

Jacquelyn Holloway

Litchfield, IL 62560

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Work Experience

Executive Director

Tremont Ridge Assisted Living

March 2021 to Present

- Supports, role models and promotes an environment conducive with the Mission, Vision and Values of the hospital and in accordance with the Service Excellence Standards of Behavior
- Demonstrates highly ethical conduct and moral behavior in personal and professional action and communication, consistent with the goals and objectives of Hillsboro Area Hospital
- Maintain confidentiality of all resident, hospital or physician related information
- Focuses on quality standards
- Create and participate in department and hospital performance improvement
- Follows guidelines of safety (incident reporting) and staff health/infection control (illness reporting)
- Is knowledgeable of general hospital and department specific policies and procedures and assist with their review and updates
- Ensures that the hospital Compliance Plan and all governmental rules and regulations are followed
- Schedules and attends monthly meeting with CEO/President to review Monthly Meeting agenda
- Updates LEM goals annually and inputs monthly results as required
- Is available for evening and weekend facility call rotation
- Able to direct, delegate, initiate, coordinate, organize, set priorities, and evaluate personnel work assignments.
- Participates on committees, and special projects
- Clearly identifies and responds to internal and external customer needs and requests
- Works to exceed customer satisfaction
- Monitors Resident and Family Satisfaction Survey results and implements plans to meet resident-satisfaction goals
- Generates confidence and sense of value in customer interaction
- Able to create, implement, and evaluate goals and objectives, policies, and standards for department, as well as staff development
- Applies the principles of time management, conflict resolution, problem-solving, and delegation
- Develop good relationships with executive management, department managers, supervisors and staff
- Maintain knowledge and skills necessary to communicate and interact with residents, families, visitors, and staff in the following age groups:
 - Adult
 - Geriatric
- Demonstrates an appreciation of the heritage, values and vision of the resident
- Assures all staff members are competent to fulfill their assigned responsibilities
- Supports and participates in the resident centered activity program

- Approves and oversees admission and discharge process
- Values diversity, teamwork, and dignified treatment of all staff
- Evaluates staff for competency on an ongoing basis and educates and evaluates new staff performance for up to 40 employees
- Conducts regular performance evaluations of direct report staff per policy timeframes
- Provides constructive feedback and coaching
- Establishes and communicates clear expectations
- Models open, clear and consistent communication, using a “win-win” philosophy to resolve issues
- Demonstrates effective listening
- Remains knowledgeable and compliant with reimbursement, compliance and billing issues affecting the department Makes recommendations for and actively participates in the operating and capital budget
- Uses budgets and forecasts to improve financial performance
- Initiates methods of cost containment
- Schedules staff to meet the needs of the residents and customers served, while maintaining appropriate productivity levels
- Performs billing function and rate reviews
- Assists with staff development by coaching and mentoring in a supportive, professional manner
- Provides for professional growth of staff through identification of needs, facilitation of educational efforts, and evaluation.
- Conducts monthly staff meetings, provides staff in-services
- Schedules staff to attend Umbrella Day annually
- Supports peers and those in managerial roles by “managing up” in conversations with staff
- builds relationships and teams for the achievement of goals
- Creates developmental opportunities so that others can grow
- Anticipates future trends and consequences
- Proactive in requesting necessary direction / education to complete assignments
- Utilizes critical thinking processes to resolve issues in accordance with hospital philosophy
- Actively plan, development and implement the facility’s marketing plan

LPN II

SIU School of medicine

June 2017 to Present

- Provides quality medical care by retrieving patients from waiting areas, assigning each to an examining or procedure room, recording vital signs and preparing patients for examinations or procedures and setting up proper equipment for procedures.
- Proficient use of Microsoft Office Suite.
- Dispenses oral medications and gives injections in a safe and accurate manner according to physicians and pharmaceutical/laboratory directives with minimal or no discomfort to patients. Telephones and transmits prescriptions to pharmacies per physician directives or department policies.
- An exercise sound nursing judgment in counseling OB/GYN patients, pharmacies, medical facilities, etc. and explains and/or supplements clinical information, treatment plan, surgical procedures, etc., as presented to the patients by the attending physicians. Instructs out-patients on in-home procedures such as self-injections, self-catherizations, care of surgical wound, home care of LEEP procedures, and ordering appropriate supplies for patients' home care.
- Determines medical emergencies via clinical data from patient telephone conversations, discussing such with physician or requesting immediate patient appointment for treatment.

- Reviews EHR prior to patient appointment, to assure that recent dictation, laboratory and x-ray results, pathology, cytology, and surgical reports are signed in medical record. Updates patient histories, maintains current medication list in EHR and completes appended x-ray and lab reports. Relays accurate results to patients when appropriate.
- Serves as a clinical resource to secretarial and clerical personnel in the performance of their respective duties and in coding medical diagnoses.
- Participates in the in-service training of new and existing personnel.
- Assists the Nurse Administrator in the development of policies and procedures for use in the unit, OB/GYN educational materials for distribution to patients, and in the collection of patient data for clinical for clinical and research applications.
- Supervises medical students during the first part of a patient's physical exam as directed by the attending physician.
- Daily use of fax machines and printers in the office.

Staff Nurse

Heritage Health - Litchfield, NH
March 2020 to November 2020

- Nursing services, treatments and preventative procedures requiring substantial specialized skill as ordered by the physician
- Initiating preventative and rehabilitative nursing procedures as appropriate for the client's care and safety
- Observing signs and symptoms and reports reactions to treatments, including drugs and changes in the client's physical or emotional condition to the RN as necessary
- Teaching the client and caregivers regarding the nursing care needs and other related problems of the client at home
- Submits all documentation accurately and in a timely fashion per policy
- Participates in case conferences
- Discusses with the supervisor problems concerning the clients and how they may be best handled
- Discusses with the supervisor the need for involvement of other members of the health team such as the home health aide, physical therapist, speech therapist, occupational therapist, social worker, etc.
- Follows the nursing care plan for each assigned client
- Coordinates care with the interdisciplinary team in order to provide continuity of care
- Participates in staff development meetings

Licensed Practical Nurse

Litchfield Family Practice
July 2016 to October 2017

- Planning and managing patient care according to each patient's needs
- Interviewing patients and recording their medical history
- Obtaining patient vital signs and escorting patients to their rooms
- Dispenses oral medications and gives injections in a safe and accurate manner according to physicians and pharmaceuticals/laboratory directives with minimal or no discomfort to patients. Telephones and transmits prescriptions to pharmacies per physician directives or department policies.
- Verifying that patient charts are updated promptly and accurately
- Observing and recording patients' conditions and reactions to medications and treatments
- Assisting the physician, physician assistant, and nurse practitioner in in-office procedures and ensuring that patients have the proper instructions for in-home care.

- Reviews EHR prior to patient appointment, to assure that recent dictation, laboratory and x-ray results, pathology, cytology, and surgical reports are signed in medical record. Updates patient histories, maintains current medication list in EHR and completes appended x-ray and lab reports. Relays accurate results to patients when appropriate.

Staff Nurse

Heritage Health - Litchfield, NH
December 2016 to May 2017

- Nursing services, treatments and preventative procedures requiring substantial specialized skill as ordered by the physician
- Initiating preventative and rehabilitative nursing procedures as appropriate for the client's care and safety
- Observing signs and symptoms and reports reactions to treatments, including drugs and changes in the client's physical or emotional condition to the RN as necessary
- Teaching the client and caregivers regarding the nursing care needs and other related problems of the client at home
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- Discusses with the supervisor the need for involvement of other members of the health team such as the home health aide, physical therapist, speech therapist, occupational therapist, social worker, etc.
- Follows the nursing care plan for each assigned client
- Coordinates care with the interdisciplinary team in order to provide continuity of care
- Participates in staff development meetings
- Continually strives to improve his/her nursing care by attending in-service education, through formal education, attendance at workshops, conferences, active participation in professional and related organizations and individual research and reading

Education

CERTIFICATE/LICENSE

CAPITOL AREA SCHOOL OF NURSING
June 2015

CERTIFICATE/LICENSE

LINCOLN LAND COMMUNITY COLLEGE
August 2012

Skills

- Interpersonal Skills
- Strategic Planning
- Punctuality
- Confidence
- Leadership

- Time Management
- Prioritization
- Goal Setting
- Nursing
- Experience Administering Injections
- Infection Control Training
- Social Work
- EMR Systems
- Patient Care
- Vital Signs
- Medication Administration
- Home Care
- Conflict Management
- Supervising Experience
- Program Development
- Case Management
- Medical Records
- Microsoft Word
- Management
- ICD-10
- Medical Office Experience
- Employee Orientation
- Recruiting
- Communication skills
- 10 key typing
- Microsoft Excel
- Sales
- Typing

Certifications and Licenses

BLS Certification

LPN

CPR Certification