Gerrielle Stafford

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· 350+ hours of clinical experience as a student nurse in various healthcare settings
· Trained to properly adhere to HIPAA protocol
· Experience in accurately charting records via EPIC
· Organized and able to efficiently triage, prioritize, and manage tasks as assigned
· Exemplary clinical and academic performance recognized by faculty clinical preceptors

Work Experience

Staff Nurse

Northwestern Medicine - Winfield, IL
Present

· Demonstrates critical thinking by integrating knowledge and expertise to pose relevant clinical questions.
· Identifies priorities, sets realistic and measurable goals, prescribes and implements nursing interventions in a safe and timely manner.
· Develops and implements individualized education plans for patients and families using suitable instructional materials and methods.
· Evaluates and documents the patients responses to nursing interventions in the health record and properly individualizes the plan of care based on the evaluation of findings.
· Identifies situations that require further intervention and escalates appropriately; consults appropriate experts and resources when needed.
· Participates in the formation, implementation and evaluation of team goals.
· Appropriately delegates and supervises interventions to implement the plan of care.
· Conveys complete, timely and accurate information at hand off at the bedside or any hand off.

Patient Access Operations Coordinator

Northwestern Medicine - Warrenville, IL
January 2021 to August 2021

· Assisted in leading and/or developing employee engagement participation and improvement.
· Coached, motivated and further developed staff to support achievement of department goals and for the continued success of the organization.
· Evaluated procedures and suggested improvements to enhance customer service and operational efficiency.
· Provided ideas and suggestions for process improvements within the department.

Patient Access Team Lead

Northwestern Medicine - Warrenville, IL
August 2020 to January 2021

· Provided exceptional customer service to patients which established a positive first impression of Northwestern Medicine

· Ensured staff had access to necessary policies, procedures, training, and other resources necessary to complete their responsibilities
· Updated policies and procedures as necessary
· Provided one to one coaching and mentoring as necessary

Patient Access Specialist

Northwestern Medicine - Warrenville, IL
March 2019 to August 2020

· Correctly identified and collected patient demographic information in accordance with organization policies
· Interacted with various hospital departments and physicians' offices to effectively schedule and direct patients through the NMHC systems in a patient/customer friendly manner.
· Provided training and education to trainees as needed.
· Managed work schedule efficiently, completing tasks and assignments on time.

Education

Bachelor of Science in Nursing

Resurrection University - Chicago, IL
January 2019 to December 2020

Associate of Science

City Colleges of Chicago - Chicago, IL
December 2018

Skills

- Medication Administration
- Hospital Experience
- EMR Systems
- Insurance Verification
- Patient Care
- Medical Records
- Experience Administering Injections
- Medical Scheduling
- Epic
- Nursing
- Vital Signs
- Medical Office Experience
- Employee Orientation
- Office Management
- Phone Etiquette
- Computer Operation
- Supervising Experience

- Anatomy Knowledge
- ATS (2 years)
- Computer skills
- Clerical experience
- Windows

Certifications and Licenses

RN

BLS Certification

CPR Certification

Assessments

Data entry: Attention to detail — Highly Proficient
February 2021

Maintaining data integrity by detecting errors
Full results: Highly Proficient

Data entry: Accuracy — Proficient
February 2021

Entering data quickly and accurately
Full results: Proficient

Workplace safety — Highly Proficient
July 2021

Using safe practices at work
Full results: Highly Proficient

Following directions — Proficient
July 2021

Following multi-step instructions
Full results: Proficient

Contact tracer fit — Expert
May 2021

Measures traits that are important for successful contact tracers
Full results: Expert

Basic computer skills — Proficient
May 2021

Performing basic computer operations and troubleshooting common problems
Full results: Proficient

Sales skills — Expert
May 2021

Influencing and negotiating with customers
Full results: [Expert](#)

Medical terminology — Highly Proficient
May 2021

Understanding and using medical terminology
Full results: [Highly Proficient](#)

Electronic health records: Best practices — Highly Proficient
May 2021

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use
Full results: [Highly Proficient](#)

Verbal communication — Highly Proficient
February 2021

Speaking clearly, correctly, and concisely
Full results: [Highly Proficient](#)

Call center customer service — Expert
February 2021

Applying customer service skills in a call center setting
Full results: [Expert](#)

Case management & social work — Proficient
June 2021

Determining client needs, providing support resources, and collaborating with clients and multidisciplinary teams
Full results: [Proficient](#)

Patient-focused care — Highly Proficient
August 2021

Addressing concerns and using sensitivity when responding to needs and feelings of patients
Full results: [Highly Proficient](#)

Clinical judgment — Highly Proficient
August 2021

Assessing a patient's condition and implementing the appropriate medical intervention
Full results: [Highly Proficient](#)

Scheduling — Proficient
January 2022

Cross-referencing agendas and itineraries to avoid scheduling conflicts
Full results: [Proficient](#)

Protecting patient privacy — Expert
February 2022

Understanding privacy rules and regulations associated with patient records
Full results: Expert