

Cathy Henry

BSN,CM/DN, RN

Pikesville, MD 21208

cat21030@gmail.com

+1 443 932 8668

Inspiring nurse highly skilled in emergency medicine, case management, and education with a strong background in health insurance specifically related to prior authorization, appeals, and utilization review and admission program coordinator seeking employment with challenging organization in which to enhance my experience in the field and to help your company meet long-term goals.

Willing to relocate to: Baltimore, MD - -

Authorized to work in the US for any employer

Work Experience

PRN Clinical Nurse II

University of Maryland Medical Center - Baltimore, MD

July 2016 to Present

Provide excellent customer service skills, exceptional patient advocacy skills and help to promote service recovery in adverse patient and family situations. Prioritize customer satisfaction by adhering to UMMC's principle of Service Excellence and Service recovery. Follows ACT with HEART for a better patient and family satisfaction.

- Provide direct patient care to a diverse and complex adult emergency patient, including observation and admitted medical -surgical and telemetry patients boarding in the Adult Emergency Department. Utilize evidence-based practice and encourage others to do so in the daily care and management of complex emergency department patients.
- Perform excellent nursing care to emergently, critically, and acutely ill patients with a wide range of disease entities in a level 1 trauma center. Manage the care of emergency department patients with conditions ranging from acute myocardial infarction, cardiac arrest, ischemic and hemorrhagic stroke, sepsis, heart failure, respiratory arrest, obstetric emergencies, trauma, bowel obstruction, and aortic dissection. Demonstrate a sound pharmacological knowledge base and serve as a resource for new nurses who seek guidance with intravenous infusions.
- Expert triage nurse. Responsibilities include utilizing the appropriate Emergency Severity Index (ESI) 1-5 level triage system to accurately and efficiently triage waiting room and ambulance triage patients presenting to the Adult Emergency Department.

Clinical Instructor

Coppin State University - Baltimore, MD

July 2021 to December 2021

Supervise all clinical activities and working of all student nurses and administer and present all content for formal classroom. Oversee all activities of patient care and ensure optimal level of care in clinical setting and participate in various education programs and ensure compliance to all lesson plans.

- Assist all student nurses to adjust to trainee group and ensure optimal work performance in assign ward to meet all customer objectives and train all students to minimize infection and contamination. Train all students to identify signs of patient health deterioration and clinical equipment malfunction to ensure achievement of all course objectives. Coordinate with students and manage all communication with same and provide optimal level of training through practical training.
- Assist all nurse managers and academic staff to analyze all student requirements and ensure appropriate resources in facility for same and assist in various laboratory activities. Prepare all student assignments and ensure compliance to all academic course programs and evaluate performance of all trainees in classroom clinical training.
- Organize various group conferences to assist all students and trainees to share all clinical experiences and assist all instructors to prepare appropriate classroom instructions for all nurses and provide training on all clinical technical procedures. Develop and maintain good professional relations with students and employees of nursing schools and participate in all processes.
- Collaborate with academic programmers and facilitate all post conferences on clinical training. Train and provide feedback to all nursing students to ensure optimal quality of work and provide consultation to various nurses for nursing education programs

PRN Clinical Nurse II

Northwest Hospital - Randallstown, MD

December 2017 to March 2019

PACU

- Recovered patient undergoing Orthopedic, Plastic, Gastroenterology, and General surgery both inpatient and outpatient
- Manage post-operative pain and surgical sites
- Implement post-surgical treatment plan and provided detailed report to the receiving nurse for patient transfer/admission
- Prepared patients for discharge

Emergency Department

- Perform initial assessment and labs, place IV lines, and develop care plans as appropriate for adult, pediatric, and psychiatric patients
- Assisted physicians and physician assistants with the management of patient's treatment plan
- Educate patients and family members upon discharge from the ER or transferring to the hospital floor

Patient Service Rep/Medical Assistant

Patient First - Pasadena, MD

June 2014 to July 2016

- Using sound judgment when the patient has an emergency complaint and when calling the nurse to evaluate the patient
- Transporting and escorting patients to the treatment area
- Triageing patients and escorting patients to their rooms
- Performing labs and EKGs
- Ordering labs and diagnostic test based on medical necessity
- Chaperoning GYN exams and assisting providers with care as needed

Prior Authorization Representative

Aetna - Baltimore, MD

February 2006 to August 2014

- Respond to phone calls and faxes from doctors' offices, hospitals, home health agencies, and other health care professionals requesting authorizations for various medical procedures, inpatient admissions, and various types of medical equipment.
- Triage inbound prior authorization requests, utilizing the triage guidelines and either create the authorization or forward the request to an RN for higher review.
- Enter clinical information into the database such as health records, lab work, and test results to be submitted for medical review
- Process denial letters for authorizations that failed to meet medical necessity.
- Ensure appropriate feedback and follow-up for all authorization requests as required.
- Approve services that do not require medical review in accordance with the benefit plan.
- Train new hires
- Assisted supervisor with special departmental projects and reports

Aetna Readmissions Program Coordinator

Baltimore, MD

- Create census reports for patient that are at high risk for readmission to hospital
- Implement preventive measure to avoid hospital readmits
- Kept of a log of the patients' admission and discharge dates and concurrent review notes
- Documented care plans and discharge needs
- Send readmission reports to the utilization review departments and multiple hospitals
- Communicate with utilization review nurses to co-ordinate discharge planning and follow up care

ASSISTED RESEARCH EXPERIENCE

Evidence based/PICO project on patients assigned to hallway beds in the emergency department. This project was part of the nurse residency program at the University of Maryland Medical Center.

Education

M.B.A. in Finance Leadership

University of Baltimore - Maryland

Present

BSN in Nursing

Coppin State University

May 2016

Nursing Licenses

RN

Expires: August 2024

State: MD

Skills

- EPIC
- Cerner
- Cernerbridge
- Powerchart
- Surginet
- Firstnet
- Omnicell
- Accudose
- Pyxis
- Critical Care Experience
- EMR Systems
- Medication Administration
- Nursing
- Triage
- Vital Signs
- Employee Orientation
- Case Management
- Experience Administering Injections
- Medical Records
- Hospital Experience

Certifications and Licenses

BLS Certification

PALS

October 2018 to October 2020

Advanced Cardiovascular Life Support (ACLS)

July 2020 to July 2022

TNCC

June 2019 to June 2023

CPR Certification

Certified Case Manager

Compact State Nurse License