

Beverly Turner

Clinic RN Call Center - Columbia St. Mary's Hospital

Milwaukee, WI 53218

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To obtain a Registered Nurse position with a respected facility or company within the community setting with opportunity for advancement and continuing education to earn a BSN and MS Degrees in nursing in order to further my nursing career.

Authorized to work in the US for any employer

Work Experience

Clinic RN Call Center

Columbia St. Mary's Hospital - Milwaukee, WI

May 2014 to February 2016

Duties included: Prepares documentation information and transmits medical information. Provides non-judgmental triage and/or advice using the nursing process, specific protocols and established resources. Directs callers to appropriate level of care and provides healthcare advice education using assessment skills, approved guidelines, and knowledge of self care practices.

Selects and delivers appropriate follow up materials.

Provides professional, safe and effective care-related advice to patients.

Communicates with on call doctors, as needed for further advice on medications, critical lab results, pre and post op procedures, and triage guidelines/protocols.

RN Case Manager-Family Care Partnership

Independent Care Health Plan - Milwaukee, WI

August 2010 to May 2014

Duties included: Completing the nursing portion of the comprehensive assessment and provide input to the members care accordingly. Conduct home visits and community visits to assure appropriate care and access member satisfaction. Re-evaluate the member's health and wellness with monthly phone calls, and Quarterly visits and appropriate intervals as needed to manage ongoing health issues, assess the member's response to interventions, or when a medical complaint or event affecting the member's health occurs. Perform routine health monitoring activities, based on the member's need. Build constructive working relationships with members, their family members, appropriate outside agency staff. Provide, in crisis situations, appropriate assessment of psychiatric, behavioral or medical problems and implement interventions in conjunction with other staff to take appropriate measures to ensure the safety of members. Evaluate members' ability to safely manage, either by themselves, or through use of supports, their medication, medical care interventions and treatments, equipment, and access to health care services. Provide or arrange for services, supports or medical care that best meet the member's identified needs, and monitor the effectiveness of these interventions.

AM Weekend Staff RN

Wisconsin Lutheran Care Center - Milwaukee, WI

February 2010 to February 2011

Duties: Deliver quality care to 26 bed, long term care resident unit during the weekend AM shift with a team of three certified nursing assistants and a unit care coordinator. Specific responsibilities included: meeting with Night Staff RN to obtain resident reports, collaborating with unit CNAs on their list of duties and report on residents from night nurse, inspecting unit and rooms to ensure resident safety before CNAs started their resident care, set up and administer resident medications and treatments, assist CNA as needed with patient care, call resident doctors with concerns, take orders and make sure the order is done, meet with visiting family members, update nursing supervisor regarding unit functions and resident concerns throughout shift, take care of any resident concern or questions, make sure residents are being cared by CNAs in a timely, safe manner, organize breaks times, take report at end of shift and document on every resident before reporting off to PM shift unit RN.

Pool Staff RN

Wisconsin Lutheran Care Center - Waukesha, WI
February 2010 to April 2010

Duties: Attending training after hire to deliver quality care to a long term care resident facility as Pool RN for all shifts during the week with a Staff Unit RN. Specific responsibilities included: meeting with staff RN to obtain resident reports before shift, collaborating with unit CNAs on their list of duties, inspecting unit and rooms to ensure resident safety before CNAs started their resident care, set up and administer resident medications and treatments, assist CNA as needed with patient care, call resident doctors with concerns, take orders and make sure the order is done, meet with visiting family members, update nursing supervisor regarding unit functions and resident concerns throughout shift, take care of any resident concern or questions, make sure residents are being cared by CNAs in a timely, safe manner, organize meal times, take report at end of shift and document on every resident before reporting off to next shift unit RN.

Chronic Hemodialysis Unit Staff RN

Kidney Institute-Humboldt Ridge - Milwaukee, WI
July 2009 to February 2010

Duties: Deliver quality patient care to ESRD clients by contributing to the nursing care-plan from admission to discharge. Specific responsibilities included: assessment of patient's progress and close monitoring during before during and after hemodialysis treatments, proper teaching regarding proper diet and use of medications, medication administration during HD treatments, administering proper care for patients who may become unstable during HD treatments (eg. Drops in blood pressure, muscle cramps, nausea), keeping patients primary caregivers informed of any changes that they may need to be aware of, ensuring current and accurate patient documentation and charting, working with the clinic Nephrologists, dieticians and social workers, and supervising Dialysis Techs and assisting them with beginning, monitoring and ending dialysis treatments when needed. I have also been assigned to Charge Nurse Duties, as needed in the unit, which includes opening/closing of the clinic, handling of the doctors' orders, and patient appointments, keeping up with patient and staff schedule, overseeing other unit nurses as well as, the unit technicians.

Chronic Hemodialysis Unit Staff RN

Midwest Dialysis Center - Glendale, WI
January 2008 to February 2009

Duties: Deliver quality patient care to ESRD clients by contributing to the nursing care-plan from admission to discharge. Specific responsibilities included: assessment of patient's progress and close monitoring during before during and after hemodialysis treatments, proper teaching regarding proper diet and use of medications, medication administration during HD treatments, administering proper care

for patients who may become unstable during HD treatments (eg. Drops in blood pressure, muscle cramps, nausea), keeping patients primary caregivers informed of any changes that they may need to be aware of, ensuring current and accurate patient documentation and charting, working with the clinic Nephrologists, dieticians and social workers, and supervising Dialysis Techs and assisting them with beginning, monitoring and ending dialysis treatments when needed. I have also been assigned to Charge Nurse Duties, as needed in the unit, which includes opening/closing of the clinic, handling of the doctors' orders, and patient appointments, keeping up with patient and staff schedule, overseeing other unit nurses as well as, the unit technicians.

Nurse Extern

Aurora St. Luke's Medical Center
February 2007 to August 2007

Duties: Enhancing my nursing skills under the supervision of a Unit RN by providing total patient care to Oncology/Hematology patients to assist me in becoming familiar with the duties of a Registered Nurse upon completion of nursing school and accreditation.

Sales & Service Representative

C&H Distributors, Inc
August 2006 to February 2007

Duties: Answering customer sales calls, faxing, pricing, marketing, selling, handling customer service issues.

Education

BSN in Nursing Program

Chamberlain College of Nursing - Milwaukee, WI
October 2011 to 2013

License in WI

Bryant & Stratton College - Wauwatosa, WI
September 2005 to May 2007

Certified Nursing Assistant Program

Milwaukee Area Technical College
September 2003 to December 2004

Nursing

Mount Mary College
September 2002 to May 2003

General Education Diploma

Milwaukee Area Technical College
September 1987 to November 1987

Pulaski High School-Milwaukee WI - Milwaukee, WI
1983 to 1985

Nursing Licenses

RN

Expires: 2022

State: WI

Skills

- English (10+ years)
- Microsoft Word (10+ years)
- Microsoft Outlook (10+ years)
- Nursing (10+ years)
- Medical office experience (5 years)
- Developmental disabilities experience
- Case management (10+ years)
- Vital Signs (10+ years)
- Hospital Experience
- Medication Administration (3 years)
- EMR Systems (10+ years)
- Triage (10+ years)
- Experience Administering Injections (2 years)
- Dialysis Experience (3 years)
- Critical Care Experience
- Epic
- Crisis Intervention
- Employee evaluation
- Microsoft Office
- Discharge planning
- Medical Records
- Documentation review
- Customer service

Languages

- Spanish - Intermediate

Certifications and Licenses

Nurse's License: Class: RN, State: WI, Expires: February 2016

Nurse's License: Class: RN, State: WI, Expires: February 2016

Additional Information

Bilingual- English, conversational Spanish. I have many years of experience within the service sector. Able to operate various computers and numerous software programs; able to work and get along very well with people, efficient, dependable, and learn quickly. Always work hard and always carry myself in a professional, respectable manner; very compassionate person and willing to assist in any situation; able to handle and welcome constructive criticism; it assists me to be better at my job. Team player, collaborator and excellent communication skills, personable, empathetic, and able to build a trusting rapport with the people I serve.

During my time in nursing school pursuing my Associates Degree in Nursing, my clinical experience included providing patient care at Aurora Sinai Medical Center-ACE (Acute Care Elderly) Unit, Waukesha Memorial Hospital-Labor & Delivery, West Allis Memorial Hospital-Ortho/Rehab Unit (Medical, Surgical), Aurora Adult Day Center (Geriatric) and Children's World Learning Center(Pediatric) in order to interact in various areas of nursing. I also completed 80 hours of nursing internship at Children's Hospital Urgent Care Clinic in Brookfield, WI, in which I received the highest recognition ever given to a student intern for Bryant & Stratton College, Milwaukee for exceptional performance.

In October 2011, I enrolled with Chamberlain College of Nursing to pursue my Bachelor Degree and enhance my nursing career with more knowledge to assist me to gain the experience I need to go further in my field. I successfully managed my time to accommodate the BSN program but due to financial issue, I had to withdraw from the BSN program. I am now able to finish the last 2 classes I need to obtain my BSN. I am currently inquiring at Milwaukee Area Technical College admissions to finish the credits needed to obtain my BSN degree.

In my Nurse Extern experience, I worked under an RN as a Graduate Nurse providing patient care to Oncology/Hematology patients. My duties included (but not limited to) passing patient medication, handling IV's, performing patient assessments, planning and coordinating with other members of the health care team, obtaining doctors' orders and documenting patient care.

I work with predominantly middle aged and older adult, ESRD patients in two different Outpatient Hemodialysis clinics, Midwest Dialysis and Kidney Institute-Humboldt Ridge, both located Milwaukee. I had been a Chronic Hemodialysis Nurse for 2 years and became more confident and comfortable in my position as a registered nurse. I am able to handle the fast-paced procedures of beginning and ending patient treatments, assessing patient stability before, during and after treatments, patient charting and administration of medications, and procedures that are needed during patient emergencies. I developed strong, professional relationships with fellow staff members and doctors and a trusting rapport with my patients. I also covered as Charge RN in both facilities overseeing the clinic duties for the RN supervisor, as needed.

I have worked in a 26 bed unit during the weekends overseeing elderly residents, 3 Certified Nursing Assistants and a Unit Coordinator successfully. I had a respectful, professional relationship with my unit staff which gained recognition by the Director of Nursing as one of the safest and productive units on the weekend AM shift.

I also trained to work as a Pool RN for another long term care facility in Waukesha cover all shifts, further enhancing my experience as a LTC RN.

As Nurse Case Manager at Independent Care Health Plan, I worked with a team of 2 other health care professionals managing 40-45 Medicaid cases in the community and the majority of my caseload was Spanish speaking patients. As the new department grew, and changes , the workload grew to 80+ cases per RN. I had good communication and collaboration within my team which in turn, built a trusting, respectful rapport with all of our patients in the community as well as other health care providers we worked closely with for the health of our patients. In my position, my nursing skills to improve and I felt a stronger connection to the community, in assisting patients with obtaining what they needed to be well and safe in their homes.

In my current position, I further add to my various experiences as a nurse working as an afterhours Phone Triage RN for Columbia St. Mary's Hospital Network. I answer calls that come in after the clinics close and advise them based on their level of need. Advice is given with the assistance of professional triage guidelines, nursing experience, coworkers, and advice from the MD on call, as needed, to deliver the safe and effective professional advice.

In addition, I also take calls from the hospital ED to page doctors to the hospital, I speak with medical techs regarding critical lab results that need immediate attention from the on call doctors, I speak with pharmacists providing medication orders, and emergent refills for patients and obtain needed information from pharmacists when they need further information regarding patients or doctor's orders. I also connect patient's with physicians directly as needed, when the issue needs to be addressed by the physician directly.

The call center answers for various practices and specialties which include Family Practice, OB/Gyn, Pediatrics, Internal Medicine, Gastroenterology, Urology, Dermatology, ENT, Neurology, Pain, BH, Podiatry which assists me in gaining more knowledge in these areas of health care to further assist me in delivering the best, safest medical advice in my position.