

# Chanise J. Adams

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## Professional Summary

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Practical nursing student with 14 years of direct patient care services in various healthcare settings. A diverse portfolio of healthcare experience in a variety of courses and on-the-job training over the years. Gained the ability to empathize and relate to many different people with different disabilities and limitations and connect and care for others.

## Experience

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Bryant & Stratton – Glendale, WI 12/2021  
**Diploma in Practical Nursing (LPN)**

## Clinical Experience

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**Medical Surgical II Practical Nursing** | Kensington Care and Rehab Center – Waukesha, WI 5/2021-8/2021  
**Maternal/Child Nursing** | St. Joseph Hospital – Milwaukee, WI 5/2021-8/2021  
**Medical Surgical I Practical Nursing** | Bryant & Stratton College – Glendale, WI 1/2021-4/2021  
**Fundamentals of Practical Nursing** | Bryant & Stratton College – Glendale, WI 9/2019-12/2020

- Completed Head to toe assessment, and neurological assessments
- Completed wound care including Venous, Arterial, etc.
- Took vitals, placed catheters, NG tubes, and performed tracheostomy care
- Administered medication, and reported to CNA/RN at the end of every shift

## Healthcare Experience

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**Advanced Medical Support Assistant** Zablocki Medical Center- Milwaukee, WI 1/2016-Present

- Accurately maintain appointment schedules for multiple outpatient clinics within VISN 12.
- Compile data regarding access to same day appointments for Veterans accessing care through Telephone Care Service (TCS).
- Assist in appointment cancellation and/or coordination as requested by the Patient.
- Screen/receive phone calls in a courteous and timely manner.
- Determine the nature of requests and provide the information desired using privacy rules and established clinic processes.
- Participates in the daily team huddles, monthly department huddles and staff meetings where patient care planning and management occur.
- Document patient needs and ensure these are communicated to the PACT and Providers through the computerized triage system entitled, Call Log Reporter.
- Screen patient medical and mental health concerns through Telephone Care Service (TCS) Standard Operating Procedures.
- Utilizing the computerized software program Telecare Record Manager, Screening Guidelines, CPRS, and VISTA.
- Notifies the PACT, Specialty Clinics, and Mental Health Providers of outside physician community care as indicated.
- Coordinates administrative services for Veterans, family members, caregivers, and general public, administrative and clinical staff.
- Notifies his/her supervisor when clinic access is less than desirable.
- Develops and maintains effective working relationships with all clinical and administrative staff in determining priorities of activities in support of direct patient care.
- Compiles weekly data and statistical reporting for average speed of answer and clinic accessibility.
- Ability to work in a busy environment, multi-task, and organize a large group of staff in various work areas to produce results, ensure compliance, as well as process and follow-up on a very high volume of phone calls.
- Performs other duties as assigned.

**Caregiver** Bright Star (part-time) -Milwaukee, WI

1/2017-May 2017

- Assisted Clients with ADLS
- Performed Hygiene cares
- Maintained a clean environment for clients
- Prepared meals
- Sitter for Confused Clients
- Performed other duties as assigned

**Medical Support Assistant** | Zablocki Medical Center – Milwaukee, WI

5/2015-2016

- Interact with veterans in person and by phone, and direct them to appointment
- Update veterans military service/service-connected information
- Scan in veterans dd214 and other documents; Assist veterans with locating DD214 with such organizations such as the (WDVA)
- Work with computer programs such as ( Veterans Health Information Systems and Technology Architecture(Vista) and Computerized Patient Record System (CPRS)
- Follow Information security methods and principles Policy, regulations and station directives (e.g., VA benefits eligibility and the Health Insurance Portability and Accountability Act (HIPAA)) guide lines

**Certified Nursing Assistant**| Aurora St. Luke's Hospital – Milwaukee WI

3/2012-2015

- Obtain vitals, chart using EPIC
- Care for dialysis patients and assist them with catheter care
- Assist patients to bathroom or commode, and aid nurses with tasks specific to each patient

**Resident Assistant** | Harwood Place Assisted Living – Wauwatosa, WI

4/2016-9/2016

- Interacted with clients verbally and written
- Assisted clients with personal cares (baths, oral hygiene etc), laundry, and meals
- Answered call lights in a timely manner; Charted on client's daily cares

**Caregiver** | C.C.L.S - Brown Deer, WI

2/2009-3/2012

- Helped clients with day to day cares, medications, and prepared dinners and snacks
- Maintained accurately and detailed client records so that other members on the client's healthcare team were up to date on their status
- Interacted with patients' families and social worker

### **Additional Experience**

**Human Resource Specialist** | United States Army National Guard, Fort Jackson, SC/ Madison, WI

2/2007-2009

**Administrative Assistant/Customer Service Rep** | Blackwell Job Corps, Laona, WI

12/2005-2006