

Mary (Anne) Bowen, RN

48 Maybin Road

Zirconia, NC

28790

828-551-3877

abowen831@gmail.com

Objective

Currently desire to secure a registered nurse position/ opportunity for employment that will utilize the skills I have developed during my 20 year nursing career to ensure excellent medical care and services are provided to individuals under my care and allow for new experiences in potentially various settings and locations or remotely. I truly want to make a positive impact and contribution to not just the patients and their families, but also to fellow co workers and my employer

Qualifications

Currently working PRN as a RN Care Manager Supervisor for a Home Care sitter/ personal companion company-(>7 years experience in skilled RN Home Health CM position/ care though)

I am very knowledgeable with and utilize the required Oasis requirements for Medicare documentation, along with all the most common computer software and applications including but not limited to : Cerner, ClearCare , Home Care Home Base aka Pointcare, Practice Fusion, Allscripts, Meditech , and some Epic.

Oasis and ICD 10 codes proficiency required to correctly code patient diagnosis and needs along with ADLs and IDLs abilities or deficiencies along without the areas of concern to perform a Start of Care , resumption of care, recertifications, and discharges in home health community based nursing which includes developing a plan of care for each patients specific needs and goals along with physicians treatment regimen and other health team members input

Extensive wound care experience, with varied types of wounds and appropriate treatment modalities, including wound vac application and maintenance .

Strong assessment and clinical skills that allow me to provide excellent care to a varied patient population. I enjoyed both

the degree of autonomy Home health care and Case Management positions allow in both telephonic/ remote positions and actual in home/ in person settings.

Able to effectively collaborate with other care team members to ensure the best plan of care for each patient is developed with the ultimate goal of allowing patient to remain in the home safely, regain as much locus of control over their health care decisions as appropriate and feasible, while ensuring advocacy for best practice is provided and received by patients and family/ care givers.

Case Management (discharge planning/ UR) :

As stated below, my first position as a CM was in an acute care facility. The role of CM at that time and location encompassed the roles of discharge planner and UR all in one role. I was taught the importance of each role and was able to blend all 3 into becoming a very proficient CM that is also looking forward to anticipated discharge of patient while observing for any issues or concerns that might present and prevent realization of plan of care goals.

Experience and skills & strengths:

Patient care in acute care setting (as well as in the home and community) that includes cardiac/telemetry , ICU/ventilator, acute and chronic medical care and mental health/ substance abuse issues, ACLS certified in fall of 2002 and continued to keep current / renew Certification while in acute care environment. I would be able and willing to renew the ACLS should it be a requirement and or of benefit to a new position.

Case Management RN in a home setting, strictly telephonically and a combination of both - working with a very diverse population in my local community,as well as individuals in other regions and states

Knowledgeable in regards to the current challenges in healthcare management, especially in regards to the difficulties faced by the chronically ill and financially disadvantaged populations.Knowledgeable of community resources available in the communities served as well as federal resources and requirements

Managerial skills developed in previous positions as Nursing Supervisor, Team Leader and CM supervisor earned via promotion to or hired for (see job history below) on acute care units , Remote Case Management companies and community based Care Management organizations : Autonomous , self motivated, focused and highly functional in both remote/ telephonic and traditional office settings.

Able to relate to others in a clear, concise, professional and courteous manner. These abilities are required in most all nursing positions especially when the importance of

accurate and timely communication with patients, and members of their health care team, including family members / caregiver is vital to provide accurate and applicable plan of care, and accurate medication and treatment regimens. Discernment of any educational deficits of patients and their family/ caregivers is vital in regards to disease processes, medications, plan of care, resources available and prevention of exacerbation of disease process. Knowledge and empowerment of patients/ families encourages and empowers active participation in developing and achieving health care goals and also helps to increase compliance with medication and treatment regimens and agreed upon best practice plan of care

I am experienced with both chrome (Android), Hewlett-Packard, Dell, and all Apple computers, tablets and software, and the various types of software quirks associated with each

Current and most all positions in the past 18 years of my career have required extensive computer usage and a high level of proficiency with the programs used both for documentation, orders, billing, education and EHRs. Most utilized and required are both Apple and Android systems for documentation and proficient with both, along with Cerner, Home Care Home Base, Oasis, and Relias. Currently utilizing Clear Care software via Chrome for all visit documentation

Able to coordinate clinically complex patients across a continuum to ensure the goal of quality and cost outcomes via remotely, in person and combination of both remote, telephonically, software and in home or clinic settings.

Proficient with medical terminology, modalities, statues, ICD 10 coding, and healthcare models.

Excellent professional communication skills in both written and oral forms, as well as comfortable with ability to interact with effective communication in a group setting and comfortable and adept with providing group presentations and discussions.

Comprehensive knowledge of Case Management principles, requirements, concepts that incorporate discharge planning and UR also

knowledgeable and very serious proponent of HIPAA regulations as pertains to health care providers and specific protected medical, mental/ behavioral health and substance abuse. Consider patient privacy a major component of competent Nursing as well as an aspect of quality care

Multi-state Compact. NC license # 185525 Issued 2002

Education

Associate Degree Science Nursing- Attended Blue Ridge Community College, Flat Rock, NC

(was honored with being inducted in to "Who's Who in American Community College 2002")

Telemetry- courses and training while employed with Mission Hospitals- telemetry certifications required and completed

**ACLS- certified November 2002- expired due to not needing in most recent positions
Will obtain recertification if necessary for this position**

**Served on Code Blue Rapid response team St. Joseph Campus of Mission Hospitals
2002-2004 (level 2 trauma center)**

BCLS- AHA certification. Valid until November 2022

Relevant Experience

Mission Hospital- Asheville NC

I began my nursing career as a nurse intern while still enrolled in the associate degree program prior to graduation.

My first position was on a step-down cardiac/thoracic telemetry unit, (9 step-down) where I was also a member of the Code (blue) response team. I studied for and passed the ACLS certification within 6 months of graduation. I spent several years increasing my clinical knowledge base in the "bedside" nursing role. I received my telemetry certification within 5 months on this unit and also qualified as a nurse preceptor after one years service.

Asheville Specialty Hospital, (located within Mission hospital at that time so was a transfer) in July 2005 (a LTACH unit at Mission Hospital owned jointly by Care Partners and Mission Hospital) Hired initially as a first shift bedside nurse, mainly covering the ICU portion of the unit, (ventilator dependent patients receiving 1:2 ratio care)

After a short while (around 7 months) I was asked to do prn nursing supervision in addition to ICU primary care. Around 2006 I was promoted to full time day shift supervisor in addition to the extra responsibilities of Nurse Preceptor for RN BSN students and Referral Coordinator. As nursing supervisor, I was responsible for the supervision of an average of 10 RN's, and 5 CNAs per shift. This included time management oversight (scheduling) along with ensuring that clinical care provided by staff was sufficient in meeting high standards of care, and staff continued / required education . As a Referral Coordinator, I was given the opportunity to assist this facility with the process of evaluating and assessing the appropriateness of potential patients in order to assure that the specific needs and challenges of the patient could be met. This position involved fair amount of travel to other acute care facilities .

In 2007 the opportunity of Case manager/discharge planner/UR position became available, I applied for this position and when selected, I received excellent training and mentorship to develop the skills necessary to become an effective, and efficient CM/DP/UR. I stayed with this position for several years and discovered that it was an aspect of nursing that I truly enjoyed and excelled at. (03/2002- 10/2008)

Crescent-Disease Manager/Case Manager/ Disease educator

A PPO insurance cost management company

The position involved managing the care of privately insured patients. This involved providing disease specific classes, namely diabetes and hypertension. I also did preauthorization reviews for privately insured small businesses, and assisted the individual patient by providing care management services. I was required to produce a monthly typed report detailing actual cost savings for each client group. My client group included, both Macon and Cherokee County NC government employees, Murphy Medical Center, and several privately owned businesses. These services were provided both remotely, and also included frequent travel to covered areas and businesses which included occasional overnight stays in the various locations served. I received **an excellent / above average employee review from my supervisor** one week prior to a planned medical leave for a necessary congenital spinal

operation however after 24 days into a planned and approved medical leave for period of 3 months , I received a phone call from the same supervisor that had given me an exemplary review and told that I was going to be replaced, with no other explanation provided except that NC was an “ at Will state and the could let me go as they were busy and preferred not to wait on my period of required healing from necessary surgery” it was later discovered that a “ good friend “ of this particular supervisor had recently lost her job and thst my position was given to her. I really enjoyed this position until this occurred and know that I did indeed perform at above average expectations for this company. I received a written recommendation / praise of services provided letter from representative of the Cherokee NC county government (10/2008-06/2009)

CCWNC- Community Care of WNC (CCWNC)

A state run , grant funded organization that provided care management services for NC Medicaid recipients, dually enrolled patients and the uninsured. It included collaborating with multiple payer groups to manage health care costs, reduce emergency room visits for primary care related issues, reduce occur since of inpatient admissions and provide patient support , education and resources to this underserved population A key component of this position was to provide education for disease specific and medication information, importance of compliance with physician ordered medication and treatment regimens, assist with securing resources to allow patient to afford medications , reconciliation of medications, linking patient/ caregivers with a primary care provider, linking community resources that usually included transportation to all needed appointments and DME with goal of enabling each patient to be able to be empowered to self manage their own health, therefore increasing odds that the patient would achieve and maintain a healthier lifestyle and gain a locus of control in regards to their own healthcare outcomes. This position was a mixture of remote/ telephonic and in home patient visits and included medical, behavioral , substance abuse and dual diagnosis patients

I started at this company as a Care Manager for both Henderson and Polk NC Counties and almost one year as a Cm I was promoted to region supervisor - responsible for 4 RN care managers, 1 MSW and 2 other degree care managers covering 3 western NC counties/ regions. I maintained an office both at the corporate location in Asheville NC and a satellite office in Brevard NC as well as 1-2 days from my home office as feasible This was a fantastic company to work for that had the most dedicated coworkers and genuinely caring health care providers I've had the privilege of working for/with. Unfortunately, my elderly father's chronic illness exacerbated and also (within a week) my elderly mother had a severe cardiac issue develop. I had to resign in order to care for them until circumstances changed. At the time I was unaware if or when I'd be able to return, so I resigned to care for family. (8/2009-8/2013)

GENTIVA HOME HEALTH - (later changed name to Kindred Home Health)

RN Care Manager/clinical.

Covered a specific region/ assigned team consisting of a LPN, PT, PTA, OT, OTA, Aide, and MSW & Speech Therapist if ordered/ appropriate.

This full time position entailed providing direct patient care and education in the home setting. Job duties included : case management, provision of community resources, education and interventions to prevent the occurrence of acute illness and the exacerbation of chronic diseases, disease and medication management, and skilled assessments, Start of Care (SOC) , resumption and recertification of care (ROC) administration of medications and other treatment requirements such as wound care that included wound vacs, IV infusions, care

of and/ or accessing central / picc lines and obtaining blood specimens for diagnostic labs by utilizing sterile aseptic techniques and also extensive use and knowledge of the Oasis documentation system to assess and validate appropriate level of care as deemed by CMS , also Supervision of LPN assigned to my team, weekly wound measurement and assessment and documentation of wound healing and determination if change in plan of care needed, along with close collaboration with physician and other team members such as physical and occupational therapy, MSW, dietitian, and home aide as indicated Required extensive , accurate coding with correct prioritization of disease codes and a descriptive, detailed physical assessments, medication reconciliation and ensuring accurate and current communication and awareness of health care providers involved. Averaged 4-8 patients daily, depending on acuity, 5 days per week with required 7 day after hours/ weekend call about once every 7 weeks .
Excellent company
(10/2013-1/2017 - prn from July 2016-Jan 2017)

TRANSFORM HEALTH-

RN Clinical Care Services Coordinator/ Director

Medical Clinic was in a Correctional Setting that housed a population on average of 180 individuals. In this position I managed a staff of 4 nurses and a patient population that varied in range from 65-120 patients, with potential for up to an average of 180 patients. This diverse patient population consisted of a variety of issues that include, but not limited to acute health issues, chronic care needs, mental health and substance abuse issues, with majority having dual diagnosis issues

Inmates were able to request sick visits for which they were escorted by officers to the medical clinic that was stocked and equipped to care for most issues. Protocols were used to treat the most common issues. Sick visit request were prioritized and seen in medical clinical based on acuity of issue along with individuals with chronic health issues that were medical, mental health and substance abuse / addiction related , the majority were dual diagnosis patients with chronic issues. This position focused on maintaining physical and mental well being of inmate population to prevent exacerbation of chronic disease processes and to ensure that emergent physical and mental health needs were addressed in an appropriate timely manner. While in this position I was able to assist in developing cost reduction interventions by utilizing a variety of cost saving strategies which included accessing free community services, performing scheduled physicals and reviews of medications to identify potential physical and or mental health needs and to reduce utilization of out of facility emergency room visits. Unfortunately, while in this position I experienced a degree of verbal and physical abuse by the patients, and while I enjoyed the challenge and high pace demands of the nursing aspect of the job, I determined that I did not desire to be in this environment 40 plus hours per week indefinitely as it was beginning to have a negative impact and fortunately was able to leave this type of constant toxic environment I decided to change my environment. I left this position after almost 3 years and took a few months to travel and spend time with family and putting the environment behind me. I decided that I'd like to do prn/ part time for an indefinite period of time and enjoy assisting in keeping my grandkids, which I was blessed to be able to do for a bit. (7/2016-4/2019)

Acuity/ Humana -

(Acuity is small company in Jacksonville Florida that was formed to exclusively sub contract CM services for Humana Insurance)

Remote Case Manager (once month home visits included until March 2020 then changed to

completely remote/telephonic Cm)

Originally hired to work PRN 2-3 days per week max “mainly telephonic “ to follow up with high risk/ high utilizer policy holders located in my region of western NC and upstate SC. The position was originally supposed to be mainly remote work and telephone follow through with an expected once monthly visit to those deemed “high risk/ high utilizers” as deemed by Humana Job description at time of hire was for

CM to develop plan of care with goal of ensuring treatment and medication regimen compliance, providing education to patient and family related to red flags associated with chronic disease diagnosis with ultimate goal of improving overall health and quality indicator outcomes and ensuring all needs were addressed and reducing the necessity for inpatient admissions and emergency room visits. Local regional resources and referrals were also provided This job paid per call type, home visits type and time involved, mileage and billing for documentation time and amount of resources and interventions required and was a great fit as long as original job description was followed

Due to the pandemic this position completely changed in February 2020. This position converted to strictly telephonic, which was understandable , however because Humana terminated all subcontracting CM companies but 4 in the nation, Acuity stated that the caseload would be 3-4 times higher, pay less per call type , not matter how much time and effort involved and even though I was strictly PRN , Acuity expected everyone to pick up excess demands which would require full time hours plus some, for 1/4 the pay due to cost cuts. It was then not sensible to work for a company that drastically reduced compensation while increasing case load demands and ignored status of PRN (8/2019-4/2020)

Encompass Home Care : Columbus NC

RN Care Manager (2 full days per week/ PRN)

Same job description as listed for Gentiva/Kindred Home health detailed previously except in a prn capacity, so I was not always assigned same area and team. Filled in for FT RN Care Managers and if exceptionally large caseload averaged two 8 hour days weekly and volunteered to do one week/weekend of call per month. Worked prn for Encompass until I accepted my first travel position below. (9/2019-5/2020)

*worked prn for both Acuity and Encompass at same times for a bit

TRAVEL NURSE /Healthcare CAROUSEL-Travel Nurse with Health carousel for 13 week

assignment as RN Care Manager for a Homehealth company in Hilton Head SC. This was my first travel opportunity and I enjoyed the opportunity very much as well as the area. I seen an average of 5-8 patients per day in their home or ALF setting 5 days per week and provided detailed assessment of needs, medication reconciliations, wound care , extensive education, home safety evaluations, central port care as well as obtaining all types of ordered specimens for diagnostic education, provided advocacy along with physician updates as well as community resource information as well 13 appropriate. Worked with a team consisting of a LPN , PT, OT, ST, and aide services. Exact job description and expectations as listed for Gentiva/ Kindred previously. (6/2022-9/2022)

13 week assignment

Upon completion of travel assignment, I returned to my hometown and after recovering from COVID/ Delta version (despite fully vaccinated) again decided to seek a PRN position until a nursing job that I found intriguing and would like to stay at in a very long time frame is secured.

Firstlight Homecare of Asheville NC

PRN RN Clinical supervisor/ administrator for (personal care/ companion company) I perform assessments on prospective clients, complete a home safety assessment and develop plan of care for accepted and appropriate clients. I also perform 90 day and as needed reassessments as required along with supervision of sitters and CNA supervisory interactions and training. I provide detailed in services once monthly for continuing education for caregivers and staff.

I am blessed to have medical benefits coverage through my spouse and also a very supportive spouse and family that is encouraging of my desire to take on a new challenge, seek a position in the career I love of nursing that will allow me to help others, offer insight that comes through years and a variety of experience. I have a lot of experience working remotely/ telephonic from home office and I'm very capable of being productive in a remote setting as I'm a self starter however I am open to travel also and love new environments & engaging with new people and experiences while doing the work I feel that I am called to do, nursing. I personally consider being a nurse a privilege.

Thank you for your time and consideration of me for your facility

**BCLS (healthcare provider) certified by American Heart Association
Expires October 2022**

I appreciate the opportunity to apply for this position.

REFERENCES:

**Amanda Leviness- director of operations- Firstlight Homecare current
828-513-8194**

**Jammie Calloway RN BSN. - mentor for CM/ DP/UR At Asheville Specialty
Former co worker at CCWNC also
828-385-0363**

**Jennifer Donnelly Lindsay RN. Branch Director at Gentiva/Kindred Homehealth
828-298-1370**

