments as determined by the pediatric or elderly patient's condition and/or the client facility's policies, procedures or protocols and prioritize care accordingly.
- \* Develops plan of care that is individualized for the patient reflecting collaboration with other Members of the healthcare team.
- \* Performs appropriate treatments as ordered by physician in an accurate and timely manner. Initiates emergency resuscitative measures according to adult resuscitation protocols. Administer blood transfusion, IV meds; provide tube feeding, tracheotomy care, colostomy and ileostomy care, and wound care and administer flu vaccine to patient and staff.
- \* Performs therapeutic nursing interventions as established by individualized plan of care for the patient and his/her family. Assess triage adult and pediatric patient's vital signs and charts them accurately. Screen and respond to patient phone calls, directing to Primary Care Provider as needed.

## Education

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### **Master of Science in Nursing**

St. Thomas University - Miami, FL  
January 2019 to Present

### **BSN**

Miami Dade College - Miami, FL  
May 2011 to December 2012

**Associate in Nursing**

Broward College - Hollywood, FL

August 2007 to May 2009

**High School Diploma**

Scholen Gemeenschap Bonaire

August 1994 to May 1999

## Skills

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- Fiscal Management
- Pain Management
- Tube Feeding
- Nursing
- Medication Administration
- Alzheimer's Care
- Hospice Care
- Dementia Care
- Root Cause Analysis
- Labor Cost Analysis
- Home Care
- Critical Care Experience
- Caregiving
- EMR Systems
- Vital Signs
- Hospital Experience
- Leadership
- Medical Records