

Kathryn Willis

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Well-qualified, compassionate and self motivated, Registered Nurse with a solid background in Care Management. Experienced in addressing care gaps and improving patient outcomes. Excellent communication skills with a strong emphasis on empathy and building rapport with patients. Driven to use my clinical expertise to secure a position in Case Management or Utilization Management.

Work Experience

NICU Registered Nurse at Advocate Aurora Health

Advocate Aurora Health - Kenosha, WI
January 2019 to Present

Assessed, planned and evaluated the health care needs for infants born premature. Responsible for assisting, supporting and educating women during the four stages of delivery: antepartum, intrapartum, postpartum and neonatal.

- Performed high risk monitoring of the premature infant.
- Exceptional capacity to multitask and manage competing priorities with ease while fostering delivery of superior patient care.
- Assisted in all stages of perioperative care for C-sections.
- Educated families on Labor/delivery/postpartum follow up and discharge preparation.
- Coordinated services and specialized follow up for congenital defects.
- Communicated with providers and insurance companies to coordinate care and follow up for specialty referrals, ordering DME, supplies, prior authorizations, and home care services.
- Provided emotional support for parents and families with sick infants. Evaluated patient care needs and prioritized treatment while maintaining all hospital policies and guidelines.
- Improved workflow with patient satisfaction surveys to improve outcomes and results.

RN Chronic Care Coordinator

Wellbox, Inc
July 2020 to June 2021

Effectively managed 200 Medicare patients with chronic diseases to avoid unnecessary readmissions.

- Developed goal based care plans for patients using nursing diagnosis while incorporating therapeutic, preventive and rehabilitative nursing actions to maintain wellness.
- Identified knowledge deficits, provided free community resources and psycho-social supports to prevent gaps in care. Assisted patients in creating action plans by using SMART goals.
- Analyzed data from the various care providers to identify under/over utilization and improve resource consumption.
- Provided patient education on home safety evaluation, fall prevention, and medication compliance.
- Performed diagnosis specific telephone assessments and coordinated follow up with providers.
- Used motivational interviewing technique to provide chronic care management in recently discharged patients to assess for understanding of disease processes.

Sole Proprietor

Simply Willis Boutique

January 2016 to December 2019

Managed every aspect of running a business including inventory management, photography, advertising, sales, and shipping.

- Maintained a superior level of customer satisfaction.
- Used sales and order processing software to maintain detailed record keeping and documentation.
- Proactively reviewed and analyzed data regarding sales and resource consumption to identify trends and improve profits.
- Hired, trained and managed employees.

Pediatrics Nurse III

Children's Hospital of Wisconsin

January 2010 to October 2016

Provided exceptional bedside skilled nursing care in a fast-paced critical care setting.

- Used critical thinking skills in a Level III NICU to provide care to critically ill preterm and term neonates with complex medical problems such as complicated surgical issues, severe respiratory illness, and congenital heart disease.
- Provided preoperative/postoperative care for high risk neonates.
- Acted as a float nurse to accommodate various units throughout hospital including other Intensive Care Units, surgical floors, and medical floors
- Effectively managed ventilators, tracheostomies and multiport IV infusions.
- Managed all facets of telemetry, including central catheters, high risk drug administration and titration, thrombolytic therapy, dysrhythmia interpretation, and management.
- Counseled caregivers and families on patient care options, advanced care planning and transition of care services and plan for safe discharge.
- Maintain HIPAA regulations for consumer privacy and complete tasks in a timely manner to ensure compliance with NCQA, federal, state and other regulatory agency standards.
- Participated in department-wide special projects in collaboration with management to achieve targeted clinical strategic performance goals.

Education

Bachelor of Science in Nursing

Alverno College

2010

Bachelor of Science

Nursing Licenses

RN

Skills

- Time management

- Utilization management
- Discharge planning
- Medicare & Medicaid guidelines
- Motivational Interviewing
- Emotional Intelligence
- Telephonic case management
- Care coordination & Telehealth
- Chronic Care Management
- EMR super user
- Quality & risk management
- Clinical review
- Critical thinking
- Goal setting
- Triage & Critical Care
- DME ordering
- NRP, PALS & BLS Certified
- NICU and Pediatrics
- Nursing
- Primary Care Experience
- Documentation review
- Managed care
- ICU Experience
- Quality management
- Acute care
- Utilization review
- Analysis skills
- Epic
- Customer service
- Behavioral health
- Utilization review
- Typing
- Windows

Certifications and Licenses

BLS Certification

Compact State Nurse License

CPR Certification

NRP

March 2021 to March 2023