

BENA WU

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SUMMARY

Compassionate Case Manager experienced in coordinating care for hospice individuals. Proactive and resourceful professional makes appropriate decisions for high-quality and cost-effective care. Careful provider of preventive and proactive care for fragile patients.

SKILLS

- Interdisciplinary Collaboration
- Case Needs Assessment
- Verbal and Written Communication
- Quality Assurance Controls

EXPERIENCE

05/2021 to Current

Case Manager

Angel's Smile Hospice — Los Angeles, CA

- Coordinated support services and optimized communication between healthcare workers and patients.
- Communicate with clients' support system to participate in decision-making to provide safe and comfortable care.
- Maintained up-to-date case records with case activity status.
- Developed appropriate care plans for imminent individuals and bereaving families.
- Adhered to ethical principles and standards to protect clients' confidential information.
- Addressed and responded immediately to patient issues to prevent care plan delays.
- Advocated for clients by obtaining information regarding treatment options and clinical status.

03/2021 to 05/2021

COVID-19 Vaccinator

Best Practice Medicine — Oakland, CA

- Prioritized and organized tasks to efficiently accomplish service goals.
- Worked closely with team members to deliver project requirements, develop solutions and meet deadlines.
- Provided excellent service and attention to customers.
- Improved operations by working with team members and customers to find workable solutions.

08/2019 to 12/2019

Residential Registered Nurse

UC Irvine Medical Center — Irvine, CA

- Helped patients and families feel comfortable during challenging and stressful situations, promoting recovery and reducing compliance issues.
- Assessed patient conditions, monitored behaviors and updated supervising physicians with observations and concerns.
- Advocated for patient needs with interdisciplinary team and implemented outlined treatment plans.

- Observed strict safety measures, including checking medication dosages before administration to patients.

EDUCATION AND TRAINING

12/2019

Bachelor of Science: Nursing

California State University, Long Beach — Long Beach, CA

- Spring 2017 - Dean's List
- Top Ranked: 7%
- Participated in California Nursing Students Association, May, 2018
- Participated in MEDLIFE, Spring 2019
- Member of Phi Kappa Phi National Honor Society, 2017
- Graduated cum laude
- Glasgow, Scotland Studies Abroad on Nursing Leadership

LANGUAGES

Chinese (Mandarin):



Professional