

ROBYN COMPOSONO, RN

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OVERVIEW: Dynamic senior RN & health care professional possessing a proven track record of superior performance, seeks to leverage expertise in Healthcare Operations, Program Leadership, Team Development, Chart Review, Data Management, Patient Relations, Community Engagement, Resource Alignment, and Regulatory Compliance to support key initiatives and patient-centric care within a progressive organization.

SUMMARY: **Program Management** Highly experienced in assessing true needs and expectations, building lasting professional relationships. Grow and deepen strategic partnerships to achieve mutually beneficial outcomes.

Process Streamlining Effectively manage diverse tasks, with varying degrees of complexity, within a wide range of environments; evaluate situations, assess emergent needs, and implement solutions in a prompt and efficient/effective manner.

Resource Coordination Possess a proven ability to anticipate unique requirements or potential road-blocks in all situations. Continually develop back-up plans to minimize risk and deliver exceptional results; streamline communication and implementation channels to effectively meet client and organizational needs.

EXPERTISE:

- Relationship Building & Retention
- Multidisciplinary Team Collaboration
- Patient Education & Counseling
- Record Review & HIPAA Compliance
- Training & Mentoring
- Hiring & Recruitment
- Leadership/Staff Management
- Project Oversight

PROFESSIONAL EXPERIENCE: **ADVANCED ORTHOPEDIC & SPINE CARE** 2012 to 2020
Director of Medical Services Oak Lawn, IL

- Coordinated all aspects of operations management of the healthcare facility.
- Led staff of 80 employees comprised of medical staff, support staff, billing, staff physical therapy, radiology, in-office transcription, human resources, and custodial staff.
- Conducted patient interviews, including: documentation, and coordination of care.
- Handled patient concerns and worked effectively/promptly on proactive resolution.
- Resolved patient complaints and coordinated their doctor therapy and nurse visits.
- Worked with department supervisors in coordinating work flow, as well as conducting thorough audits of medical staff documentation.
- Operated jointly with work comp coordinator for chart reviewing and managing work comp appointments, issues, and reports.
- Worked with surgeon and included in hospital rounding schedule to assist surgeons in new patient evaluations and surgical/post operative care during hospitalization.
- Input patient notes into records, ordering testing, and documenting plan of care.

Highlights

- ◇ Created and implemented behavioral and individual support plans.
- ◇ Interviewed and hired new staff; evaluated employees performance according to established standards to uphold best practices.
- ◇ Conducted counseling and initiated educational and disciplinary activities to improve employee performance as well as facilitating positive work culture.
- ◇ Assisted in development of short and long range planning for clinic to increase population and increase services offered in the clinic.
- ◇ Collaborated closely with attorneys and accountants on budgets/contract negotiations.
- ◇ Worked with in office billing to negotiate and educate staff on insurance contracts and associated payment details.
- ◇ Educated in-house billing on coding and billing to prevent timely filing errors and decrease in denials.
- ◇ Acted as liaison between primary care physicians and specialists to ensure hospital patients received care in a timely fashion decreasing length of stay.
- ◇ Coordinated testing and procedures, eliminating multiple phone calls and decreasing errors.
- ◇ Designated as main point of contact for all hospital/insurance company representatives.

ADVOCATE CHRIST MEDICAL CENTER 2010 to 2012
Operating Room Registered Nurse Oak Lawn, IL

- Worked mainly in Orthopedics as a circulating nurse and scrub nurse, managing daily schedule of staffing and instrument needs.
- Ensured patients were prepped properly and all paperwork vetted to prevent any complication.

Highlights

- ◇ Worked closely with multiple equipment reps to ensure that any and all needs of both the operating room staff and the surgeon were met.
- ◇ Collaborated with Nurse Manager to train new staff on protocols and new equipment.

MEDCo 2008 to 2010
Operating Room Registered Nurse Palos Heights, IL

- Worked as circulating nurse alongside orthopedic surgeons and pain management physicians to ensure staff were trained and able to handle day to day surgical procedures.

Highlights

- ◇ Collaborated with purchasing staff to decrease implant waste and increase revenue.
- ◇ Supported sterile processing and pre operative staff and coordinated training and education of new policies & protocols.

EDUCATION: • **Kankakee Community College** AS in Nursing Kankakee, IL
LICENSURE: • State of Illinois Registered Nurse no.041-347797