

Shalawn Jones

Southfield, MI 48033

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- Dedicated register nurse with experience in Hospital utilization, discharge planning, collaboration with medical team, homecare, infusion companies, inpatient rehab, long term acute care and insurance providers
- Solid administrative experience includes admissions, assessment, treatment, and education for a broad range of patients with outstanding interpersonal and communication skills
- Medical reviews for organ transplant, peer to peer with medical consultants, Chronic disease education, telephonic care management with insurance company
- Several years of customer service experience in Airline industry and Retail
- Computer Literate: Microsoft Word, Excel, Publisher, PowerPoint, All-scripts, Main Frame, Care Advance, NASCO

Work Experience

Travel Case Manager

Kern Medical Center

January 2022 to Present

- Discharge Planner and Utilization Review
- Coordinating patients' assessments and discharges in coordination with the treatment team
- Coordinated and facilitated safe discharges to next level of care to home, Board and Cares, SNF's, LTAC's
- Utilize InterQual for criteria determination for admission and continuing stay review for inpatient stay and/or discharge

Travel Charge Nurse

Havenwyck Psychiatric Hospital

August 2021 to November 2021

- Performing admission assessments and discharges on psychiatric patients
- Administer medications and treatment plan and participating in crisis interventions
- Provided direct quality care to patients including daily monitoring, recording, and evaluating psychiatric medical conditions
- Administered medication/treatments and documented administration with reaction in client's clinical charts. Observed, recorded, and initiated appropriate action to medication and therapeutic procedures

Care Manager

Village MD

May 2021 to August 2021

- Coordinating patients' assessments and discharges in coordination with the treatment team with PCP
- Prioritizes care needs and collaborates with patients and clinical teams to develop patient-centered goals and care plan
- Making referrals to other providers/agencies when requested.
- Identifying the potential clients suitable for case management intervention.

Utilization Review Nurse

Detroit Medical Center

October 2020 to May 2021

- Analyzed member records to ensure compliance with government and insurance company reimbursement policies
- Utilize InterQual for criteria determination for admission and continuing stay review for inpatient stay and/or discharge
- Provided hospital pre-certification and concurrent medical record reviews to determine appropriateness of admissions, procedures, and length of stays.
- Successfully had claim overturned for 1-million-dollar inpatient stay initially denied

Medical Appeal Nurse

BCBSM

March 2019 to October 2020

- Conducted medical review utilizing medical policy to apply criteria for pre-authorization and treatment authorization requests for human organ transplant
- Prepare medical review for case up for appeal to present to Medical Director
- InterQual criteria for determination of inpatient stays for members in Acute care setting, LTACH and SNF
- Review air ambulance preauthorization

Case Manager

Detroit Receiving Hospital

March 2018 to March 2019

- Discharge Planner and Utilization Review
- Coordinating patients' assessments and discharges in coordination with the treatment team
- Coordinated and facilitated safe discharges to next level of care to home, Board and Cares, SNF's, LTAC's
- Utilize InterQual for criteria determination for admission and continuing stay review for inpatient stay and/or discharge

Case Manager

Optech/BCBSM

July 2015 to March 2018

- Disease education, coordination of care work with members and providers
- Ensures all care planning and services meet regulations for compliance, as well as are delivered within timelines.
- Providing case management reports on a monthly basis to the manager and as requested.

Staff Nurse

Sinai Grace Hospital - Detroit, MI

November 2014 to July 2015

- Full time (36 hours per week) nurse responsible for providing acute care to step-down ICU patients.
- Enhanced critical thinking skills by caring for patients with complex and interrelated diagnoses
- Recorded patient data in a computerized charting system

Patient Safety Risk Manager/MQM

Loyal Source

- Implementing policies that improve both patient care and employee safety.
- Monitor and evaluate, analyze areas identified for process improvement

- Identify patient safety/risk management (PS/RM) needs and develop needed programs
- Provide knowledge of health care quality improvement design, tools, and processes

Education

Associate Degree in Nursing

Baker College - Auburn Hills, MI

2011

Diploma in Practical Nursing

Toledo Practical School of Nursing - Toledo, OH

2008

Certifications and Licenses

RN License

BLS Certification

CPI Certification