

Twaneisha McClain

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Experienced Nursing Administrator/Manager/Educator with a diverse background serving as a Director of Nursing, Case Manager, Educator, Utilization Management, and Clinical Coordinator seeking a challenging leadership opportunity. Unique ability to easily adapt and operate in fast-paced, high-demand environments. Serve as an advisor and consultant clinical knowledge for health care policy and analysis. Can independently provide technical advice and subject matter leadership to a wide range of research teams about quality of care, public health, patient safety, clinical reviews of medical reviews. Interprets clinical aspects of health program policies as it relates to quality of care, eligibility, coverage and payment issues and assessment of new medical technologies. Knowledgeable about current latest clinical trends. BLS, ACLS, PALS Certified.

Authorized to work in the US for any employer

Work Experience

Registered Nurse

US Department of Veterans Affairs - Washington, DC

June 2020 to Present

Make pre/post-procedure calls to patients & explain procedures to patients

Admit patients to the suite, start IV's, evaluate patient

Administer moderate sedation and monitor them during the procedure, monitor patients after Monitored Anesthesia Care (MAC) sedation during Phase I to the Phase II process

Teach patients about the procedure process, educate patients about the abnormalities of the GI tract & medications given for treatment of these disease processes.

Responsible for electronically putting in patient movement through

Freelance Writer

GEX, Inc.

April 2020 to July 2020

Developed learning modules with activities and accurate citations

Created end of chapter assessment questions for an online nursing fundamental book

Developed 25 end of chapter questions that were ATI approved

Nursing Instructor

TEXAS TECH UNIVERSITY - El Paso, TX

August 2019 to December 2019

Facilitated student success in meeting the Differentiated Entry Level Competencies set forth by the state regulatory for nursing students within the Gayle Greve Hunt School of Nursing

✓ Conducted and taught lab instruction for students with the BSN program

✓ Maintained academic standards as established by the school and the university

✓ Assumes responsibility for and/or participates in the planning and organization of courses to which assigned

- ✓ Participated in the implementation and evaluation of school, program, course and student activities
- ✓ Incorporated new knowledge and techniques in classroom and laboratory teaching
- ✓ Conducted research or practice activities appropriate to rank
- ✓ Performed other duties assigned

Nursing Instructor

VISTA COLLEGE - El Paso, TX

April 2019 to November 2019

Participate in coordination and quality assurance to the overall program

- ✓ Provide education and supervision of students in the classroom, laboratory, and clinical areas
- ✓ Participate in planning, implementing, and evaluating the teaching learning process in the classroom, laboratory, and clinical setting
- ✓ Facilitate student success in meeting the Differentiated Entry Level Competencies set forth by the state regulatory for nursing
- ✓ Participate as liaison with established clinical affiliation agencies
- ✓ Set objectives and long-term goals for the nursing department
- ✓ Participate in student evaluation process of class/clinical performance
- ✓ Develop and maintain an environment conducive to the teaching/learning process
- ✓ Participate in student progress and retention.
- ✓ Maintain accurate and complete records as required by the School and various regulatory agencies for the VN program.
- ✓ Maintaining open lines of communication inter and intra-departmentally.
- ✓ Demonstrate ability to problem solve issues with students and/or colleagues.

Director of Nursing

EL PASO HEALTH AND REHAB - El Paso, TX

April 2018 to March 2019

Direct, oversee and evaluate all nursing personnel (registered nurses, LPN etc.)

- ✓ Serve as an advisor and consultant and maintain responsibility for implementation of healthcare utilization management (UM) operations and population-based management
- ✓ Facilitate continual patient-centered and outcome-driven health performance improvement initiatives.
- ✓ Shares knowledge within the organization to effectively advise research teams on appropriate technical approaches to conduct analysis and evaluate the effectiveness of policies by gathering, organizing and interpreting clinical data, adapting and customizing knowledge to a wide range of situations, resulting in a more efficient use of resources.
- ✓ Ensure optimal delivery of safe quality healthcare to patients, while maximizing resources and containing costs
- ✓ Organize and coordinate admission, nursing and patient care procedures
- ✓ Develop and enforce policies aiming for legal compliance and high-quality standards
- ✓ Conduct appropriate network and direct care inpatient and outpatient services and specialty referral utilization reviews and yields data, reports, and briefs to ensure cost effectiveness and healthcare services delivery efficacy
- ✓ Resolve issues and deficiencies when needed
- ✓ Perform analysis, track, and document mandatory variables to formulate into monthly/quarterly reports and provide timely feedback regarding results with evidence-based outcomes, performance targets, and professional or industry standards.
- ✓ Collaborate with other departments and professionals to streamline operations

- ✓ Facilitated the holistic and pain management clinic in the rehab clinic which incorporated guided meditation, yoga, acupuncture, massage therapy and aromatherapy
- ✓ Developed a chronic pain assessment to identify early indicators for those patients who may qualify for additional resources such as counseling, need social skills to functions in the community and linking them with a case manager to facilitate community needs

RN Clinical Coordinator Quality Management

DEL SOL MEDICAL CENTER - El Paso, TX

March 2017 to April 2018

Applies clinical knowledge to health care policy research, including research design, data collection, and analysis

- ✓ Coordinates the collection, evaluation, and dissemination of performance data relative to specified quality improvement programs within the hospital
- ✓ Interprets complex clinical aspects of health program policies such as those related to quality of care, coverage, eligibility, and payment issues and the assessment of new medical technologies.
- ✓ Independently provides technical advice and subject matter leadership to a wide range of teams on clinical aspects of their analysis, including for example, quality of care, patient safety, and clinical reviews of medical records
- ✓ Maintains documents and records according to state and federal health care standards
- ✓ Able to abstract core measure and chart reviews
- ✓ Keep current in latest clinical development and medical trends and applies the expertise
- ✓ Facilitates assigned process improvement initiatives by using problem-solving methodology, root cause analysis and/or FMECA.
- ✓ Fosters a positive first impression by ensuring all work areas are organized, clean and project a professional appearance.
- ✓ Demonstrates knowledge of the occurrence reporting system. Uses system to report potential safety issues

Senior Medical Reviewer II

PALMETTO GBA - Columbia, SC

July 2016 to April 2017

Performed accurate and timely medical reviews for Medicare and interpreted contracts.

- ✓ Initiated and/or responded to correspondence from providers or members concerning medical determinations
- ✓ Identified needs for medical record review, documentation and support decision making in regard to claim and benefits
- ✓ Provided guidance to other staff members and interpret and apply CMS guidelines to specific situations
- ✓ Trained new employees to be medical reviewers
- ✓ Processed workload and complete project work in the appropriate computer system
- ✓ Participated in special projects/committees as assigned and necessary

Staff Nurse

DDEAMC - Fort Gordon, GA

August 2014 to April 2017

Collected comprehensive data pertinent to the patient's health situation and collaborated with team to effectively manage 30+ bed unit.

- ✓ Identified expected outcomes for a plan individualized to the patient or the situation

- ✓ Developed tailored plans of care that prescribe strategies and alternatives to attain expected outcomes
- ✓ Implemented and coordinate the plan of care and employs safe strategies to promote health and a safe environment
- ✓ Monitored five assigned patients, updating information on vital signs and progress of treatment
- ✓ Conducted ongoing assessments and documented data related to patients' care including assessment results, interventions, medications, patient responses, or treatment changes.
- ✓ Implemented palliative care program within the organization

RN Case Manager

UNIVERSITY HOSPITAL - Augusta, GA
April 2014 to December 2014

Completed an initial assessment of patient and family to determine home care needs. Provides a complete physical assessment and history of current and previous illness.

- ✓ Developed a care plans which establishes goals, based on nursing diagnosis and incorporates therapeutic, preventive, and rehabilitative nursing actions. Includes the patient and the family in the planning process.
- ✓ Initiated appropriate preventive and rehabilitative nursing procedures. Administers medications and treatments as prescribed by the physician.

Administrator/Director of Nursing

PROFESSIONAL HOSPICE & PALLIATIVE CARE - Augusta, GA
May 2013 to January 2014

HOURS: 40-60 WEEK/FULL TIME

- ✓ Insured that clinical records are maintained in compliance with state, federal and agency standards.
- ✓ Served as a consultant to each team member by providing clinical expertise and assistance as needed.
- ✓ Facilitated homecare visits by the Medical Director as needed and all documentation needed for certification, re-certification and any discharges from hospice care.
- ✓ Coordinated training and schedules, supervised and evaluated staff, and managed daily operations.

RN Administrator/director of Nursing

REST ASSURED HOME CARE - Augusta, GA
May 2012 to May 2013

HOURS: 40 WEEK/FULL TIME

- ✓ Evaluated clients, families and the home environment for skilled services.
- ✓ Teach and supervised the patient and family members regarding the nursing care needs.
- ✓ Incorporated the team members and community resources in the care of clients as appropriate.
- ✓ Established priorities, objectives and goals with the patient implementing plans to achieve these.

Education

Associate Degree in Nursing

Central Carolina Technical College
2012

Bachelor of Science in Biology

University of South Carolina

2006

Master's in Nursing Administration

South University_Savannah Online

Skills

- Utilization Management
- Quality Management
- Pain Management
- Hospital Experience
- Clinical Development
- Nursing