

Monica Siggers

Registered Nurse

Cibolo, TX 78108

msiggers20@gmail.com

+1 210 601 4219

To obtain a position where I can utilize my acquired skills to excel and achieve professional success that leads to advancement opportunities.

Willing to relocate to: Houston, TX - Dallas, TX - Austin, TX

Authorized to work in the US for any employer

Work Experience

Concurrent Review Nurse Manager

UnitedHealth Group - San Antonio, TX

March 2020 to Present

Coordinates, supervises and is accountable for the daily activities of business support, technical or production team or unit. Manager is responsible for clinical operations and medical management activities across the continuum of care (assessing, planning, implementing, coordinating, monitoring and evaluating). Manager is also responsible for providing health education, coaching and treatment decision support for members. Includes Health Coach, Health Educator, and Health Advocate roles that require an RN

- Team consists of 16 RN's and 10 Care Team Associates.
- Sets priorities for the team to ensure task completion.
- Coordinates work activities with other supervisors.
- Develops plans to meet short-term objectives.
- Identifies and resolves operational problems using defined processes, expertise and judgment.
- Decisions are guided by policies, procedures and business plan.

Supervisor, Medicare Transition of Care

Superior Health Plan - San Antonio, TX

March 2014 to March 2020

11/2017

- * Develop and implement appropriate policies and procedures
- * Ensure staff is able to facilitate member and provider needs through entire case management cycle
- * Partner with internal staff on key initiatives and outreach for members as needed
- * Coordinate and communicate on access issues, assessments, internal Managed Care Organization protocols
- * Create effective organizational structure, roles and jobs
- * Compile and review multiple reports on work function and for process improvement to identify trends, make recommendations to management

Registered Nurse, Care Manager. Identify special needs members through the completion of health screens and other resources, and advise, assist and authorize appropriate services. Act as a liaison between members, providers and pharmacies and review and follow. Act as a clinical resource to

complex medical cases and individual service plans. Coordinate with the discharge planning teams, case management, and providers for difficult member placement, post hospital discharge. Conduct home visits to assess service needs and determine support available to members. Responsible for relocating members out into the community (MFP) and perform initial and quarterly assessments for members in a nursing facility. Serve as clinical consultant for the service coordination team. Attends monthly CTT meetings. Speaker on behalf of Superior at yearly MFP conference.

Registered Nurse

Quest College of Nursing - San Antonio, TX
November 2012 to February 2014

Clinical Coordinator/ Supervisor and VN Instructor for entry-level nursing personnel. Train vocational nursing students in a clinical setting to learn basic patient care, care of the post-surgical patient, care of the pediatric patient, prenatal and postnatal nursing care and care of the elderly. Maximum students in a clinical setting are 10. Didactic: Med-Sur, Pharmacology. Responsible for locating and securing clinical sites. Managed/Supervised clinical instructors as well as clinical students for day and evening classes. Responsible for training, assigning work and managing performance of staff. Rotated on clinical sites monthly to evaluate instructors for quarterly evaluations. Served as the first in chain of command for any issues at clinical for clinical instructors and students. Resolved any conflicts at clinical sites.

Registered Nurse

Access Quality Therapy Services - San Antonio, TX
July 2012 to November 2012

Home health services to inbound patients. Admit, discharge, and recertification homebound patients. Develop a plan of care, administer medications, and perform dressing changes. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects.

Registered Nurse

Quest College of Nursing - San Antonio, TX
March 2012 to July 2012

LVN Clinical Instructor for entry-level nursing personnel. Train vocational nursing students in a clinical setting to learn basic patient care, care of the post-surgical patient, care of the pediatric patient, prenatal and postnatal nursing care and care of the elderly. Maximum students in a clinical setting are 10. Didactic: Med-Sur, Pharmacology

Registered Nurse

Texas Careers - San Antonio, TX
January 2011 to March 2012

LVN Clinical Instructor for entry-level nursing personnel. Train vocational nursing students in a clinical setting to learn basic patient care, care of the post-surgical patient, care of the pediatric patient, prenatal and postnatal nursing care and care of the elderly. Maximum students in a clinical setting are 10.

Registered Nurse, 41 bed telemetry floor

Metropolitan Methodist Hospital
July 2010 to January 2011

My job included bed side nursing, assisting with medications to include narcotics, 12 lead EKG, phlebotomy, dressing changes, transport of patients, care of chest tubes, insertion of peripheral IV's, assist with ambulation of patients, care of pre and post operative patients, patient education on diagnosis

and interventions of care, patient advocate for the hospital. Admission and discharge of patients. Assisted physicians with bedside procedures. Administration of meds by PO, IV, IM, and SQ.

Registered Nurse

Amedisys Home Health - San Antonio, TX
March 2010 to July 2010

Admit, discharge, and recertification homebound patients. Develop a plan of care, administer medications, and perform dressing changes. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects.

LVN Clinical Instructor for entry-level nursing personnel

Texas Careers - San Antonio, TX
April 2007 to April 2010

Train vocational nursing students in a clinical setting to learn basic patient care, care of the post-surgical patient, care of the pediatric patient, prenatal and postnatal nursing care and care of the elderly. Maximum students in a clinical setting are 10.

Licensed Vocational Nurse

OMV Medical - San Antonio, TX
December 2006 to March 2007

Home health. Made home visits to home bound patients. Administration of medication PO, IM, IV, SQ. Performed dressing changes both sterile and non-sterile. Phlebotomy when needed. Provided care plans. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects.

Floor nurse

OMV Medical - San Antonio, TX
September 2006 to March 2007

at Brooke Army Medical Center as a contract nurse on the burn unit and medical surgical floor. My job included bed side nursing, assisting with medications to include narcotics, 12 lead EKG, phlebotomy, dressing changes, transport of patients, care of chest tubes, insertion of peripheral IV's, assist with ambulation of patients, care of pre and post operative patients, patient education on diagnosis and interventions of care, patient advocate for the hospital. Assisted physicians with bedside procedures. Administration of meds by PO, IV, IM, and SQ.

Floor nurse

Baptist Medical Center - San Antonio, TX
May 2004 to September 2006

for 40 bed telemetry floor. Performed IV therapy, accessed and inserted peripheral lines, peripheral blood draws, 12 lead EKG's, Foley insertions and removals. Monitor telemetry patients, care of chest tubes, Intake and Outputs. Administration of meds by mouth, intravenously, intramuscular, and subcutaneously. Care of pre-operative and post-operative patients. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects. Dressing changes both sterile and non-sterile. Care of central lines. Admission and discharge of patients.

Floor nurse

Methodist Specialty and Transplant Hospital - San Antonio, TX
December 2003 to February 2004

for 30 bed Oncology/ Medical Surgical floor. Performed IV therapy, accessed and inserted peripheral lines, peripheral blood draws, 12 lead EKG's, Foley insertions and removals, care of chest tubes, Intake and Outputs. Administration of meds by PO, IM, IV, SQ. Care of pre-operative and post-operative patients. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects. Dressing changes both sterile and non-sterile. Care of central lines. Medical equipment operation.

Floor nurse

Terra Health - San Antonio, TX
September 2003 to February 2004

for 30 bed telemetry floor. Performed IV therapy, accessed and inserted peripheral lines, peripheral blood draws. 12 lead EKG's, Foley insertions and removals, care of telemetry patients, care of chest tubes. Intake and Outputs. Administration of meds by PO, IM, IV, SQ. Care of pre-operative and post-operative patients. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects. Dressing changes both sterile and non-sterile. Care of central lines. Admission and discharge of patients.

Floor nurse

Spectrum Healthcare Resources - San Antonio, TX
March 2003 to September 2003

for 25 bed ortho floor. Performed IV therapy, accessed and inserted peripheral lines, peripheral blood draws, 12 lead EKG's, Foley insertions and removals, care of chest tubes, Intake and Outputs. Administration of meds by PO, IM, IV, SQ. Care of pre-operative and post-operative patients. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects. Dressing changes both sterile and non-sterile. Care of central lines. Medical equipment operation.

Licensed Vocational Nurse

Warm Springs Rehabilitation Hospital - San Antonio, TX
October 2002 to December 2002

Performed IV therapy, accesses and inserted peripheral lines, peripheral blood draws, 12 lead EKG's, Foley insertions and removals, care of chest tubes, Intake and Outputs. Administration of meds by PO, IM, IV, SQ. Care of pre-operative and post-operative patients. Patient education to involve nutrition, skin integrity, medication reactions and adverse effects. Dressing changes both sterile and non-sterile. Care of central lines. Medical equipment operation.

Education

ADN

St Philips College
December 2009

Skills

- Triage
- Health coaching
- Nutrition
- Pediatrics
- Military

- Nurse Management
- Nursing
- Managed Care
- Case Management

Certifications and Licenses

Registered Nurse (RN)