

Therese Hoepfner

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Dedicated and well-qualified RN offering proven skills in patient care, medication administration and treatment implementation.

Responsive and proficient in routine care and emergency response and critical thinking. Flexible and team orientated. Offering 29+ years in patient care and looking for challenging, long-term position.

Work Experience

ZIHP Clinic Registered Nurse

HMM LLC/Milwaukee VA Medical Center - Milwaukee, WI

June 2021 to December 2021

- Provide COVID 19 testing in a fast paced clinical setting. Educate patients on testing, disease process, COVID safety protocols and test results.
- Provide COVID 19 vaccinations and boosters in clinic setting, educating patients on process and effects. Monitor post injection and provide emergency intervention as needed
- Collected blood samples using phlebotomy best practices and labeled specimens for testing.
- Observed, recorded and reported patients' conditions and reactions to drugs and treatments.
- Motivated and encouraged team members to communicate more openly and constructively with each other.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.

RN Vaccinator

Aurora Advocate - Milwaukee, WI

April 2021 to June 2021

- Demonstrated leadership by making improvements to work processes and helping to train others.
- Provided excellent service and attention to customers when face-to-face or through phone conversations.
- Responded to emergency situations with speed, expertise and level-headed approaches to provide optimal care, support and life-saving interventions.

Registered Nurse

Rhino Medical Services - Milwaukee, WI

November 2020 to June 2021

- Administered required COVID-19 rapid tests and sample collection using proper swabbing technique.
- Maintained cleanliness of testing booth and testing materials to comply with CDC guidelines.
- Followed in-process quality control procedures and performed accurate data entry of patient information to prepare collected specimens for testing and analysis.

Registered Nurse

Interstate Blood and Plasma - Milwaukee, WI

May 2019 to August 2020

- Determine donor suitability by evaluating normal healthy donors for plasmapheresis procedures and immunizations that meet the criteria of normal plasma donors in accordance with DCOPs, the FDA, OSHA, CLIA
- Provide plasmapheresis collection per standards as well as care for patients on the donor floor.

Clinical Supervisor

Maxim Healthcare Services - Milwaukee, WI

February 2009 to February 2017

- Planned for and assisted in conducting team conferences and shared in the responsibility of assessing clinical case management activities.
- Participated in the continuing review of service and participation in the performance improvement program.
- Assessed and supervised the delivery of nursing services.
- Enforced and demonstrated compliance with Federal, State, Local and accreditation bodies' regulations and standards as well as Maxim policies.
- Oversaw, educated and managed 40 clinical staff in patient care activities while maintaining a high level of staff morale and professionalism.

Maternal Newborn Case Manager

Ascension Health At Home - Milwaukee County, WI

February 2006 to February 2009

- Responsible and accountable for the delivery of safe, efficient and effective nursing care management of infant/pediatric patients, pregnant and post- partum patients.
- Case management, IV and wound care provider.
- Self-directed with astute judgment skills.
- High level of personal accountability.
- Documented patient information obtained from interviews with appropriate and timely information relayed to care team.

Special Care Nursery and Post-Partum Staff Nurse. Level III Staff Nurse

Elmbrook Memorial Hospital - Brookfield, WI

January 1998 to January 2006

Special Care Nursery Level 11 Staff

- Couplet inpatient nursing care for moms and newborns.
- Managed care for post-operative patients through discharge.
- NRP certified.
- Baby friendly initiative team member.
- Liaised between patients and physicians to ensure patient comprehension of treatment plans.
- Developed and implemented nursing care plans to meet changing patient needs.

Registered Nurse PACU PRN

Aurora Health Care - Waukesha, WI

January 1998 to January 1999

- Provide pre and post op care for patients undergoing elective surgery.
- Self-directed with astute judgment skills.
- High level of personal accountability.

- Documented patient information obtained from interviews.
- Managed care for post-operative patients through discharge.
- Developed and implemented nursing care plans.

Registered Nurse, CCU

Sinai Samaritan Hospital - Milwaukee, WI

May 1992 to August 1998

Staff Nurse III

- Performed blood and blood product transfusions and intravenous infusions to
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 - Collected lab specimens, ordering and interpreting diagnostic tests and lab results.
 - Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
 - Administered medications, tracked dosages and documented patient conditions.
 - Trained ancillary staff members to meet patient service goals, champion standards of care and improve patient overall satisfaction.
 - Oversaw patient admission and discharge processes to coordinate related paperwork
 - Maintained optimal ventilator settings and operations to meet patient care need
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- Managed central, arterial and PICC lines.

Education

Associate Degree in Nursing

Milwaukee Area Technical College - Milwaukee, WI

Skills

- Medication and IV administration
- Customer service
- Ventilator care
- Flexible
- Intake and discharge
- IV drug therapy management
- Reliable and trustworthy
- Body mechanics knowledge
- Home Health.
- RN.
- Infant Care.
- Critical Care Experience.
- Case Management.
- Hospital Experience.
- Vital Signs.
- Primary Care Experience.

- ICU Experience.
- Medication Administration.
- Customer service.
- EMR Systems
- Anatomy Knowledge
- Laboratory Experience

Certifications and Licenses

BLS Certification

RN

CPR Certification