

Melissa Hess

Hernando, MS 38632

melissahess35@gmail.com

+1 662 288 6166

Authorized to work in the US for any employer

Work Experience

Director of Nursing

Caring Hearts - Pensacola, FL

July 2021 to Present

Manage and lead all nursing personnel and building operations.

Develop short and long-term goals for the entire center.

Update existing policies to improve the standard of care for patients.

Plan and oversee admission, nursing, and patient care processes. Develop plan of care for all new admits.

Perform nursing assessments.

Maintain department budgets and record all expenses.

Respond to any nursing-related issues in a timely manner.

Coordinate with medical staff and other centers to ensure company efficiency.

Oversee all record-keeping processes and ensure all necessary documents are accurate and up-to-date.

Hire and train new nursing staff members.

Evaluate staff performance and prepare accurate reports detailing your findings.

In-depth knowledge of legal policies and regulations in the healthcare industry.

Certified nursing and CPR qualifications.

Aptitude for problem-solving.

Excellent leadership and interpersonal skills.

Outstanding written and verbal communication skills. Servsafe certified.

House Supervisor

Crestwyn Behavioral Health - Germantown, TN

November 2020 to Present

Provide oversight for multiple hospital units on behalf of Senior Management in their absence.

Supervise RNs and BHAs ensuring adequate staffing and appropriate ratios.

Handle occurrences during this shift with appropriate communication and documentation.

Communicate with Physicians, RNs, and treatment teams to ensure all needs are met and problems are solved promptly.

Oversee Hospital staff ensuring appropriate delegation and utilization of resources.

Determine which issues require an escalation in the chain of command and communicate appropriately.

Charge Nurse

Lakeside Behavioral Health System, UHS Inc

April 2018 to June 2020

East Intensive Care Unit. Unit census

60-100. Level of Acuity: Very high. I actively supervised the delivery of nursing care, professional support care, and community counselors care given to inpatients. Coordinating and delegating care using the nursing process. As Charge nurse I was responsible for all activities occurring during my shift and promoting professional practices within my unit.

Active HCP BLS and Handle with Care certifications. Responsible for attending and leading all codes, making nursing treatment plans, admission and discharge paperwork, answering phones, questions and solving problems quickly and efficiently to promote safety and productivity in such a high census and acuity unit. Actively psychotic, delusional, detox, manic, suicidal, homicide or criminal gestures were some examples of our patients. I worked hard to develop staff and patient therapeutic relationships, behavior limit setting and crisis management. With a goal of teamwork and safety every shift.

RN Travel Nurse Contract

Flexcare Medical Staffing

March 2017 to November 2017

Children's Memorial Hermann Hospital, Neonatal intensive Care Unit. Level IV, Houston Tx. Work with an assigned group of neonates requiring a high level of care. Complete detailed assessments and document on the EMR according to protocol. Administer medications and IVF routinely. Start IVs, care for PICC, UVA, UVC and central lines. Work with an interdisciplinary group to conduct bedside rounds for each patient each day. Care for the patient's family through education and support. Maintaining education through online and classroom methods. Stay up to date with the latest technologies through daily bed huddles and ongoing in-services on new and changing equipment. Run resuscitations as necessary. Care for micro preemies (from approx. 20 weeks gestation) and preemies as well as term neonates who require a higher level of care. Routinely care for critically ill infants requiring different levels of ventilation, ranging from BNC, and CPAP to ventilators and oscillators, Work with high tech equipment including; incubator beds, radiant warmers, Bili lights, ECG monitoring. Work with tracheostomy patients, insert and care for NG tubes and G-tubes. Provide recovery for infants returning immediately from the OR. 1-4 patient assignments, depending on acuity. Assist with bedside surgery or intubations as needed. Level IV NICU. Magnet Recognized Hospital.

RN Neonatal Intensive Care Unit

Lebonheur Children's Hospital

October 2015 to October 2017

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- Methodist University Hospital, RN, Post-Surgery Medical Surgical unit. Care for 5-8 patients, complete assessments, documentation, plans of care, wound care, surgical site care, administering medications and implementing family centered

Care. Start multiple IVs and assess regularly. Educate patients and family about all aspects of care..

- Clinical externship rotations: Methodist South, Baptist Desoto, and St. Jude, inpatient units.

Worked under an RN instructor with an assigned group of patients, attending to their daily needs, administering their medications including IV and IV pumps. Charted on EMR and maintained safety and pain control. Started IVs and Foley catheters. Performed wound care PRN, did full physical assessments and patient and family teaching. Attended to the physiological and psychological needs of patients.

Assisted wherever possible to maximize learning experiences. Experience with pediatrics, oncology, labor and delivery, surgery and med/surg.

Patient Care Assistant

The Regional Medical Center

December 2009 to July 2011

Assist RN staff with critical care of traumatically injured patients. Perform veni-punctures to collect blood and blood cultures. Start IV's, start Foley catheters in male and female patients. Utilize critical care procedures and perform CPR as needed, use of an ambulation bag, AED unit, and administering chest compressions. Assist Dr.'s with bedside surgical procedures involving sterile techniques. Care for patients on ventilators, change dressing for many types of injuries and post op wounds. Assist with the transportation of patients, including lifting, turning and moving bed-ridden patients.

Experience caring for patients with orthopedic traction. Provide patient and family education and sympathy. Provide post mortem care to expired patients. Perform blood glucose checks, EKG's, answer phones, and chart on EMR. Very fast paced, intense working environment.

Medical Assistant

Prime Urgent Medical Clinic

July 2009 to November 2009

Triage patients, clean rooms, set up procedures, assist with minor surgeries, suture placement, I and D's, and pap smears, perform EKGs, answer phones and triage over the phone, verify insurance over the internet or phone, collect co pays, assist patients with registration, submit refill requests, charted all patient activity per requirements, give injections, give nebulizer treatments, administer patient education, run blood glucose checks, run hemoglobin A1c's, Hct, CBC, SOB, CMP, TSH, PSH, HcG, PT, urinalysis, schedule, file, stock rooms, take inventory, maintain pharmaceutical samples, call in insurance prior

Authorizations, call pharmacies with prescription information per Dr's. Take X-rays of patients ranging in age from neonate to elderly, using a table or wall set up. Draw blood on everyone from pediatrics to geriatrics using lancets, butterfly needles or straight needles.

Patient Care Assistant. Medical- Surgical Floor

Baptist Memorial Medical Center - Desoto, MS, US

March 2008 to July 2009

Perform a wide variety of patient care services including; taking vital signs, lab specimen collection, personal care, help with eating and bathing, incontinence care, prevention of skin compromise, preparing

patients for surgery, heart monitoring, charting, explanations of policies and procedures, and computer work.

Medical Assistant Extern Student. Oncology

Pain and Palliative Care

December 2007 to February 2008

Work on the computer EMR system, access charts and write prescriptions per doctor's orders, triage, venipuncture, access port-a-cath, start INTs, perform EKGs, clean, stock, assist with physicals, pelvic exams and pap smears, breast exams, and bone marrow biopsies.

Field Trip Coordinator and Bus Driver

Laidlaw Educational Services

January 2003 to May 2006

Maintain a class B commercial driver's license, perform pre and post trip inspections, drive school age children back and forth to school and home daily, drive special needs routes and use the wheelchair lifts and tie downs, take orders for field trips, assign drivers to all field trips within the district, dispatch during routes, and answer phones.

Education

License in education and competencies

NWCC school for RN

December 2013

License in number is available

Delta Technical College in the Medical Assisting Program

High school diploma

Olathe East High School in general studies

Associate

Service organization in junior and senior high school

Nursing Licenses

RN

Expires: December 2022

State: MS

Skills

- Nursing
- Tube Feeding
- Critical Care Experience
- Medication Administration
- Crisis Management

- EMR Systems
- ICU Experience
- Neonatal Ventilator
- Travel nursing
- Behavioral health
- Pediatrics
- Infant Care
- Triage
- Laboratory Experience
- Employee Orientation
- Bus Driving
- Patient Care

Certifications and Licenses

BLS for Healthcare Providers

ACLS Certification

AED Certification

Driver's License

CPR Certification

Passenger Endorsement

School Bus Endorsement

Certified Medical Assistant

PALS Certification

NRP Certification

Compact State Nurse License