

# Eva Ortiz

El Paso, TX 79935  
[eortiz0711@yahoo.com](mailto:eortiz0711@yahoo.com)  
+1 915 329 3821

Dear Hiring Professional:

Please consider this letter of introduction as an expression of my interest in exploring and identifying career opportunities with your organization. I have enclosed my résumé for your review and consideration.

As my résumé shows, I have extensive experience as both an RN and LVN, where I have developed competency in a variety of surgeries and non-invasive procedures, technologies and protocols, risk management, case management, and numerous clinical skill techniques through the years. I am compassionate, enjoy new challenges, and provide leadership in maintaining standards of patient care and customer service, implementing a process driven, customer-oriented philosophy that embodies accountability, individual responsibility, and continuous improvement of health care outcomes.

You will find me to be a thorough professional with a high level of interpersonal and communication skills, self-motivated and able to remain calm and focused in high-stress/fast-paced environments. I am capable of working independently or as a cooperative "team" member and adapt well to new situations with a willingness and desire to continuously learn more. In summary, I bring a sense of commitment, dedication, and professionalism to every aspect of my work.

Although practical in nature, my résumé simply cannot convey the level of energy and enthusiasm I bring to new challenges. Confident I can be valued as an immediate and vital member of your health care team, I would welcome an opportunity to speak with you to discuss your needs and the ways in which I can contribute. In the interim, thank you for your attention, consideration, and forthcoming response.

Sincerely,  
Eva M Ortiz, RN

Authorized to work in the US for any employer

## Work Experience

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### **Clinical Director**

GATEWAY SURGICAL CENTER - El Paso, TX  
May 2022 to Present

#### Responsibilities

- Devise strategies and plans for the clinical department according to company standards for excellent service and growth
- Assume responsibility of budgeting and resourcing
- Plan and oversee all patient care or administrative operations and programs
- Recruit employees to ensure department is staffed with qualified personnel
- Assign cases and create schedules for all employees
- Coordinate and supervise staff providing constructive feedback
- Provide personnel with clinical training and opportunities for continuous development

- Evaluate performance and discipline employees when necessary
- Monitor compliance to legal guidelines, internal policies and quality standards

## **Director of ER and FSED**

Las Palmas Del Sol Healthcare - El Paso, TX

January 2021 to May 2022

### Emergency Preparedness

- Prepare plans that outline operating procedures to be used in response to disasters or emergencies, such as hurricanes, nuclear accidents, and terrorist attacks, and in recovery from these events.
- Propose alteration of emergency response procedures based on regulatory changes, technological changes, or knowledge gained from outcomes of previous emergency situations.
- Maintain and update all resource materials associated with emergency preparedness plans.
- Develop and maintain liaisons with municipalities, county departments, and similar entities to facilitate plan development, response effort coordination, and exchanges of personnel and equipment.
- Attend meetings, conferences, and workshops related to emergency management to learn new information and to develop working relationships with other emergency management specialists.
- Collaborate with ED nursing leadership, emergency physicians and advanced practice provider (APP) staff, and hospital administration to ensure the ED care delivery model achieves high- quality emergency care and evolves to match the needs of the patients, the department, the hospital, and the community.
- Develop, maintain, update, and implement departmental policies, procedures, and protocols.
- Perform quality assurance and lead improvement initiatives within the department.

### Regulatory

- Monitor ED-related regulatory issues and ensure ongoing regulatory compliance.
- Educate staff on regulatory issues and requirements.
- Prepare for and participate in accreditation or certification surveys involving the ED.

### Liaison Relationships

- Investigate and respond to patient complaints or grievances related to patient care (physicians or Apps).
- Work to ensure effective communication between ED physicians and Apps and other hospital medical staff.
- Have membership in or chair hospital committees as appropriate. These may include a medical staff executive committee and committees for disaster preparedness, critical care, quality improvement, case management, risk management, utilization review, etc.
- Serve as community and media representative when necessary in collaboration with hospital administration and public relations department.

### Recruitment/Orientation

- Establish a process for, and participate in, the recruitment of qualified emergency care providers including key nursing personnel.
- Ensure appropriate credentialing, orientation, and training of providers in compliance with hospital policies and consistent with departmental needs.

## **Interim Director of ED**

Las Palmas Healthcare - El Paso, TX

June 2021 to December 2021

### **Emergency Preparedness**

- Prepare plans that outline operating procedures to be used in response to disasters or emergencies, such as hurricanes, nuclear accidents, and terrorist attacks, and in recovery from these events.
- Propose alteration of emergency response procedures based on regulatory changes, technological changes, or knowledge gained from outcomes of previous emergency situations.
- Maintain and update all resource materials associated with emergency preparedness plans.
- Develop and maintain liaisons with municipalities, county departments, and similar entities to facilitate plan development, response effort coordination, and exchanges of personnel and equipment.
- Attend meetings, conferences, and workshops related to emergency management to learn new information and to develop working relationships with other emergency management specialists.
- Collaborate with ED nursing leadership, emergency physicians and advanced practice provider (APP) staff, and hospital administration to ensure the ED care delivery model achieves high- quality emergency care and evolves to match the needs of the patients, the department, the hospital, and the community.
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## **Case Manager-Temporary**

Molina Healthcare of Texas - El Paso, TX

November 2020 to June 2021

Temporary case manager for a Fortune 500 insurance company in the state of Texas. Vital team member of Molina Healthcare a managed care company that delivers quality LTSS and managed health care to over 2.3 million members through out the US.

Day to day responsibilities include:

- Completes comprehensive assessments of members per regulated timelines and determines who may qualify for case management based on clinical judgment, changes in member's health or psychosocial wellness, and triggers identified in the assessment.
- Develops and implements a case management plan in collaboration with the member, caregiver, physician and/or other appropriate healthcare professionals and member's support network to address the member needs and goals.
- Performs ongoing monitoring of the care plan to evaluate effectiveness, document interventions and goal achievement, and suggest changes accordingly.
- Maintains ongoing member case load for regular outreach and management.
- Promotes integration of services for members including behavioral health care and long term services and supports/home and community to enhance the continuity of care for Molina members.
- Facilitates interdisciplinary care team meetings and informal ICT collaboration.
- Uses motivational interviewing and Molina clinical guideposts to educate, support and motivate change during member contacts.
- Assesses for barriers to care, provides care coordination and assistance to member to address concerns.
- RNs provide consultation, recommendations and education as appropriate to non-RN case managers.
- RNs are assigned cases with members who have complex medical conditions and medication regimens
- RNs conduct medication reconciliation when needed.

### **Charge Nurse, RN**

Hospitals of Providence, Memorial Campus - El Paso, TX

April 2019 to November 2020

Charge Nurse and vital member of a highly skilled Level 3 Trauma and ER health care team providing high-quality direct bedside care for patients in a 30 bed ER, Trauma, +15 Bed Pediatric ER Unit for this fast-paced, JCAHO accredited hospital, performing all duties as a technically proficient team member. comfort and privacy. Collaborate with doctors and emergency staff in the assessment, planning and implementation of patient treatment. Monitor current patients, identify issues, explore alternatives and deploy solutions.

- Provide compassion to family members ensuring optimal levels of comfort and privacy.
- Collaborate with doctors and emergency staff in the assessment, planning and implementation of patient treatment.
- Monitor current patients, identify issues, explore alternatives and deploy solutions.
- Document diagnosis and progress on medical records, maintain high levels of readability and accuracy.
- Perform specialized, lifesaving treatments such as CPR, advanced cardiac life support and neonatal resuscitations. PALS
- Observe signs, symptoms and behaviors of patients and communicate issues to emergency room team.
- Perform specific patient tasks as assigned by Physician's written orders.
- Administer medications and physical treatments.
- Adhere to proper safety and sterilization protocols and techniques to ensure proper infection control.
- Provide clerical support and documentation for admissions, transfers and discharges.
- Manage logistics of mobile medical equipment such as diagnostic devices, X-ray equipment,
- EKG's, Scans, IV machines and monitors.
- Assisting in Traumas, Code Hearts and Code Brains.

### **Nurse & Cardiovascular Technologist**

CODE HEART TEAM - El Paso, TX

April 2015 to June 2018

Vital member of a highly skilled code heart health care team providing high-quality direct bedside care for patients Cath Lab care unit for this fast-paced, JCAHO accredited hospital, performing all duties as a technically proficient team member.

- Collect information of assigned patients and deliver direct nursing care according to individual plan of care, keeping in scope with all hospital policies and procedures.
- Assist physicians with cardiac cauterizations by operating multi-channel physiologic monitor; measuring and recording functions of cardiovascular and pulmonary systems during cardiac cauterizations; alert physicians to instrument readings outside normal ranges.
- Assist physicians with diagnosis of pulmonary disorders by conducting tests of pulmonary systems using spirometer and other respiratory testing equipment.
- Support clients in adapting to an altered lifestyle, while providing a therapeutic environment for client's and their family's development.
- Utilized critical thinking to evaluate the appropriateness and effectiveness of patient care and ensure adherence of facility policies and procedures by staff.
- Effectively manage relationships between patients, medical/surgical staffs, and health care administrators to coordinate care.

PROFESSIONAL EXPERIENCE (Continued)

### **Floor Nurse**

THOP EAST CAMPUS - El Paso, TX

March 2013 to April 2015

Held full care responsibility, supervised medical assistants and techs, managed department operation; provide chronic patient care in med-surf unit and Telemetry unit, adeptly handling all aspects of treatment from medication to wound care to monitoring for 6 patients per shift.

- Served as a primary care nurse for patients utilizing solid nursing principles, postoperative, and assessments and evaluations, combined with proficiency in using state-of-the-art medical equipment, technologies, and procedures.
- Demonstrated the ability to assess and evaluate data including: comprehensive patient/family centered assessment; ongoing physical assessment based on patient's medical diagnoses/problem list.
- Assisted in interventional medical procedures for patients assessing and diagnosing patient's actual or potential responses to health problems and/or the environment, and documenting all case notes and treatment records.
- Established mutual health goals, implementing appropriate interventions, educated patient on technical matters related to the procedures; documented case notes and treatment records.
- Assisted the nurse manager with supervisory tasks to include evaluations, policy development, and performance improvement processes; preceptor ing of registered nurses as needed.

### **Skilled Nurse**

Ayuda Home Health - El Paso, TX

June 2012 to March 2013

Conducted head-to-toe patient assessments, reviewed, and documented care plans, provided patient and family education and address family concerns. Identified and reported unusual symptoms, daily needs, and patient progress to physician and supervisor.

- Provided care to diverse list of patients, including those recovering from accidents, child birth, or cancer; taught, counseled, and demonstrated skills to both patients and their families.
- Administer medications, assisted in wound care, monitored patients, and instructed patients

and family members on appropriate home care.

- Served as a patient/family advocate, educating patient and/or patient's family on technical matters related to procedures.
- Evaluated and documented patient response; monitored and recognized changes in physiological and psychosocial status; initiated appropriate action based on assessment.
- Worked with both patients and their families, assessed the home environment and determined the needs of patients.

## Education

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### **Associate in Nursing**

Southwest University at El Paso - El Paso, TX

## Skills

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- Patient care
- Registered nurse
- Registered nurse license
- Vascular
- Hipaa
- Critical Care
- Home Health
- Hospital
- Med Surg
- Medical Surgical
- RN
- Staff Nurse
- Operating Room
- Medication Administration
- Infection Control Training
- Primary Care Experience
- EMR Systems
- Laboratory Experience Exceptional Patient Care Client/Patient Assessment Standard Operating Procedures Medication Administration Vascular Care Case Management Safety/Health Issues Records Management Community Referrals Risk Management Regulatory Compliance HIPPA Standards Trauma Code Heart Code Brain Sepsis Protocol Registered Nurse License Number#
- Managed Care
- Triage
- Social Work
- Meeting Facilitation
- ICU Experience
- Employee orientation
- Motivational interviewing

- Catheterization
- Vital signs
- Patient monitoring
- Basic IV
- Epic
- Care plans
- Experience Administering Injections
- Management
- Quality Assurance
- Budgeting

## Certifications and Licenses

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### **TNCC**

Present

### **RN Texas board of Nursing**

May 2012 to Present

### **BLS Certification**

### **Advanced Cardiovascular Life Support (ACLS)**

Present

### **PALS**

Present