

# Angela Carter

Valparaiso, IN 46385

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Self-motivated, top-performing Facility Administrator, interested in a position that will allow me to excel and be the best in my career. I believe in being the best at whatever task is laid before me. I believe in working hard and being tenacious in the company's goals and mission statement. With a strong team, moving in the same direction and working towards the same vision, all things are made possible.

## Work Experience

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### **Facility Administrator**

US Renal Care - Chicago, IL

October 2018 to Present

- Responsible for the overall daily management and operation of the clinic
- Reports directly to Regional Operations Management
- Plan/coordinate patient scheduling
- Implement clinical and operational processes to improve patient health and minimized hospitalizations and missed treatments
- Achieve financial targets to include budget, labor cost, supply costs and expenditures
- Review all incident reports; make recommendations and take action relative to incidents as appropriate, report at monthly QAPI meetings
- Promote quality management program through education and involvement of staff and patients in outcomes as well as overall responsibility to achieve corporate goals for quality
- Lead QAPI meetings and Quality Improvement committees
- Achieved program's target goals for patient outcomes in accordance with quality patient care and company goals
- Assured that the clinic is in compliance with all applicable federal, state and local laws and regulations and receives continuing certification from all statutory and regulatory agencies
- Develop, implement and follow up necessary Corrective Action Plans for internal and external surveys
- Budgeting and financial management
- Established, maintain and submit all required records and reports concerning staff, patients and the operational affairs of the center
- Plan, coordinate and approve effective and efficient staffing to meet patient needs and regulations
- Continuously monitor to ensure that a safe and sanitary physical environment is maintained throughout the facility; that all equipment is maintained and functions properly and that adequate and appropriated inventory levels of all supplies are available and used correctly
- Know and understand the water treatment and mechanisms of the equipment of the facility
- Maintain collaborative working relationship with the Medical Director and physicians
- Establish and maintain a positive relationship with area hospitals, agencies, vendors and the community
- Respond effectively to inquiries or complaints

- Ensure all staff meet required qualifications for positions held and perform duties within limitations established by and in accordance with the company policy/procedures, health care professionals practice acts, applicable state and federal laws and regulations
- Quality Control
- Clinic Audits
- Ensure ICD-10 codes are categorized and billed correctly/Medical Billing
- Uphold management goals of corporation by leading staff in team concepts and promoting a team effort

### **Clinical Manager**

Fresenius Kidney Care - Chicago, IL

June 2016 to August 2018

- Implementing Quality Assessment and Improvement (QAI)
- Quality Control
- Accountable for outstanding quality of patient
- Responsible for implementing appropriate training according to policy
- Responsible for aggressively addressing and acting on adverse events
- Ensure all FKC clinical quality policies and procedures are communicated to and implemented by the facility staff
- Maintain integrity of medical records
- Coordinates all aspects of patient care
- Creates and maintain Schedulewise
- Monitors clinic's financials/profit and loss statements
- Budgeting and financial management
- Payroll
- Anemia management
- NHSN/Crownweb
- Staff scheduling
- Monitor QIP quality measures
- SAP and purchase ordering
- Access management
- Additional duties not mentioned

### **Behavioral Health Nurse**

Campagna Academy - Schererville, IN

November 2013 to April 2018

- Provides professional nursing services for behavioral/psychiatric patients in residential setting
- Collaborates with medical team in developing and revising plan of care
- Prescription administration
- Implementation of physician orders and monitoring patient's response
- Observation and reporting of any behavioral changes
- Admit and Discharge clients
- Conduct weekly clinical in services/staffing sessions facilitated by the Medical director
- Prepares staffing list/sheets of clients to be seen by medical director weekly
- Creates appointment times for clinical staff
- Notate medication changes including new scripts, increases, decreases and discontinuations
- Obtain medication consents for psychotropic medications from DCS or Probation
- Follow up on status of medication consents
- Administer STATs

- Monitor restraints
- Complete monthly therapist reports
- Monitor and write refill Narc scripts
- Interim Case Manager 4 months
- Scheduled all medical appointments for clients
- Obtained court orders for surgical procedures
- Paid medical bills for department
- Monitored Medicaid
- Started clients on Medicaid
- Switched Medicaid plans as needed
- Arranged transportation for medical appointments
- Interim Director of Nursing 2 1/2 months
- Monitored nursing staff
- Secured and oversaw that all shifts were covered
- Handled disagreements
- Monitored required health screenings
- Monitored proper documentation for potential audits
- Made sure policies and procedures were up to date
- Obtained prior authorizations for medication
- Monitored and maintained budgeting for the department
- Monitored overtime
- Monitored how supplies were ordered
- Monitored department bills

### **Permanent Clinical Charge Nurse Nephrology Med Surge Telemetry**

St. Margaret Hospital - Hammond, IN  
November 2011 to December 2014

- Managed a group of three to four nurses
- Scheduling
- Managed PCT's schedules and assignments
- Prioritize goals and team assignments
- Solve problems and minimize conflict with patients or other nurses
- Draw Blood
- Participate and document Code Blues
- Wound Care
- Access Ports for Chemo/Dialysis
- Tracheostomy care
- Nasogastric tube insertion
- Start and maintain intravenous lines
- Assessed and Maintained patency of renal fistulas and grafts
- De-accessed fistulas or grafts in ER when rushed to hospital from renal clinic

### **Nurse License**

- Indiana State (Active) #28199769A
- Illinois State (Active) #041437268
  - Nursing Compact License

## Education

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### **Master of Science in Healthcare Administration**

Kaplan University, School of Nursing

August 2012 to May 2017

### **Bachelor of Science in Nursing**

Purdue University Calumet, School of Nursing - Hammond, IN

August 2006 to May 2011

### **Associate in Science**

Olive Harvey College - Chicago, IL

May 2005

## Skills

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- TCI Certified
- Lead an Experiential Learning Research Project
- Volunteered for Sojourner Truth House
- Epic Computer System
- Certified in CPR
- CAPD
- Tuberculin injections
- Chemo Administration
- ACLS & BLS
- Dialysis Experience
- Quality Management
- Labor Cost Analysis
- ICD-10
- Operations Management
- EMR Systems
- Financial Management
- Nursing
- Vital Signs
- Laboratory Experience
- Medical Billing
- Employee Orientation
- Profit & Loss
- Medical Records
- Behavioral Health
- Case Management
- Medical Scheduling

- Venipuncture
- Medical Coding
- Management
- Office Management
- Quality Assurance
- Supervising Experience
- Recruiting
- Adult education
- OSHA
- Continuous improvement
- Travel nursing

## Certifications and Licenses

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**ACLS Certification**

**CPR Certification**

**BLS Certification**