

Jennifer Borchardt

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Authorized to work in the US for any employer

Work Experience

RN Case Manager Hospice

COMMUNITY HOSPICE - Stockton, CA
September 2021 to Present

RN Case Manager

Registered Nurse (RN)

John Muir Hospital - Walnut Creek, CA
July 2021 to August 2021

RN Neuro/Trauma ICU

Registered Nurse

Cleveland Clinic
September 2020 to June 2021

Provide direct bedside care of patients suffering acute stroke, intercranial hemorrhage, sub-acute stroke, subarachnoid hemorrhages, brain tumors, seizures, and various neurological surgeries. Performs frequent in depth neurological and physical exams on patients with a variety of neurological insults, as well as various other medical conditions. Performed specialized interventions, such as vasopressor and vasodilator support, sedation, dialysis, and invasive arterial and intercranial pressure management devices. Assists providers in emergent bedside procedures. Stabilize patients upon arrive via helicopter from outside hospitals. Provides direct nursing care in accordance with established policies, procedures and protocols of the healthcare organization. Establishes and/or revises priorities for patient care activities based on the following: acuity of need, patient preference, and resource availability. Initiates and/or maintains interventions to assure continuity of safe/effective care for patients. Responds to data indicating risk to individual's health and initiates action to correct, reduce, or prevent the risk. Complies with established hospital/department personnel policies. Uses communication strategies in order to achieve desirable outcomes. Documents in patient's medical record (Epic) according to established guidelines.

Account Representative III - Payer Denial Management

Cleveland Clinic
September 2016 to October 2018

Worked with RN Financial Case managers to advocate for the patient with insurance companies to prove the services rendered were medically necessary by appealing claims and calling insurance companies. Utilized EMR (Epic) to view medical records, physician notes, op reports, test results to compile appeals. Trained Account Representative II upon new hire or new process implementation. Worked on projects for management as needed. Held an "Outstanding" status in annual and bi-annual reviews.

Bartender - Front of House Manager

St. Hazards Resort

March 2013 to October 2013

Served food and drinks to customers. Provided superb customer service. Organized front of house staff (bartenders, servers) for daily assignments and expectations. Supported staff with customer service when needed. Performed weekly inventory. Met with general manager weekly to provide feedback and create improvement plans. Managed weekly inventory of liquor and supplies.

Education

Bachelor of Science in Nursing

Western Governors University

July 2021 to Present

Associate of Applied Science in Nursing

Cuyahoga Community College

May 2020

Associate of Arts

Cuyahoga Community College

December 2019

General Education Diploma

Valley Forge High School - Parma, OH

May 2012

Nursing Licenses

RN

Expires: October 2021

State: OH

RN

Expires: August 2022

State: CA

Skills

- Medication administration
- Microsoft Excel
- Microsoft Office
- Acute care
- English
- ICU experience
- Critical Care Experience

- Epic
- Nursing
- EMR Systems
- Time management
- Computer literacy
- Nursing
- Triage
- Hospital Experience
- Medical office experience
- Continuous improvement
- Vital Signs
- Patient Care
- Medical Records
- Medical billing
- Case management

Certifications and Licenses

Advanced Cardiovascular Life Support (ACLS)

December 2020 to December 2022

Basic Life Support (BLS)

October 2020 to October 2022

NIH Stroke Scale

September 2020 to September 2021

Assessments

Electronic health records: Best practices — Highly Proficient

January 2021

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Highly Proficient](#)

Clinical judgment — Proficient

December 2020

Assessing a patient's condition and implementing the appropriate medical intervention

Full results: [Proficient](#)

Case management & social work — Proficient

May 2021

Prioritizing case tasks, gathering information, and providing services without judgment

Full results: [Proficient](#)

Patient-focused care — Highly Proficient

May 2021

Addressing concerns and using sensitivity when responding to needs and feelings of patients

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

Covid vaccine x 2 completed