

Amanda Diane Reynolds BSN, RN
64 Bellside Lane, Elgin, SC 29045
Mobile: (828) 446-0106 Work: (803) 751-7826
adreynolds87@gmail.com

PROFESSIONAL EXPERIENCE

Fort Jackson McWethy Troop Medical Clinic

4575 Stuart St, Columbia, SC 29207

Clinical Nurse Case Manager – Community Behavioral Health Services – GS 12

Supervisor: Kayla Bryant (803) 751-0672

07/07/2019 – Present

Hours per week: 40

- Complete comprehensive assessments in order to develop nursing care plans with patients and the multidisciplinary team members.
- Coordinate admissions to local inpatient, outpatient and residential facilities.
- Coordinate follow up appointments and transportation.
- Update providers and commands regarding patient status changes and care plans.
- Establish positive rapport with patient.
- Maintain Behavioral Health patient databases for tracking and process improvement projects.
- Lead High Risk meeting weekly with multidisciplinary team.
- Provide education on multiple topics including but not limited to behavioral health medications, deep breathing, muscle relaxation, mental distraction and sleep habits.
- Referral management
- BLS instructor for Behavioral Health Department

Lexington Medical Center

6745 St. Andrews Rd, Columbia, SC 29212

Clinical Nurse – Irmo Urgent Care

Supervisor: Jeannie Dunn (803) 422-4555

08/7/2017 – 11/21/2021

Hours per week: PRN

- Carry out physician orders including but not limited to assisting with procedures, administering medications (various routes), performing phlebotomy, taking patient calls, cleaning and stocking exam rooms, calling in prescriptions and assisting the physician with all other patient care as requested.
- Assess and triage patients appropriately based on their acuity.
- Respond in emergency situations and appropriately render care to the patient.
- Establish positive rapport with patient and family.
- Educate patient/family about diagnostic procedures, medications, and nutritional maintenance of health and wellness.
- Document all necessary treatments given in patient's chart. Observe, record, and report patient's condition and reaction to drugs and treatments to the provider.

Fort Jackson Moncrief Medical Home

1021 Pinnacle Point Drive, Suite 200, Columbia, SC 29223

Clinical Nurse – Access Nurse – GS 11 Step 9

Supervisor: Deborah Barnett (803) 562-2123

01/08/2017 – 07/06/2019

Hours per week: 40

- Perform independent, comprehensive telephone and clinical triage, and facilitates care coordination through a multidisciplinary approach and establish priorities for patient care and evaluate patients' progress toward high-level wellness.
- Perform psychosocial assessments of patients to identify a variety of factors, such as significant cultural practices, the ability to understand and cooperate, and expectations of care, and coping mechanisms.
- Recognize changes in patient condition, such as abnormal test results, symptoms and the need for follow-up.
- Assist the clinic with patient and staff education related to a variety of topics, such as acute or chronic illnesses, self-care, wellness/preventive health measures, and normal development and physiology.

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- Screen patients prior to clinic and lead daily huddle with the multidisciplinary team.
- Referral Management
- Assist patient with follow up care after ED visit, Inpatient stays, and post-op procedures.

Hopi Health Care Center

06/16/2013 – 01/07/2017

Hwy 264 Mile Post 388, Polacca, AZ 86042

Nurse Specialist – Improving Patient Care Coordinator

02/22/2015 – 01/07/2017

GS 10 Step 10

Hours per week: 40

Supervisor: Carletta Joshevama, RN, SCN (928) 737-6241

- Develop and coordinate performance improvement plans using PDSA cycles
- Oversee clinical staff's performance improvement projects
- Conduct patient satisfaction surveys and time cycle studies
- Prepare and present quarterly QILN/IPCMH reports to Governing Board including iCare and GPRA results
- Collect, analyze, and trend process activities in patient care
- Educate staff and patients after assessing their educational needs
- Educational booths and boards in the community for preventative health measures, breast feeding, DM management, sexual assault awareness, medication safety, and sunscreen safety, etc.
- Manage patient panels utilizing iCare
- Train staff members how to use iCare to manage their providers' panels
- Work collaboratively with the IPC team to transition HHCC into a Primary Care Medical Home
- Actively work with multiple departments within HHCC and in the community to facilitate care for patients and to improve communication between the departments
- Provide support at multiple levels: Chair of IPC Committee; member of Quality Council Committee, Risk Management, Leadership Committee, Environment of Safety Committee, Infection Control, Breastfeeding Coalition and SANE
- Triage and screen walk-in patients to assess the severity of the patient's condition and the need for provider intervention
- Perform independent, comprehensive telephone and clinical triaging, and facilitate care coordination through a multidisciplinary approach
- Float to Emergency Department and Outpatient Clinic often
- Cover as Acting Supervisory Clinical Nurse in absence of current SCN
- Bainbridge SQSS Super user

Hopi Health Care Center (continued)

Acting Supervisory Clinical Nurse Outpatient Department (*TDY*)

07/12/2015 – 10/19/2015

Supervisor: Acting CNE Susan Erwin (928) 737-6370

Hours per week: 40

- Temporary detail as SCN of Outpatient Department
- Managed 4 Registered Nurses, 6 Medical Assistants, 1 Nursing Assistant, and 1 Medical Support Assistant
- Scheduled staff to primary care clinics and managed acuity and clinic flow daily
- Revised policies and procedures
- Maintained up to date staff profiles and trainings
- Recruited and hired new staff
- Continued to perform duties of the IPC Coordinator

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Hopi Health Care Center (continued)

Registered Nurse – Emergency Department (*TDY*)

04/20/2015 – 07/11/2015

Supervisor: Acting ED SCN Thomas Romard, RN

Hours per week: 40

- Temporary detail to Emergency Department due to staffing shortage.

Hopi Health Care Center (continued)

Registered Nurse – Outpatient Department (GS 09/Step 10)

03/09/2014 – 02/21/2015

Supervisor: Lenora Mark (480) 414-3230

Hours per week: 40

- Lead clinical nurse in Primary Care setting
- Preceptor for new team members and volunteers
- Independently run Nursing Clinic
- Baby Friendly/Breastfeeding training and educate patients about the importance
- Perform Point of Care testing: UHCG, UA, RST, Ifob, gastric occult, BGL
- SBARD reporting when transferring a patient to the ED or Inpatient
- Administer IV medications for Rheumatoid Arthritis, Lupus, and Osteoarthritis
- Administer Immunizations to infants, children, and adults according to CDC guidelines
- Wound Care, suture removal, and cast removal
- Insertion and removal of Foley catheters using sterile technique
- Recognize and report abnormal test results, changes in symptoms and the need for follow-up care
- Assist with specialized procedures: pap smears, breast exams, skin biopsies, sutures, cryotherapy, Nexplanon placement/removal, IUD placement/removal, and colposcopy
- Proper use and cleaning of reusable medical equipment

Hopi Health Care Center (continued)

Registered Nurse – Emergency Department (GS 09/Step 10)

06/16/2013 – 03/08/2014

Supervisor: Carletta Joshevama (928) 737-6371

Hours per week: 40

- Triage patients using Canadian Triage Scale
- Prioritized patient care, procedures, and practices based on the patient's assessment
- Thorough initial and on-going physical and psychological assessments and documentation
- Blood Utilization Review QI Project including in-service for ED staff
- Assessed and coordinated patient's discharge planning needs with members of the healthcare team
- Proficient with IV insertion, lab draws, and ABGs
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Performed Point of Care testing: UHCG, UA, RST, Ifob, gastric occult, BGL
- Care of central lines, ports, NG tubes, chest tubes
- Applied casts
- Provided wound care management for pressure ulcers, lacerations, abrasions, burns
- SBARD reporting at change of shift, when transferring patient to inpatient or to another facility
- Proficient with the use of 4 and 5 point restraints
- Insertion and removal of Foley catheter using sterile technique
- Received, carried out, and documented physician orders in a timely manner
- Proper management of cardiac monitored patients; obtained EKG
- Assisted with bedside procedures such as lumbar punctures, thoracentesis, and procedures requiring conscious sedation
- Administered PRBCs with proper monitoring
- Properly assessed patients who are withdrawing from opiates and alcohol using CIWA-Ar

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- Evaluated patient's response to interventions and revised treatment plan as needed.

Frye Regional Medical Center

420 North Center Street, Hickory, NC 28601

Registered Nurse – Orthopedic/Spine Unit

Supervisor: Julie Byrne (828) 315-5000

11/2012 – 06/2013

Hours per week: 36

- Primarily worked with patients pre and post orthopedic and spinal surgeries
- Floated to Neuro/Med/Surg units as needed.
- Create and update treatment plans according to the patient's needs and assess and coordinate patient's discharge planning needs with members of the healthcare team
- Thorough initial and on-going physical and psychological assessments and documentation
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Care of JP drains, surgical wound management
- PCA pumps
- SBARD reporting at change of shift and when transferring to another unit
- Evaluate patient's response to interventions and revise treatment plan as needed

World Wide Travel Staffing

Broughton Hospital Center

1000 South Sterling Street , Morganton, NC 28655
week: 40

Registered Nurse – Adult Behavioral Health

Supervisor – Denise Green (828) 433-2111

13 week Contract

08/2012 – 10/2012

Hours per

- Worked on all adult behavioral health units.
- Completed Behavioral Health assessments, collaborated with the multidisciplinary team, and created and updated care plans.
- Administered medications orally, IM, rectally, subcutaneously, and topically
- Facilitated group activities
- Assisted multidisciplinary team with discharge planning

Virginia Hospital Center

1701 North George Mason Drive, Arlington, VA 22205

Registered Nurse – Recovery and Wellness

Supervisor: Carrie Hartung (703) 558-6444 (Recovery and Wellness)

06/2010 – 08/2012

08/2011 – 08/2012

Hours per week: 36

- I transferred to the Recovery and Wellness unit in August 2011 to participate as a lead RN on the team that developed the R & W unit. I assisted with developing policies and procedures, patient care plans, scheduling, and education plans for group therapy. The R&W unit is an unlocked Detox and Rehab unit.
- Facilitated education groups with patients and family members
- Preceptor for new staff
- Created and updated treatment plans according to the patient's needs and assessed and coordinated patient's discharge planning needs with members of the healthcare team
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Promoted and maintained patient safety and a therapeutic milieu
- Thorough initial and on-going physical and psychological assessments and documentation
- SBARD reporting at change of shift

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- Proficient with the use of 4 and 5 point restraints
- Evaluated patient's response to interventions and revise treatment plan as needed
- Properly assessed patients who were withdrawing from opiates and alcohol using CIWA-Ar

Virginia Hospital Center (continued)

Registered Nurse – Oncology

06/2010 – 08/2011

Supervisor: Paula Hyden (703) 558-5000 (Oncology)

Hours per week: 36

- I started at VHC on the Oncology unit in June 2010.
- Preceptor for new staff and nursing students
- Presented an educational in-service on CIWA scale for staff members
- Created and updated treatment plans according to the patient's needs and assessed and coordinated patient's discharge planning needs with members of the healthcare team
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Conducted thorough initial and on-going physical and psychological assessments and documentation
- Provided care of central lines, ports, G-tubes, NG tubes, chest tubes, and JP drains
- Wound care including pressure wounds and management of wound vacs
- PCA pumps
- SBARD reporting at change of shift and when transferring patient to another unit
- Administered IV TPN, PPN, PRBC, and platelets with proper monitoring
- Evaluated patient's response to interventions and revised treatment plan as needed
- Insertion and removal of Foley catheter using sterile technique
- Proficient with the use of 4 and 5 point restraints
- Counseled patients and family members on the stages of grief and assisted them in times of difficulty

Dominion Hospital

04/2010 – 12/2011

2960 Sleepy Hollow Rd, Falls Church, VA 22044

Hours per week: PRN

Registered Nurse – Adult/Adolescent/Child Behavioral Health

Supervisor: Ashley Altman (703) 536-2000

- Primarily worked with adult behavioral health patients and floated to adolescent and child units as needed.
- Created and updated treatment plans according to the patient's needs and assessed and coordinated patient's discharge planning needs with members of the healthcare team
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Thorough initial and on-going physical and psychological assessments and documentation
- Promoted and maintained patient safety and a therapeutic milieu
- Evaluated patient's response to interventions and revised treatment plan as needed
- Properly assessed patients who are withdrawing from opiates and alcohol using CIWA-Ar
- Intake for voluntary and involuntary patients
- Proficient with the use of 4 and 5 point restraints
- Proper management and monitoring of SI patients

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Frye Regional Medical Center South Campus

1 3rd Ave NW, Hickory, NC 28601

Registered Nurse – Adult/Adolescent Behavioral Health

Supervisor: Chris Carswell (828) 315-5000

07/2009 – 03/2010

Hours per week: 36

- Primarily worked on the dual diagnosis unit and floated to other units as needed.
- Create and update treatment plans according to the patient's needs and assess and coordinate patient's discharge planning needs with members of the healthcare team
- Effective and respectful communication with physicians and other team members to revise goals, objectives, and interventions
- Promoting and maintaining patient safety and a therapeutic milieu
- Thorough initial and on-going physical and psychological assessments and documentation
- Evaluate patient's response to interventions and revise treatment plan as needed
- Intake for voluntary and involuntary patients
- Properly assess patients who are withdrawing from opiates and alcohol using CIWA-Ar
- Proficient with the use of 4 and 5 point restraints
- Proper management and monitoring of SI patients

EDUCATION

Western Carolina University

Cullowhee, NC

Honors College: Cum Laude

Bachelor's Degree 05/2009

Major: Nursing

GPA: 3.55

LICENSE/CERTIFICATION/TRAINING

Registered Nurse

State: SC

License#: 244621

Expiration: 4/30/2024

BLS Instructor

Fort Jackson MAHC

Issued: 7/28/2021

Expires: 07/2023

BLS

Fort Jackson MAHC

07/28/2021

Expires: 07/2023

ALS

Fort Jackson MAHC

12/15/2020

Expires: 12/2022

REFERENCES

Mary Wilks, RN

LMC Irmo Urgent Care

803-622-4148

Marjorie Roof, RN NCM

Moncrief Army Health Clinic BH

803-212-8474

Rochel Hudson-Snipes, LISW

Community Behavioral Health

803-397-9412

PREVIOUS LICENSE/CERTIFICATION/TRAINING

Registered Nurse

State: VA

License #: 0001238577

6/29/2012 – 7/2/2018

Registered Nurse

State: NC

License #: 233032

7/2/2009 – 6/30/2013

TNCC

Hopi Health Care Center

09/2013

Expired: 09/2017

Crisis Prevention Intervention

Hopi Health Care Center

12/2016

Expired: 12/2017

PALS

Fort Jackson MAHC

02/2019

Expired: 02/2021

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SANE Course

Phoenix, AZ
01/2015

SANE Clinical Course

Colorado Springs, CO
02/2015

Guided Care Nursing Course

Johns Hopkins Online
2016

The Joint Commission Training Conference (including PCMH)

Flagstaff, AZ NAU
6/28-30/2016

IPCMH Measures Revision Work Group

Member June 2016 –December 2016

**IHI Improvement Coach Professional
Development Program**

9/1/2016 – 11/17/2016

Bainbridge Strategic Quality Support System (SQSS)

Super User Training
8/31/2016