
HEATHER MCKENZIE

Maynard, AR 72444 ♦ 8708440573 ♦ hbratcher96@gmail.com

PROFESSIONAL SUMMARY

Diligent Nursing professional with demonstrated success in emergency patient care. Agile and responsive to dynamic patient needs and environmental conditions. Team-oriented and reliable with expert healthcare knowledge, clear verbal and written communication skills and sound clinical judgment.

Dynamic RN bringing 9+years treating patients and coordinating care with other healthcare staff. Proven history of leveraging critical thinking, analysis and medical knowledge to deliver superior care in high-pressure environments. Prioritizes clinical and operational tasks in fast-paced emergency medicine settings.

Dedicated and compassionate Registered Nurse (RN) with progressive career history in direct patient care, triage and care coordination in fast-paced environment. Proven ability to remain calm under pressure and skillfully handle difficult patients and high-stress situations. Consistently developing strong relationships with patients and families through empathetic communication, respectful attitude and excellent customer service. Seasoned nursing professional offering proven clinical knowledge, natural interpersonal strengths and technical abilities. Knowledgeable about EMR charting, medication administration and interdisciplinary collaboration focused on optimizing patient care and support. Quality-focused and efficiency-driven leader.

Attentive nursing professional presenting high level of care, patient assistance and Skill during each shift.

Considered hardworking and driven. Ready for new opportunity to apply exceptional nursing skills in any new setting.

Multi-talented RN consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.

Enthusiastic RN eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Motivated to learn, grow and excel in The nursing industry.

SKILLS

- Chronic Disease Management
- Infection Control and Aseptic Procedures
- Intravenous Therapy
- Acute Care Expertise
- Preventative Health
- Infection Control Measures
- Triage
- Personal Care Needs
- Indirect Patient Care
- Setting Up Referrals
- Staff Supervision

WORK HISTORY

Registered Nurse, 01/2019 to 10/2020

Five Rivers Medical Center – Pocahontas, AR

- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Educated family members and caregivers on patient care instructions.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Educated patients and answered questions about health condition, prognosis and treatment.
- Communicated openly and collaboratively with all healthcare staff to organize successful patient care.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Answered codes quickly and orchestrated efficient, skilled medical care.
- Assisted patients dealing with traumatic injuries or illnesses, including stroke patients, accident victims and cardiac patients.
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Provided direct patient care, stabilized patients and determined next course of action.
- Used first-hand knowledge and clinical expertise to advocate for patients under care and enacted prescribed treatment strategies.
- Offered exceptional care and support to individuals recovering from acute incidents and dealing with chronic conditions.
- Monitored patient reactions after administering medications and IV therapies.
- Accurately documented all elements of nursing assessment, including treatment, medications and IVs administered, discharge instructions and follow-up care.
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Explained course of care and medications, including side effects to patients and caregivers in easy-to-understand terms.
- Performed triage on all incoming patients and determined severity of injuries and illnesses.
- Provided skilled, timely and level-headed emergency response to critically-ill patients.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.

- Performed ongoing assessments to evaluate mental health needs, working with multidisciplinary team to develop, initiate, manage and modify individualized plans of care.

ICU Registered Nurse, 08/2018 to 02/2019

Poplar Bluff Reginal Medical Center – Poplar Bluff, MO

- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Educated family members and caregivers on patient care instructions.
- Educated patients and answered questions about health condition, prognosis and treatment.
- Administered different therapies and medications in line with physician orders and treatment plan.
- Monitored patients' respiratory status and ventilator operation and made adjustments to promote stabilization.
- Recorded patients' medical status and treatment details in electronic charts to accurately document medical care.
- Observed patients' vital signs and administered physician-prescribed medications and treatments.
- Explained health care issues and ramifications to patients and families to promote informed medical care choices.
- Followed all HCA ethical values and principles and adhered to HIPAA medical record regulations to promote patients' privacy.
- Delivered age-appropriate medical care for adult, adolescent and geriatric ICU patients.

Emergency Room Registered Nurse, 11/2018 to 02/2019

Poplar Bluff Reginal Medical Center – Poplar Bluff, Missouri

- Answered codes quickly and orchestrated efficient, skilled medical care.
- Assisted patients dealing with traumatic injuries or illnesses, including stroke patients, accident victims and cardiac patients.
- Provided skilled, timely and level-headed emergency response to critically-ill patients.
- Implemented care plans for patient treatment after assessing physician medical regimens.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Performed frequent checks on life support equipment and made necessary adjustments to preserve optimal patient conditions.
- Monitored patient condition, including interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.

- Performed triage on all incoming patients and determined severity of injuries and illnesses.
- Explained course of care and medications, including side effects to patients and caregivers in easy-to-understand terms.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Delivered high level of quality care to diverse populations while overseeing patient admission and triaging based on acuity and appropriate department admission.
- Adhered to strict safety measures by carefully determining proper dosages before administering medications.
- Equipped patients with tools and knowledge needed for speedy and sustained recovery.

Registered Nurse, ICU, 05/2014 to 10/2018

Arkansas Methodist Medical Center – Paragould , Arkansas

- Educated patients and families on medical-surgical procedures, therapeutic regimens and pain management techniques.
- Started intravenous fluids, administered medications and documented patient charts by recording food and fluid output and intake.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Offered exceptional care and support to individuals recovering from acute incidents and dealing with chronic conditions.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Explained course of care and medications, including side effects to patients and caregivers in easy-to-understand terms.
- Reported findings to quality departments after conducting routine restraint audits and worked with team to devise corrective actions for deficiencies.
- Equipped patients with tools and knowledge needed for speedy and sustained recovery.
- Implemented care plans for patient treatment after assessing physician medical regimens.
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches.
- Managed patients recovering from medical or surgical procedures, including facilitating wound care, ostomy care, pressure ulcer prevention and pain management.
- Accurately documented all elements of nursing assessment, including treatment, medications and IVs administered, discharge instructions and follow-up care.
- Participated in education activities, including evidence-based practice project implementation, nursing competency development and nursing simulation activities.

- Adhered to strict safety measures by carefully determining proper dosages before administering medications.
- Educated family members and caregivers on patient care instructions.
- Observed and documented patient factors such as diets, physical activity levels and behaviors to understand conditions and effectively modify treatment plans.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Monitored patient condition, including interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
- Motivated nursing staff to pursue advanced training and collaborated with unit leaders to identify skill needs.
- Changed out tracheostomies, gastrostomy buttons and catheters regularly to prevent infection or other problems.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Contributed substantially to successful department JCAHO accreditation by consistently operating to highest standards of care.
- Led teams in driving successful patient outcomes by prioritizing standard of care and best practices.
- Maintained quality care and comfort for patients with heart failure, pulmonary hypertension and other conditions.

Registered Nurse, Emergency Department, 05/2016 to 09/2018

Arkansas Methodist Medical Center – Paragould , Arkansas

- Kept optimal supply levels in treatment rooms, triage and other areas to meet typical patient loads.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Educated family members and caregivers on patient care instructions.
- Educated patients and answered questions about health condition, prognosis and treatment.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Administered different therapies and medications in line with physician orders and treatment plan.
- Communicated openly and collaboratively with all healthcare staff to organize successful patient care.
- Collaborated with law enforcement on criminal cases by quickly reporting injuries and collecting needed evidence.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing

rapidly changing conditions.

- Assisted patients dealing with traumatic injuries or illnesses, including stroke patients, accident victims and cardiac patients.
- Answered codes quickly and orchestrated efficient, skilled medical care.
- Delivered outstanding care to patients with various diagnoses and managed care from treatment initiation through to completion.
- Provided skilled, timely and level-headed emergency response to critically-ill patients.
- Sustained quality standards by performing routine medication audits and upholding internal and industry best practices.
- Provided direct patient care, stabilized patients and determined next course of action.
- Accurately documented all elements of nursing assessment, including treatment, medications and IVs administered, discharge instructions and follow-up care.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Performed frequent checks on life support equipment and made necessary adjustments to preserve optimal patient conditions.
- Quickly responded to situations impacting safety and security to unit, actualizing crisis prevention interventions to control and de-escalate situations.
- Offered exceptional care and support to individuals recovering from acute incidents and dealing with chronic conditions.
- Monitored patient reactions after administering medications and IV therapies.
- Communicated with healthcare team members to plan, implement and enhance treatment strategies.
- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches.
- Performed triage on all incoming patients and determined severity of injuries and illnesses.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Delivered high level of quality care to diverse populations while overseeing patient admission and triaging based on acuity and appropriate department admission.
- Adhered to strict safety measures by carefully determining proper dosages before administering medications.

Registered Nurse House Supervisor, 05/2016 to 06/2018

Arkansas Methodist Medical Center – Paragould , Arkansas

- Followed all personal and health data procedures to effectively comply with HIPAA laws and prevent information breaches.
- Fostered improvement in all operational facets, including staff development, personnel training and standards of patient care.

- Sustained quality standards by performing routine medication audits and upholding internal and industry best practices.
- Investigated and resolved issues affecting hospital operations and patient care, including power or system outages, patient or family grievances, security issues and employee issues.
- Supervised professional and paraprofessional nursing staff and delegated tasks to maintain continuum of care.
- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.

Registered Nurse, 05/2015 to 10/2018

Arkansas Methodist Medical Center – Paragould , Arkansas

- Monitored patients' respiratory status and ventilator operation and made adjustments to promote stabilization.
- Explained health care issues and ramifications to patients and families to promote informed medical care choices.
- Supervised new employees and student nurses to promote adherence to established patient care standards and practices.
- Followed all HCA ethical values and principles and adhered to HIPAA medical record regulations to promote patients' privacy.
- Observed patients' vital signs and administered physician-prescribed medications and treatments.
- Recorded patients' medical status and treatment details in electronic charts to accurately document medical care.
- Delivered age-appropriate medical care for adult, adolescent and geriatric ICU patients.
- Developed and implemented patient care plans based on physicians' instructions and generally accepted nursing practices.
- Maintained respectful treatment environment that honored patients' and families' cultural and religious traditions and preferences.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Collected blood, tissue and other laboratory specimens and prepared for lab testing.
- Monitored patient reactions after administering medications and IV therapies.
- Reported patients' status and delegated nurse assignments to achieve optimal outcomes.
- Educated patients and answered questions about health condition, prognosis and treatment.
- Administered different therapies and medications in line with physician orders and treatment plan.
- Implemented interventions, including medication and IV administration, catheter insertion and airway management.
- Used first-hand knowledge and clinical expertise to advocate for patients under care and enacted

prescribed treatment strategies.

- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Communicated with healthcare team members to plan, implement and enhance treatment strategies.
- Observed and reported patient condition, progress and medication side effects to accurately document updates.
- Participated in education activities, including evidence-based practice project implementation, nursing competency development and nursing simulation activities.
- Reviewed post-operative orders and continuously monitored patients' post-operative vitals, set up PCA and fluids and oriented patients to unit to achieve optimal outcomes.
- Performed frequent checks on life support equipment and made necessary adjustments to preserve optimal patient conditions.
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Provided direct patient care, stabilized patients and determined next course of action.

Registered Nurse, 01/2014 to 10/2014

Randolph County Nursing Home – Pocahontas , Arkansas

- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Delivered medications via oral, IV and intramuscular injections, monitoring responses to address new concerns.
- Conferred with physicians to discuss diagnoses and devise well-coordinated treatment approaches.
- Led teams in driving successful patient outcomes by prioritizing standard of care and best practices.
- Secured controlled narcotics and distributed medication on schedule to meet patient needs and minimize misuse opportunities.
- Changed out tracheostomies, gastrostomy buttons and catheters regularly to prevent infection or other problems.
- Supervised professional and paraprofessional nursing staff and delegated tasks to maintain continuum of care.

LPN, 12/2012 to 01/2014

Randolph County Nursing Home – Pocahontas , Arkansas

- Monitored, tracked and conveyed important patient information to healthcare staff to help optimize treatment planning and care delivery.

- Evaluated patients to identify and address wounds, behavioral concerns and medically relevant symptoms.
- Cared for wounds, provided treatments and assisted with procedures.
- Applied interpersonal communication skills to comfort and counsel patients and families throughout care process.
- Managed patient care through closely monitoring respiration, blood pressure and blood glucose levels.
- Administered controlled narcotics, inserted IVs and performed catheterizations.
- Provided diagnosis information, treatment possibilities, disease management tips and wound care advice to patients, loved ones and caregivers.
- Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.

CNA, 05/2007 to 08/2012

Randolph County Nursing Home – Pocahontas , Arkansas

- Gathered dietary information, assisted with feeding and monitored intake to help patients achieve nutritional objectives and support wellness goals.
- Promoted good oral and personal hygiene by aiding patients with shaving, bathing and teeth brushing.
- Facilitated activities of daily living, including personal hygiene management, feeding and ambulation.
- Oversaw and maintained patients' rooms, group living areas and nurse stations.
- Helped patients effectively manage routine bathing, grooming and other hygiene needs.

Housekeeping/laundry, 05/2005 to 05/2007

Randolph County Nursing Home – Pocahontas , Arkansas

- Moved chairs, desks and beds around rooms to clean behind and underneath furniture.
- Changed bed linens and collected soiled linens for cleaning.
- Returned emptied garbage receptacles to proper locations.
- Hand-dusted and wiped down office furniture, fixtures and window sills to keep areas clean and comfortable.
- Disinfected and mopped bathrooms to keep facilities sanitary and clean.
- Polished glass surfaces and windows.
- Adhered to professional house cleaning checklist.

EDUCATION

Basics For Nursing: 08/2011

Black River Technical College - Pocahontas, AR

LPN: Licensed Practical Nurse, 11/2012

Poplar Bluff Technical Career Center - Poplar Bluff, MO

Associate Degree in Nursing: Nursing, 12/2013

Arkansas State University - Newport - Newport, AR

CERTIFICATIONS

- PALS - Pediatric Advanced Life Support
- First Aid/CPR Certified
- ACLS- Advanced Cardiovascular Life Support
- TNCC- Trauma Nurse Core Course