

Erika Silva

Experienced Critical Care RN

Laredo, TX 78045

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RN with Texas Multi-state license, Vermont license, with Charge, OR-circulator, Telemetry, Med-Surg/ Tele, Step-Down/PCU-Tele, Emergency, and Traveler experience. Eager to learn new skills, adaptable, cross-trained, team player, and great communications skills.

Work Experience

Travel Registered Nurse 4-week Contract

CPMC Van Ness Geary Campus Crisis Response (Aya Healthcare) - San Francisco, CA

February 2022 to March 2022

- Sutter health Multi-campus RN-float to Telemetry, Medical-Surgical-Telemetry, Oncology-Telemetry, Emergency Room, and Progressive Care Unit/ Step-down. Epic, Omnicell, and Pyxis used at these facilities. Worked 48-52 hours per week.

Contract/Seasonal Charge/Medical-Surgical/ Cardiac-Telemetry/ Step-down Registered Nurse

Laredo Medical Center - Laredo, TX

September 2021 to February 2022

- Participated in hospital performance improvement activities to improve safety, patient safety, quality of care, and patient outcomes.
- Assessed, planned, implemented, and evaluated patient care plans that were monitored, recorded in Cerner.
- Supervised 2 units with a staff of 11 RNs, 6 CNAs and LPNs, served as a role model and trainer for newly hired staff members.
- Maintained documentation of medication administered and supplies used for patient care within Pyxis and Omnicell.
- Determine patient care assignments for shift change in accordance staffing availability, staff experience and the patient's acuity level.
- Promoted to charge nurse after 3 weeks of employment.

Bariatric Program Coordinator

Doctors Hospital of Laredo - Laredo, TX

November 2020 to November 2021

- Manages and maintains accreditation criteria to ensure clinic/facility/program meets expectations set forth by governing agencies, including Joint Commission requirements, federal and state regulations, MBS-AQIP standards, and regulatory standards.
- In coordination with the MBS Committee, establishing policies, procedures, and protocols for the Bariatric program in coordination with the surgeon, hospital departments, corporate compliance officials, and external associates.

- Serving as a patient advocate and a liaison between patient and hospital, physician clinics, and community resources. Responsible for calls from Bariatric patients 24/7.
- Provides bariatric program education to staff, patients, and the community.
- Forms, coordinates, and guides the Bariatric Support Group in the community and marketing the program.
- Maintains a registry of data collection and outcomes on all patients for the life of the program.
- Communicates and rounds routinely with physicians to discuss medical treatment plans and oversee patient care plans/clinical pathways.

Full-time OR Circulator

Doctors Hospital of Laredo - Laredo, TX

May 2019 to November 2021

- Perform circulating duties for Bariatrics, Gastroenterology, Gynecology, Urology, Plastics, ENT, Orthopedics, Ophthalmology, and Podiatry.
- Collaborate with team members for safe and effective surgical care by maintaining sterility of surgical field and observe for any breaches in asepsis.
- Provide accurate care and handling of specimens and grafts.
- Strong attention to detail, problem solve, prepare, run surgical equipment and anticipate the needs of the surgical team.

Medical-Surgical/ Cardiac/ Step-down Registered Nurse

Doctors Hospital of Laredo - Laredo, TX

September 2017 to May 2019

- Examined, assessed, and treated a wide range of cardiac patients.
- Work with the interdisciplinary team to treat patient conditions.
- Provide wound catheter care, IV care, diagnostic tests, evaluations, complete patient needs assessments, and develop treatment plans.
- Administer oral and IV medication and observed responses.
- Monitored patient conditions, documented changes, collaborate with physicians and identify/proactively address declining conditions.
- Educated patients on conditions and home care options and collaborated with families to help patients make positive lifestyle changes.
- Respond quickly to emergencies and initiate life-saving responses.

Phlebotomist/Toxicology Processor (Part-time)

ULS Laboratories - Fort Worth, TX

October 2016 to May 2018

Phlebotomist/Toxicology Processor (Part-time/Full-time)

Southwest Laboratories - Dallas, TX

July 2015 to October 2016

- Responsible for accurately obtaining blood samples via venipuncture and capillary collection procedures with minimum customer discomfort.
- Provide care to patients, identifying proper priority for the collection process, and ensured specimen integrity by adhering to the laboratory's procedures for specimen collection, handling, and processing.
- Utilized departmental policies and procedures and followed departmental programs, quality control, quality assurance, and safety established by OSHA.

- Utilized technical skills to perform accurate venipuncture and capillary blood collection in addition to accurately handling and processing specimens.
- Responsible for ordering required supplies and materials to meet the collection needs of the clinic.

CFO, Administrator

Te Cuido Home Health Services - Eagle Pass, TX

January 2013 to November 2015

CFO, Assistant Administrator 1/15/2013-2/24/2014

- Executed financial planning, budget process, payroll, billing, implementing/evaluating company goals/objectives, and managing all programs within established budget parameters.
- Managed the planning, coordinating, and directing all activities and programs of the agency provided to 85-100 patients annually.
- Maintaining the efficiency of the six health care services provided in the facility.
- Overseeing the needs of the 23 staff and contract employees and prepared orientation classes for onboarding full-time, part-time, or contract clinical/non-clinical employees.
- Administering human resources policies such as salary administration, performance review, continuing education, and complying with government regulations.
- Ensure the staff is complying with the State/Federal Laws through consistent audits and successfully completing reaccreditation in 2013 and 2015 through The Joint Commission, Medicare, and Texas Department of Ageing and Disability Services with less than 3 deficiencies zero Z tags/penalty charges.
- Designed high-performing strategies and solutions to support the organizational design and staffing issues, performance management, recruitment, compensation, leadership development, and employee engagement.
- Assist Knowledge with insurance authorizations and denials, correct denial claims with accurate information, re-submit claims, submit electronic claims and paper claims (primary insurance or secondary insurance), and follow up on unpaid claims.
- Evaluated and reviewed all the incident and accident reports of the facility.

Director of Education

Kaplan College Laredo Campus (KHEC) - Laredo, TX

January 2012 to January 2013

- Developed a solid leadership team of 4 Department Chairs, 18 educators, and 3 support staff members to ensure retention outcomes, expeditious course scheduling, optimum use of faculty, and resolution of administrative issues.
- Hiring, training, evaluating and retaining qualified faculty and Department Chairs.
- Supervise the completion of faculty development plans, curriculum development, evaluations, and assessment of development plans.
- Coordinate efforts with Human Resources to ensure all department chairs, faculty, and direct reports understand job expectations and complete annual written performance evaluations.
- Lead student retention activities, including absence tracking/recovery, new student orientation, student engagement activities, establishing honor society, and student academic advising; I was awarded for increasing student retention by 80% for the 1st and 2nd quarter of the year in April 2012 and July 2012.
- Ensure department compliance with state Department of Education, accreditation, company criteria, regulations, and policies. Successfully completed a Texas State Department of Education Audit with zero deficiencies.
- Manage daily academic operations to remain within budgetary constraints and improve operating margins.

- Contribute to the overall success of the College as a whole, which includes the following programs offered by the College: Associate of Business Administration, Associate of Applied Science in Criminal Justice; Computer Support Technician, Medical Assistant and Medical Billing and Coding Specialist Diploma programs.

Career & Technology Teacher

United South High School/ Lyndon B. Johnson High School - Laredo, TX
August 2010 to January 2012

- Provide all aspects of course delivery for Business Information Management I, Business Information Management II, and Problems & Solutions to USHS/LBJHS.
- Planning, preparing, and delivering an innovative/engaging classroom experience to students, adhering to the course curriculum, and employing classroom management acumen, maintaining discipline under the guidelines for the United Independent School District.
- Employing mentoring skills and selecting different instructional resources and methods to meet students' varying and individual needs while encouraging and monitoring their progress by providing appropriate feedback. Taught students' deductive reasoning, problem-solving skills, and decision-making while keeping them open to innovation and creativity, use relevant technology to support instruction.
- Performed pastoral duties such as student support, counseling students with academic problems, and providing student encouragement. Participate in school/department meetings, parent meetings, extracurricular activities, sporting activities, clubs, and student organizations.
- In my first year, 7 of the 9 USHS students in my Problems & Solutions course placed in the science fair, and 2 of the 16 students placed from the LBJHS class exceeded the previous 5 years (zero students placed in the science fair).

Part-Time Faculty

Kaplan College Laredo Campus (KHEC) - Laredo, TX
June 2010 to January 2012

- Provide all aspects of course delivery for College Composition I, Software Applications, and Interpersonal Communication to the students in the Criminal Justice Program at Kaplan College.
- Delivering an innovative and engaging classroom experience to students and adhering to the course curriculum while effectively leading the classes using the Socratic Method and employing classroom management acumen.
- Employing mentoring skills to help guide students of all levels to achieve their highest potential.
- Teaching students deductive reasoning, problem-solving, and decision-making while keeping them open to innovation and creativity.

Executive Secretary to the Dean

Texas A & M International University - Laredo, TX
March 2008 to August 2010

- Application of administrative and business management skills, maintaining confidential and complex record files for accurate payroll, preparing forms for internal and external contracts and stipends.
- Supervising and coordinating administrative, fiscal, and personnel activities, including other secretarial and clerical personnel supervision.
- Assisted in preparing the office budget and recommended actions taken on office expenditures such as equipment and supply needs to maximize efficiency and minimize waste.
- Handle routine business matters with other university departments or outside agencies.
- Organize, plan and execute college-wide events for administration, faculty, staff, and students.

- Assisting visitors and them to the proper university departments/personnel, answering their questions concerning rules, regulations, standards, and procedures.
- Prepare statistical reports, letters, memos, legal documents, directives, and related materials for the Dean.
- Participated in and coordinated committees/task forces and prepared presentations for the college as needed to communicate updates and changes to all faculty and staff of the college.

Director of Operations

North Valley Administration/ Sweet Serenity Medical Spa - Laredo, TX
February 2004 to March 2008

(Full-time)

- Directing property management of Palm View Medical Center and handling all phases of negotiations.
- Responsible for conducting tenant credit checks, supervising the move-in process, dealing with complaints, and scheduling maintenance.
- Managed financial operations for all three companies, including the analysis of money profit/loss, inventory control, payroll, supervising medical coding, medical billing, and banking.
- Responsible for research, development, and creation of the conceptual plan for Sweet Serenity Day Spa.
- Drafted detailed documentation and procedures around organization infrastructure, defining standards and templates to ensure consistency individually within each company.
- Development of all marketing and advertising materials, including graphic design and logo, content, copy, and print/television advertising collateral.
- Coordinating promotional activities, retail sales, services, treatments, and patient/client screening.
- Coordinating conferences for the Academy of Ambulatory Foot and Ankle Surgery (physician affiliate).
- Implement and monitor office policies and procedures.
- Control removal of medical waste in compliance with regulatory requirements.
- Ensure compliance with current insurance contracts, healthcare regulations, accreditation etc.
- Oversaw HIPAA compliance, medical records management, registration/intake, patient exit, patient inquiries, and complaint/resolution to ensure patient satisfaction.
- Supervise medical office staff and medical spa staff including hiring, training, coaching, delegating, disciplining, and assessing performance.

Office Manager

I.S.C. Forwarders Inc. - Laredo, TX
January 2003 to September 2003

- Managed financial operations, including the analysis of money profit/loss, accounts payable, accounts receivable, payroll, billing, and banking.
- Supervised office and warehouse staff, managing all human resource issues, and skilled at problem-solving resolution.
- Handled queries from clients and affiliated transportation carriers in both the

Assistant Manager

Reliance Forwarding Services - Laredo, TX
May 2002 to August 2002

- All office management functions, customer care, customer service, HR, billing, and payroll.
- Provided administrative support across all levels of the local operation and initiated procedural improvements, saving the company both time and money.

Special Needs Counselor

YMCA Braundera - San Antonio, TX

February 2001 to May 2002

- Provided supervision, safety, and activities of special needs children and their siblings while ensuring the safety of all children at the facility. Maintaining accurate attendance logs, follow the pick-up and check-out procedure, and the discipline policy set in staff training.
- Open communication regarding concerns/issues with children, parents, or co-workers.

Education

Master of Nursing in Family Practice Nurse Practitioner

CHAMBERLAIN UNIVERSITY - Chicago, IL

May 2020 to Present

Bachelor of Science in Nursing

TEXAS A&M UNIVERSITY CORPUS CHRISTI

August 2017

Master of Business Administration in Management

TEXAS A&M INTERNATIONAL UNIVERSITY

May 2010

Bachelor of Liberal and Fine Arts in Communications

UNIVERSITY OF TEXAS AT SAN ANTONIO - San Antonio, TX

December 2003

Nursing Licenses

RN

Expires: June 2022

State: TX

Skills

- TECHNICAL SKILLS:
- Proficient in the Microsoft Office Word, Excel, Power Point,
- Electronic Medical Record programs.
- Outlook
- Google documents
- Dropbox
- Vimeo
- Prezi
- Adobe CC Suite
- Quicktime/VLC

- Webex
- Skype Business
- Exam View
- QuickBooks Pro
- Medisoft
- MediNotes
- Encoder
- Pro
- Kinnser
- Cerner
- Athena
- Surginet
- Epic
- Omnicell
- Pyxis
- Intivia/other
- Nursing
- Hospital Experience
- EMR Systems
- Performance Management
- Triage
- Medication Administration
- Curriculum Development
- Catheter Care

Certifications and Licenses

PALS Certification

Teaching Certification

Certified Nurse Practitioner

AED Certification

RN

Healthcare Provider Certification

ACLS Certification

CPR Certification

AHA Certification