

Tocara Coats  
385 14<sup>th</sup> Street APT 845  
Oakland, CA. 94612  
(916) 719-5826  
tcoats7@aol.com

### **PROFESSIONAL OBJECTIVE FOR NURSING**

My professional objective consists of: patient satisfaction, efficiency, and hard work. It includes applying and incorporating theory and content learned into my everyday practice as a registered nurse. It is important for me to provide effective and holistic quality healthcare to all patients. My goal is to adhere to all safety and infection control regulations throughout the process. I will also effectively interact with both patients and health care professionals to develop the best practice and care plan for all patients.

### **OBJECTIVE FOR CUSTOMER CARE IN NURSING**

As a registered nurse, I am often the first medical professional a patient meets, therefore I am not only representing myself, but also the entire organization. This public relations aspect sets the tone for the patient's stay in the health care facility and the patient's satisfaction with the service that the facility provides. Broad industry experience includes healthcare, teaching, and Vice President of a nursing association. Professionalism is displayed by my attitude towards my work and specific characteristics, which imparts my exceptional leadership skills, talent, and staff development. I am extremely organized and able to prioritize task as accordingly. I display meticulous customer service by being able to juggle multiple tasks while working under pressure. Working in a fast-paced environment, such as the emergency department has provided me with extraordinary teamwork and collaboration skills; which is marked by my professionalism. I am a responsible worker with excellent communication skills. Technically savvy with outstanding relationship building, training, and presentation skills. This is demonstrated through my professional leadership, which is employed by my excellent customer service and satisfaction, flexibility, and dedication to hard work. I am driven by success, empathy, and expertise in my career field. My objective is to ensure all patients are cared for. I engage in building a rapport with patients and my fellow co-workers. It is imperative for me to deliver positive experiences through high quality patient care.

## EDUCATION AND HONORS

- **Masters in Science and Nursing (MSN) and Public Health (PHN)**, California State University, Sacramento, Graduated, 2017
- **Bachelors of Science and Nursing (BSN) and Public Health Nurse (PHN)**, California State University, Sacramento, Graduated 2007
- **Associate in Science**, American River College, Graduated 2003

## HONORS AND AWARDS:

- Nominated for Values in Action Award- Mercy General Hospital
- Five Star Award (awarded 3)- Mercy General Hospital
- Cheryl Ann Fischer Award (2)- awarded for nursing leadership qualities.
- Most Inspirational Cadet Award (CSUS Army ROTC Program)
- Research Assistant for Post Cardiac Research project funded by the *National Institute of Health (NIH)* with fellow co-worker Joyce Mikal-Flynn (Professor).
- Leader of Task Force on the Board of Representatives at Mercy General Hospital. This task force was created for the advancement and improvement of patient care, titled “Transformational Care.” Transformational Care was a throughput process that was hospital-based. This was set to devise a plan to increase patient satisfaction by changing the dynamics of the hospital’s throughput process in the emergency department.

## CERTIFICATIONS

- PALS certified, American Heart Association, Expires 2024
- BLS, CPR, AED, American Heart Association, Expires 2024
- ACLS certified, American Heart Association, Expires 2024
- TNCC Provider, Emergency Nurses Association, Expires 2022
- Emergency Nurses Association Member, Expires 2025
- NRP Provider, American Academy of Pediatrics & AHA, Expires 2024
- Certified in Fetal Monitoring (AWHONN)
- National Institute of Health Stroke Scale (NIHSS), AHA, Expires 2023
- Certified in Procedural Sedation
- Certified in Cardiac Monitoring (BCMC and APMC)
- 12- EKG Lead Interpretation
- Certified with CPI (behavioral and workplace violence)

## WORK EXPERIENCE

12/2021-7/2022

**Registered Nurse, MSN, BSN, PHN, RN,  
Level II Trauma Emergency Department (ED),**

*Sutter Eden Hospital*

My responsibilities as a trauma nurse were to act quickly and to be able to rapidly assess a patient. The goal is to promptly initiate orders and efficiently complete the assignment. Prioritizing is of high importance because it drives timely and efficient patient-centered care, patient outcomes, and satisfaction. Teamwork and communication were essential in this high pace and intense work environment as a level II trauma center. It was vital to collaborate with different healthcare providers such as: surgeons, hospitalists, case managers, and etc., in order to implement the best care plan. This would provide the most appropriate plan for the patient across the continuum of care. As a nurse in this department, it was also vital to involve the family in the care plan. This often led to decreased stress levels among the family and patient, which increased improved outcomes and patient satisfaction. As a nurse in this facility, it was essential to have effective time management and prioritize the needs of the patients as the ED had a consistent influx of patients. I learned how to effectively manage my assignment, communicate with the physicians, PAs, and charge nurse; while assisting my fellow co-workers.

June 2017-1/2022

**Registered Nurse, MSN, BSN, PHN, RN,  
Apheresis, RN Supervisor**

*Vitalant*

My main responsibilities include performing phlebotomy and Apheresis procedures on voluntary donors within the community. Procedures include venipuncture for Whole Blood Donation, *Trima (centrifugation machine)* procedures for Platelets and Plasma that is performed through centrifugation. This apheresis procedure allows different components of the blood system (RBC, Platelet, or Plasma) to be extracted for the management and therapy for a variety of different disease processes necessary in the treatment of patients. I am also responsible for supervising other employee's RN's, LVN's, Phlebotomist, and front office staff. This includes managing the workflow, observing procedures, training new staff, and resolving any concerns or issues that may arise. I have supervised 51 employees within this organization. This role requires the ability to multitask, work independently while prioritizing task and time management. Effective communication and teamwork drive the mission and values of the organization and my interpersonal goals to cultivate patient relations. The responsibility of Bone Marrow collection and information dissemination is initiated and performed as a supervisor of Vitalant. The swabs are then submitted to the lab for analysis. Interaction within the multidisciplinary team regarding bone marrow candidates is performed with the medical review board. The capability to elicit exceptional patience is of the utmost importance. As a member of this organization, I have been acknowledged for possessing these skills,

which catapult my leadership qualities to strive for excellence. Part of this positions requires interdisciplinary networking among physicians, quality management, data entry, my fellow co-workers, and directors. Teamwork is vital. As a member of the team, I hold the utmost respect for each person who works within the organization because we all are striving to meet one goal, which is to save lives by providing blood or blood products to those who need it the most. Every person within the network plays a vital component in meeting the goal. Another facet role in this organization is inputting orders, rebooking appointments, managing different computer applications, and sterilizing the center at the end of the shift. While performing my functions, tasks, obligations, and responsibilities, I ensure that I demonstrate a strong bedside manner, great rapport with donors, and respect amongst my fellow peers in the workplace to demonstrate my leadership qualities.

May 2015-5/2016

**Registered Nurse, BSN, RN Supervisor for OB/GYN Clinic,**

*Dignity Health Foundation for Mercy San Hospital*

My main responsibility is patient assessment of OB-GYN patients within the department. As a supervisor and primary RN, it's an excellent opportunity for me to use my expertise and helpful spirit to put soon-to-be mothers at ease. In addition to being friendly and encouraging, I gather information about the patient's health history and current health status. After obtaining a medical history, I finish up the mother's assessment by taking her vital signs, listening to the heart and lungs and doing an external examination. Throughout, my duties also include showing that warm, friendly bedside manner. Taking care of patients is, of course, my primary responsibility as a nurse. Other duties include preparing for and carrying out gynecological tests and pregnancy test, while delivering related screenings and procedures, which require that I have the working knowledge of a wide range of hospital, clinical, and lab equipment. Patient education is one of my utmost important duties. Answering questions is a major responsibility. Inputting orders for radiology or lab orders per the doctor's order or standing order is of high priority. One of the main informative points for OB/GYN nursing is educating patients about what to expect during and after delivery of the baby or undergoing a surgical procedure. Young or first-time moms especially appreciate this. I also educate patients on proper nutrition and appropriate exercise, explain medical conditions and treatments (especially moms that have Gestational Diabetes), and provide information and instructions on medications such as pain control medications, birth control pills and prenatal vitamins. I am also very efficient in starting peripheral IVs in an event of an emergency. As a working RN in this department, I must manage the workflow and operations of the entire department. This entails the everyday operations of the unit which includes: ordering supplies, ensuring that the physicians have the proper materials necessary to perform his/her duties and/or procedures and monitor the medical assistants' performance.

Jan 2015-5/2015

**Registered Nurse, BSN, RN Supervisor for Allergy and Immunology Clinic,**

*Dignity Health Medical Foundation Downtown, Sacramento*

Main responsibilities as an Allergy Nurse consist of: allergy injections, oral immunotherapy, skin testing for allergens, injection of Bee venom, RUSH immunotherapy, peanut desensitization, PATCH testing, Xolair injections, and Pulmonary Function Testing (spirometry). Mixing the serum (antigen) is a crucial component of an allergy nurse due to the patient's needs. Another function as a nurse includes: patient education regarding the use of asthma inhalers and nasal steroids, allergy build-up and adjustment dose for injections, immunotherapy, the different allergens (cat, dog, trees, mold, dust mites, weeds, grass, etc...), vasomotor rhinitis, sinus rinses, and home care and treatment for adverse reactions (anaphylaxis). As a nurse, I must be mindful of any adverse reactions that may occur in the clinic during the administration of immunotherapy either given by injection or orally, especially Anaphylaxis. Signs and symptoms of this type of reaction may be mild or severe given age, dose, or any other circumstances. It is vital to react appropriately and have the necessary skills, resources, and equipment available and prepped prior for fast and effective response. It is fundamental and imperative to have excellent IV skills in the event of a severe adverse reaction due to: advanced life support requirement, delayed EMS arrival, or if intubation is required. Teamwork and collaboration are essential in the clinic as multiple tasks are to be completed, therefore efficient and effective communication is the number one goal and of high importance. Prioritizing and organizing is also imperative in the clinic due to a high level of call volumes, allergy shots, clinic patients, and *Allscripts* task that must be completed. As I learned the workflow of the department I could multi-task successfully as this was a high paced medical clinic. I began to acknowledge and remember individuals and with that came great proactive management with anticipation. In turn this decreased patient wait time and promoted productivity.

July 2012-1/2015

**Registered Nurse, BSN, RN Clinical Coordinator/Charge Nurse, Emergency Department (ED),**

*Methodist Hospital*

Main responsibilities are rapid patient assessment to assign appropriate acuity level. Manage multiple patients and task, along with ensuring that all needs are met and critical values are assessed and managed. Prioritizing is of high importance because it drives timely and efficient patient-centered care, patient outcomes, and satisfaction. Teamwork and communication are essential in this high pace intense work environment. As an ER nurse I have cared for a variety of different types of diagnoses such as Mental health illnesses, Sepsis, CVA, Abdominal pain, DKA, Respiratory distress>failure, Cardiac (STEMI/NSTEMI), aortic dissection, cellulitis that required extensive antibiotics treatment>ICU>? Death, infections, and neurological injuries from

traumatic events or internal factors including: SAH, SDH, axial load injuries with associated increased ICP, pediatric and adult meningitis, AV malformations, thrombosis, and concussions along with other major diagnosis. Responsibilities also include working with individuals experiencing cardiac abnormalities that require rapid interventions to prevent cardiac death. Interventions include medications and cardiovascular catheterization. I have worked with behavioral health patients. I was trained to work with these individuals from *Sutter Center of Psychiatry*. I worked in that facility as an intern for 2.5 years while in nursing school and gained a lot of knowledge and behavioral tactics to facilitate holistic patient care. Other responsibilities involved the direct care of women, which include: the pregnant patient in distress with possible preeclampsia, bleeding in pregnancy, and early s/s of delivery. I also cared for women with other gynecological issues including: IUD complications, yeast infections, vaginitis, vaginal abscess, and completed pelvic exams, along with a host of other female disorders. Minor diagnosis that I have tended to are: lacerations, strains and sprains, dislocations of the hip or arm that required procedural sedation, diabetic foot ulcers, fractures throughout various parts of the body, common cold/flu, medication refills, pediatric cold/flu/diarrhea symptoms, STD assessment and treatment, fetal monitoring, and a host of other diagnosis. To fulfill my job duties, responsibility, and position as a registered nurse I am equipped to work with central and arterial lines, CVP setup and management, chest tube assessment and evaluation of abnormalities associated with chest tube insertion and care thereafter. I am efficient and excellent in starting peripheral IV's and accessing ports. I have assisted with rapid intubation, numerous times, to ensure that the team and myself were equipped with the appropriate medications, that respiratory care was at the bedside, and that the physician had the tools necessary to place endotracheal tube. I worked in the capacity as a Charge Nurse, which brought about great responsibility, demonstrated leadership qualities, and assisted fellow co-workers in prioritizing task.

January 2011-1/2012 **Registered Nurse, BSN, RN Clinical Professor at California State University, Sacramento- Advanced Medical-Surgical Critical Care Rotation, Pharmacology and Epidemiology, Clinical @UCDMC**  
*California State University, Sacramento*

As a clinical professor, I could provide evidenced-base knowledge, basic and advanced clinical skills, and experienced based knowledge that enhanced the student's performance level. These practices along with direct observation allowed the student to apply theory learned in lecture and incorporate it into clinical based skills. The students in this semester and clinical rotation precepted in the following areas: surgical/medical/cardiac intensive care units (ICU), emergency department (ED), interventional radiology, oncology, neurology, telemetry, and the post-cardiac unit. Thoroughly explained the pharmacokinetics as it related to a patient's chronic disease process and the

epidemiology associated with disease management. During clinical rotation, I assisted students in learning the various drips and medications for those that were critical care. Students rotating in this area have one-on-one time with me to have a nurturing atmosphere that will help facilitate learning. Students must learn about ventilation settings, suctioning, arterial lines, central lines, CVP monitoring, and EKG interpretation. As an instructor, I provide the necessary tools and resources to promote optimal success. This includes working hand-on-hand with the student, titrating drips, critical thinking with them when alarms go off, interpreting labs, implementing orders, assisting them in the various ways of communicating with the physician. I also helped them when performing CPR (CODE), and dealing with the dying patient. The students rotating throughout the other units such as interventional radiology, ED, and the other floors, also have an opportunity to spend time with me during their rotation. Within the specialty units, skills were based on learning how to manage time effectively, prioritizing, and providing patient-centered care, not to say that this is not important in the ICU; it is just more reinforced due to the staff-to-patient ratio on the unit floors. Expectations and skills as mentioned above are still enforced. The students will have me as a resource and a tool to help implement orders and task that are perplexing. In addition, I also have the responsibility of supervising the students through their clinical rotations, grading student's patient preparation packets, midterm and final evaluation meetings, and ensuring that office hours are available for student's needs. I also conducted classroom lectures regarding various disease processes. I typically utilized power point presentations and utilized the feedback method where students would participate with classroom discussion and lectures.

October 2009-2/2013 **Registered Nurse, BSN, RN Charge Nurse  
Emergency Department (ED),**

*Mercy General Hospital*

Main responsibilities are rapid patient assessment to assign appropriate acuity level. Teamwork and communication are essential in this high pace intense work environment. As an ER nurse I have cared for a variety of different types of diagnoses. This is a chaotic environment and requires great organization and prioritizing skills. In the ED, it is often run as an ICU step down unit, due to the influx of critical care patients. In managing this population while working in the emergency department requires proficient knowledge and skills in the management of the critical care patient. I can transition into the roles because I have ICU experience and can draw from my knowledge. I can titrate medications drips, worked with TNK, tPA, functioned and worked with numerous IV lines, ventilation settings and management, assess and can determine a change in patient status, communicate efficiently with the appropriate healthcare provider to implement change. I also worked as a *Charge Nurse*. I have learned how to manage a "fast pace" environment, regarding the

management of patient flow, ambulance arrivals, patient complaints, RN/MD and other staff concerns, while ensuring that the unit is cohesive and patients are being cared for properly. As a Charge Nurse, the responsibility of managing the safety of the patients and nurses is of high importance. This is crucial in preventing burn out, workflow mishaps, and ensuring that the priority of task are effective and efficient.

February 2008-10/09 **Registered Nurse, BSN, Charge Nurse**  
**Acute Physical Rehabilitation and Medical Surgical/Telemetry,**  
*Mercy General Hospital*

Main responsibilities were patient assessments, documentation, and collaboration amongst the other healthcare professionals, to devise the best course of action for the patient. In addition, I made sure I established a good rapport and communicated with the patient and family. I had the opportunity to care for spinal cord patients, total knee replacement, total hip replacements, above and below the knee amputees, stroke patients, cardiac patients, and traumatic brain injuries patients. I performed the following skills; peripheral IV insertion, catheter insertion, tracheostomy care/suctioning, blood administration, medication administration via IM, IV, SQ, NG, and PO route, oxygen administration, wound care, and accuchecks. These skills are implemented on a regular base. We also housed a med/surg unit where I was also employed. We had a wide range of patient diagnoses for medical management and pharmacological treatment. Since working in Acute Rehab, I have been involved in code situations. During these codes, I acted as the Code Leader. This experience has provided me with the opportunity to do a tremendous amount of patient and family education about different disease processes, and what is to be expected during the patients' course of stay and even thereafter. I also had the responsibility of being *Charge Nurse*. This responsibility includes managing and supervising the unit during my shift, while handling my own patient assignment. I also had to manage staffing concerns based on acuity level, communicate with ANS, and rearrange staffing based on nursing skill set and acuity of patients.

**References Available Upon Request**

---