

LaToya Jones

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An adaptable, resourceful, and enthusiastic Registered Nurse who has extensive experience of having a wide level of general experience in Quality Management, OB GYN, Pediatrics, Home Health, Family Practice, Mental Health Behavioral and Medical Surgical Nursing. A strong communicator with excellent interpersonal skills and a strong team player.

Work Experience

Senior Stars Improvement Professional of Louisiana

Humana - Metairie, LA

April 2018 to Present

- Develops, implements, and manages oversight of the company's Medicare/Medicaid Stars Program. Directs all Stars quality improvement programs and initiatives.
- Work assignments involving moderately complex to complex issues where the analysis of situations or data requires an in-depth evaluation of variable factors.
- Develops programs designed to increase the plan quality. Partners with leaders regarding implementation planning. Reviews and communicates results of programs. Begins to influence department's strategy.
- Makes decisions on moderately complex to complex issues regarding technical approach for project components, and work is performed without direction.
- Exercises considerable latitude in determining objectives and approaches to assignments.
- Works at clinic and provider level with primary focus on education. Creates and supports a strategy/ action plan individualized to each provider group for Stars initiatives.
- Provides clinic and provider level familiarization and insights.
- Assists providers with quality gap closure by conducting medical record audits, retrieving medical records, and/or extracting data from the provider's electronic medical record.
- Analyzes provider level data, distributes and creates reports to focus provider efforts on high opportunity quality measures.
- Outreaches members to counsel/educate, promote special events or assist with resolving barriers to compliance.
- Begins to influence the department's strategy by identifying and sharing best practices based on quality outcomes.

Registered Nurse Weekend Supervisor

Magnolia Manor and Rehab LLC - Shreveport, LA

January 2021 to December 2021

- Receives report on patient/resident status from previous shift, evaluates and ensures resources in place to meet needs
- Makes physical rounds assessing quality of care, intervening with provision of care and interacting with care givers and patients/residents

- Supervises charge nurses, aides, and other providers of care in carrying out their responsibility (medication pass, nursing care, documentation, treatments, supervision)
- Assesses and monitors to verify patient/residents' needs are met and policies and procedures are followed.
- Provides empathetic communication to families, patient/residents regarding change of condition and in response to care concerns

Care Manager

Humana at Home - Shreveport, LA

October 2015 to December 2017

- Complete physical, psychological, emotional and environmental reviews of my assigned members in order to provide appropriate, timely interventions to optimize care
- Develop plan of action with my assigned member based on identified needs and recommend and/or coordinate interventions that may include information, education, resources and referrals
- Work collaboratively with all staff to ensure appropriate intervention implementation with advocacy organizations and healthcare facilities
- Manages and maintain all assessment data in appropriate software applications
- Complies with all reporting requirements as defined by Humana At Home
- Conduct ongoing face to face outreach to Humana members participating in Humana At Home Chronic Care Program
- Coordinates community care and services as deemed appropriate
- Act as a member's advocate and liaison by completing or facilitating face to face or telephonic with providers as well as private, non-profit, and governmental agencies, and the Humana At Home multi-disciplinary team
- Understands clinical program design, implementation, and management, monitoring, and reporting
- Visit member's residence within a 30 to 40 miles radius weekly
- Complies with performance and reporting standards established to help us achieve our purpose Key Competencies

Registered Nurse, PRN

University Health - Shreveport, LA

May 2014 to October 2015

- Responsible for the management of all clinic functions, clinic assignments, payroll, budget responsibilities, enter monthly schedule into
- EPIC, work clinic as needed, function as charge nurse when manager not in clinic, triage of potentially critical patients, assist with monthly
- assignments for administration, rotates late weeks with other nursing staff, manage ports/PICC lines if necessary, administer IV
- medications/blood products if needed

Field Case Manager

Amedisys Home Health Service - Shreveport, LA

January 2012 to October 2015

- Performs patient care assessment, evaluation, development and implementation of Plan of Care, Completes OASIS assessments timely,
- accurately and according to OASIS user manual definitions
- Implements appropriate nursing clinical tracks and monitors the progress of field staff participating in a patient care of caseload

- Provide Skilled Nursing Care to patients in accordance with the Plan of Care and agency policies
- Help to achieve and maintain continuity of patient care by communicating information effectively and systematically with the staff,
 - physicians, family members and community resources
- Supervision of caseload including LPN and Home Health Aides
- Provides Clinical episode management according to protocol including overseeing clinical tracks and outcomes
- Interdisciplinary communication and follow-up
- Initiates appropriate rehabilitative measures
- Initiates, plans and provides staff education and performs competency and skills validation for staff as needed. Demonstrates competency
- In skills for required patient care.
- Utilizes a combination of agency resources and rationally recognizes standards of practice to achieve positive clinical outcomes
- Participates in clinical outcomes monitoring, follow-up and agency performance improvement initiatives

Registered Nurse

LSU Medical Center - Shreveport, LA
July 2007 to January 2012

- Rendered professional nursing services in the treatment and care of assigned patients in accordance with physicians' orders
- Provided for the comfort and well-being of patients by assessing condition, providing treatments and administering prescribed drugs and
 - documenting progress and other observations
- Coordinated nursing care for patients and participates in patient and family teaching
- Provided leadership by working cooperatively with ancillary nursing and other patient team personnel in maintaining standards for
 - professional nursing practice in the clinical setting

Registered Nurse, PRN

Brentwood Behavioral Hospital - Shreveport, LA

- Charge R.N. plans, provides, and evaluates direct and indirect nursing care to assigned patients utilizing the nursing process
- Responsible for the hands-on delivery of patient care in the assigned unit
- Provides, directs, and guides patient teaching, discharge planning, and care planning for specific patient population served on the
 - nursing unit
- Insures that high standards of professional nursing are maintained
- Supervises the LPN.s and MHT.s as assigned. Further contributes to nursing and the hospital through support of philosophy and
 - objectives, educational efforts and Quality Management efforts

Education

Bachelor of Science in Nursing

Grambling State University
August 2004 to May 2007

Skills

- Able to organize time and resources based on the individual needs of clients.
- Knowledge of all relevant legislation, policies and practices.
- Compassionate and understanding as well as possessing cultural awareness.
- Experience of working in a patient's homes, children's facilities
- Having a responsible attitude, remaining calm under pressure and possessing superb decision making skills.
- Promoting good work practices.
- Able to build a positive rapport with staff.
- Assigning tasks to staff & clearly explaining how those duties are to be done.
- Discipline staff and when required dismissing them.
- Superb people management skills.
- Carrying out risk assessments
- Able to introduce new processes to a team and organization.
- Calmly responding to accident and emergency situations.
- Setting goals and objectives for individuals and teams
- Strong Skill Asset in:
 - Supra Pubic Catheter
 - Colostomy and Urostomy Care
 - G tube maintenance
 - Drawing blood(peripheral)
 - Oxygen
 - IM injections
 - Maintaining IV
 - Feeding Pumps
 - Maintaining IV
 - Feeding Pumps
 - Hyperalimentation/Lipids
 - Care of Newborns
 - toddlers
 - Alzheimer's
 - HIV
 - AIDS
 - terminally ill
 - Quadriplegic
 - paraplegic

Certifications and Licenses

LPN

RN