

Tracia Hernandez

Medicine Acute Nurse

San Antonio, TX 78245

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To acquire an RN position

driven, compassionate and accountable professional with over 13 years of related hands-on experience in fast-paced hospital settings. The ability to use strong communication, organizational and problem-solving skills and to liaise with various departments.

Work Experience

Education

Alamo Community College District - San Antonio, TX

June 2021 to May 2022

Actively taking college classes

Staff Nurse

Medical Surgical/Special Procedures Unit - Fort Sam Houston, TX

March 2019 to May 2021

Assess, plan, implement and evaluate patient care and perform patient education in accordance to unit standards for all patient types and age groups. Collaborates with multidisciplinary teams to formulate an integrated care plan. Devise health care goals aligned with patient and family needs. Direct changes in documentation and drug administration processes. Monitor patients response to surgical procedure(s). Record and report values of laboratory with medical treatment. Administer prescribed medications changed dressings, clean wounds and monitor for any acute changes.

Medicine Acute Care Nurse

University Health System - San Antonio, TX

March 2017 to August 2018

Administer blood and blood product transfusions or intravenous infusions monitoring patients for adverse reactions. Diagnose acute or chronic conditions that could potentially result in rapid physiological deterioration or life-threatening instability. Setup, operate, or monitor invasive equipment and devices such as colostomy or tracheotomy equipment, catheters, gastrointestinal tubes and central lines. Collaborate with patients to plan for future health care needs or to coordinate transitions and referrals. Perform administrative duties that facilitate admission, transfer or discharge of patients. Perform emergency medical procedures, such as basic cardiac life support (BLS), advanced cardiac life support (ACLS), and other condition stabilizing interventions.

- Assisted in developing/streamlining algorithm to better facilitate prompt and appropriate communication of patient's healthcare status between healthcare providers. Increased effective communication between nurses and providers by 20%

Urgent Care Clinic Front Desk Supervisor

Wilford Hall Ambulatory Medical Center - San Antonio, TX

December 2014 to 2015

Direct all administrative and personnel matters in the facility providing 24/7 care for patient demographic. Design, implement, and maintain a variety of systems and guidelines to ensure and monitor compliance to all program regulations. Ensuring client's ongoing service needs are met. Address and resolve client and family complaints. Develop and introduce new processes to ensure the safety of the clients and the timely delivery of needed services. Maintain a highly and productive, efficient, and quality-driven environment at all times.

- Implemented and developed strategic goals related to front desk management of the department. Provided managerial support in the improvement of decreased patient wait times. Reduced wait times by 95%

Clinical Research Section Supervisor

Wilford Hall Ambulatory Medical Center - San Antonio, TX
January 2012 to December 2014

Provided logistical support to the largest biomedical research facility in the Air Force. Maintained centralized administrative regulatory oversight and guidance to wing personnel in the development, performance and dissemination of clinical research. Directly supported wing readiness and certification training requirements for residents, fellows, nurses, healthcare professionals and providers.

- Managed \$95K protocol packages by coordinating with Contract Services. Guaranteed speedy/effective initiation and completion of over 500 research procedures.

Consult Management Section Chief

Tricare Service - Abu Dhabi, AE
June 2011 to January 2012

United Arab Emirates

Ensured Airmen were medically ready to fly, fight, maintain and support the mission in Southwest Asia. Overseeing more than 1,200 patients a month between immunizations, mental health, and overall health issue visits.

- Steered 24/7 Tricare operations, coordinated 217 patients to host nation hospitals. Was the vital support for a 50% boost in specialty care.

Medical Services Account Clerk

Wilford Hall Ambulatory Medical Center - San Antonio, TX
March 2009 to June 2011

Managed foreign billing accounts receivable program, prepared invoices/claims to maximize reimbursements. 59th Medical Wing liaison for all eligibility/authorization for foreign military/dependents and provided guidance to 7 medical departments. Transferred delinquent accounts to Defense Finance & Accounting Service (DFAS) to ensure Department of Defense (DoD) compliance.

- Proficiently created/forwarded over 1K debt packages to DFAS for collection which entailed a reimbursement rate of \$15.4M to the DoD

Readiness Customer Service Technician

Wilford Hall Ambulatory Medical Center - San Antonio, TX

March 2007 to March 2009

Assisted in maintaining one of the largest medical mobility commitment in the U.S. Air Force and upholds approximately 2,950 mobility positions. Deployed about 200 medics worldwide, executing a joint U.S. mission in support of global operations.

- Updated/tracked over 2,000 members mobility records. Guaranteed individuals were scheduled briefed for necessary training which confirmed mission readiness for up and coming overseas deployments.

Allergy & Immunizations Front Desk Technician

Wilford Hall Ambulatory Medical Center - San Antonio, TX

February 2005 to March 2007

Served clients of all ages providing highly-skilled customer service via booking, scheduling and provider template management. Maintained/tacked accurate records of immunizations/allergy under the Advisory Committee on Immunizations Practices guidelines per the Department of Defense and Centers for Disease Control.

- Revised and integrated Allergy/Immunization front desk continuity book operations. Assured old practices were retired and incorporated new procedures.

Education

Bachelor of Science in Nursing in Nursing

University of Texas Health Science Center at San Antonio

December 2016

Associates Degree in Health Care Management in Health Care Management

Community College of the Air Force

May 2011

Nursing Licenses

RN

Expires: September 2022

State: TX

Skills

- Accounting (2 years)
- mainframe (Less than 1 year)
- Problem Solving (Less than 1 year)
- Staff Training (Less than 1 year)
- training (4 years)
- Med Surg
- RN

- Clinical Research
- Nursing

Military Service

Branch: United States Air Force

Rank: Staff Sergeant

Certifications and Licenses

ACLS

September 2021 to September 2023

BLS for Healthcare Providers

April 2022 to April 2024

AED Certification

CPR Certification

Additional Information

AREAS OF EXPERTISE

- Staff Training & Development
- Team Coordination & Leadership
- In-Service Training
- Decision Making & Problem Solving
- Time Management
- Excellent Interpersonal & Communication Skills
- Expert with spreadsheet software and accounting mainframe systems
- Independent and remarkable ability to take on responsibility
- Document data related to patient's care