

# Zyria Bankston

## **Experienced Hospice & Palliative Care Clinician**

Missouri City, TX 77459

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+1 832 888 5980

Authorized to work in the US for any employer

## Work Experience

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### **Director of Nursing and Operations**

Advanced Hospice of Texas - Houston, TX

June 2021 to Present

- Responsible for the day-to-day operations of Houston hospice branch
- Supervise and mentor interdisciplinary staff
- Start-up operations for emerging hospice company, such as establishing all processes from admissions to compliance
- Transitional liaison to Advanced Home Health, ensuring seamless transfer of care of home health patients to hospice
- Weekly marketing efforts with Business Development Team to grow patient census and establish relationships within the community
- Implemented and developed We Honor Veterans program, achieving a Level II status for Houston and San Antonio branches
- Designed and implemented a robust Palliative Aromatherapy program, including formulating various aromatherapeutic blends of massage lotions, roll-on oils, inhalers, and nebulizer/diffuser kits

### **Director of Operations/Interim Executive Director**

HOSPICE PLUS - Sugar Land, TX

January 2020 to May 2021

- Follow state regulatory requirements for supervision of nursing services.
- Promptly address patient/family questions, concerns, and/or complaints; using customer service skillset, prevent service failures.
- Supervise patient and family care as specified by the plan of care, assessing appropriateness, continuity, service, and quality of care.
- Manage all members of the Interdisciplinary Team (IDT), including aspects of scheduling, productivity, mentoring, pay practices, time keeping, performance reviews, and colleague support.
- Oversee the consultative process between the Medical Director and the members of the IDT, assist in requesting appropriate care orders and attendance to identified patient needs if patient's attending physician is not available.
- Attend/Lead IDT meetings, ensuring:
  - Patient care needs are identified and discussed with the full complement of the IDT.
  - All required members of the core team are present and engaged in the IDT meeting.
  - Required documentation is completed during and at the conclusion of the IDT meeting to capture the discussion and outcomes of the meeting.
- Patient re-certifications are discussed and completed in a timely manner.

- Documentation of the patient-centered plan of care and the implementation of interventions for patient care including changes in level of care, medication changes, changes to visit frequency, or need for emergency transportation.
- Document in the patient's clinical record when required, demonstrating proficiency with documentation requirements.
- Actively collaborate regarding QAPI activities and provide feedback and input into Performance Improvement.
- Analyze and report on quality metrics including Hospice Item Set, CAHPS, and symptom management outcomes.
- Model desired behaviors including timeliness, punctuality, attendance, collaboration, open communication, and equitable treatment.
- Model and facilitate communication between colleagues including business operations, intake, clinical team, and leadership.
- Directly supervise clinical and ancillary staff. Responsibilities include interviewing, hiring, and training interdisciplinary staff; planning, assigning, and directing work; appraising performance; rewarding and disciplining colleagues; addressing complaints and resolving problems.
- Establish departmental goals consistent with corporate goals and objectives.
- Participate in the development and update of patient care policies and emergency procedures.
- Coordinate the referral-to-admission process to ensure seamless continuity of patient care, including:
- Working closely and effectively with Business Development throughout the process
- Reviewing clinical documentation for hospice appropriateness, primary and secondary diagnoses
- Ordering DME
- Assigning/staffing Nurse evaluation and admission
- Work with Business team to develop strategic plans for growth, including leading weekly BD Huddle meetings.
- Serve as Administrator-On-Call in rotation.
- Ensure hospice services are available 24/7.
- Promoted from RN Case Manager

### **Staff Nurse, Intensive Care Units**

MEMORIAL HERMANN HOSPITAL SOUTHWEST - Houston, TX

January 2019 to February 2020

Medical, Surgical, Neuro, and Trauma)

In addition to providing exemplary nursing care to all assigned patients while demonstrating the functions of a competent and experienced clinician:

- Provided nursing care for patients with cardiac emergencies, including codes
- Managed airways, ventilators, and respiratory care
- Maintained compassionate environment addressing emotional, psychological, and spiritual needs of patient and family

### **Staff Nurse, Intermediate Care Unit (IMCU)**

CLEAR LAKE REGIONAL MEDICAL CENTER - Webster, TX

May 2018 to January 2019

Monitored special drugs, including but not limited to insulin drips, dopamine, lidocaine, dobutrex, cardizem, and other cardiac drugs

- Assisted physicians with procedures, such as thoracentesis, chest tube insertion, and venous access devices
- Responded to Code Blue and implement life-saving measures, per ACLS protocol

## **Clinical Liaison and Educator**

SILVERADO HOSPICE - Houston, TX

September 2017 to May 2018

- Reviewed medical records to establish hospice eligibility, including level of care - routine, crisis care, or general in-patient care
- Physically assessed and evaluated patients to determine hospice level of care; for critically-ill and actively dying patients, determine whether patients are stable enough to be moved from hospital

## **Hospice Coordinator, Educator, and Liaison**

MEMORIAL HERMANN HEALTHCARE SYSTEM, HOMEBASED SERVICES - Houston, TX

September 2016 to September 2017

- Assisted hospital physicians in identifying possible hospice criteria, recommending pertinent labwork and/or diagnostics and imaging studies
- Facilitated discussion regarding end-of-life goals of care and help patients and families think through all aspects of caring for patient in the home
- Provided immediate attention to current hospice patients seeking emergent care in the hospital, to re-visit goals of care and resolve any critical issues involving the continuation or revocation of hospice
- Reviewed medical records to establish hospice eligibility, including level of care - routine, crisis care, or general in-patient care
- Physically assessed and evaluated patients to determine hospice level of care; for critically-ill and actively dying patients, determined whether patients are stable enough to be moved from hospital

## **RN Case Manager**

KINDRED AT HOME HOSPICE - Houston, TX

July 2014 to September 2016

Top Performance Indicators

- Valued as "pain expert"; skilled at successfully managing severe cancer pain, wound pain, and using pain medication regimens with adjunctive therapies to minimize adverse side effects
- Brought in to reach "untappable market area, " which grew from having only 1 contract with a facility to successfully holding 6 active contracts with facilities

## Education

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### **BSN in Nursing**

THE UNIVERSITY OF TEXAS HEALTH SCIENCE CENTER - Houston, TX

2018 to 2019

### **ADN in Nursing**

Lone Star College Cy-Fair

2012 to 2014

## Nursing Licenses

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### **RN**

## Skills

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- Critical Care Experience
- Hospice Care
- Nursing
- ICU Experience
- EMR Systems
- Case Management
- Medication Administration
- Hospital Experience
- Cerner
- Vital Signs
- Employee Orientation
- Documentation review
- Physiology knowledge
- Anatomy knowledge
- Medical Records
- Laboratory Experience
- Medical Terminology
- Triage
- HIPAA
- Venipuncture
- Medical Coding
- Medical Billing
- Management
- Managed Care
- ICD-10
- Supervising Experience
- English
- Nurse Management

## Languages

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- Spanish - Fluent

## Certifications and Licenses

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### **BLS Certification**