

KEYAIRA JOHNSON BSN, RN

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Summary

SC State Board Certified Registered Nurse with over 4 years of experience delivering high-quality care to patients in various adult care units including ortho, med-surg, COVID ICU, urology/renal, step-down/ tele. Proven leader effective at uniting and guiding nursing teams toward achieving patient care goals, improving satisfaction and supporting wide-spread healthcare system improvements. Focused on continuously advancing expertise in delivering exceptional patient care while driving innovation.

Skills

- Healthcare delivery
- Schedule management
- Records maintenance
- Regulatory requirements
- Personnel management
- Acute and rehabilitative care
- Performance metrics
- Staff supervision
- Quality assurance controls
- Patient relations
- Employee retention strategies
- Health information systems
- Patient safety
- Medical screening
- Patient monitoring
- Unit administration
- Health care consultation
- IV and venipuncture certified
- Sterilization techniques mastery
- Gastroenteral nutrition education
- Family and patient support
- Taking vitals
- Intake and discharge
- Epic EHR Management
- Culturally sensitive
- Disease management programs
- Follow-up calls
- Advanced Cardiac Life Support (ACLS) certification
- Patient Management
- Patient Satisfaction and Process Improvement
- Home visits
- Patient Care
- IV drug therapy management
- Sick visit procedures
- Patient care planning
- Coordinating referrals
- Community advocate
- Staff Development and Precepting
- Palliative and Pain Management
- Medication and IV administration
- Compassionate STD care and counselor
- Vascular care understanding
- Body mechanics knowledge
- Direct and Indirect Patient Care
- Documenting vitals
- Nursing Plan Development and Modification

Experience

Care Designer/Administrator | Nurse Next Door Home Care Services - Greenville, SC | 06/2021 - Current

- Investigated and solved routine, complex and long-standing customer issues each day.
- Planned and implemented company initiatives to improve customer service.
- Analyzed feedback from customers and recommended improvements in customer care department.
- Trained and mentored new team members to promote productivity, accuracy and friendly customer service.
- Oversaw address of customer requests for friendly, knowledgeable service and support.
- Implemented customer service process improvements to limit wait times.
- Revised department schedules to maximize coverage during peak hours.
- Scheduled appointments to meet customer needs and resolve key concerns.
- Prepared documentation, reports and logs to identify and manage sales metrics and support process driven activities.

- Reduced process lags and trained 10 employees on product knowledge and sales techniques while managing staff to ensure optimal productivity.
- Promptly responded to customer inquiries and resolved complaints to promote loyalty.
- Researched resolutions, contacted necessary departments and responded back to customer back phone, mail or fax as follow up.
- Kept customer and system account information accurate and current to support timely resolutions for concerns.
- Documented customer inquiries and feedback and entered service delivery suggestions in company database.
- Built client rapport, accurately processing repair invoices and claims while troubleshooting financial discrepancies through completion.
- Supervised and motivated customer service teams to maximize business performance.
- Addressed incoming customer inquiries and offered productive solutions, increasing customer satisfaction ratings.
- Mentored staff members on exemplary customer service to promote loyalty and retention.
- Provided high level of quality control, eliminating downtime to maximize revenue.
- Converted incoming calls into booked service appointments.
- Ranked in top level for customer satisfaction among team members.
- Exceeded company productivity standards on consistent basis.

Registered Nurse | Atrium Health Mercy - Charlotte, NC | 12/2020 - 06/2021

- Monitored and managed various treatment and care interventions.
- Updated physicians on patient test results and assisted in developing care plans.
- Performed blood and blood product transfusions and intravenous infusions to address patient symptoms or underlying causes.
- Collected lab specimens, ordering and interpreting diagnostic tests and lab results.
- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
- Administered medications, tracked dosages and documented patient conditions.
- Supervised nurse administration of oral, intramuscular and IV medications to patients as prescribed, monitoring responses for adverse reactions.
- Trained and mentored new RNs on best practices, hospital policies and standards of care.
- Oversaw patient admission and discharge processes to coordinate related paperwork.
- Assisted patients with healing and recovery after surgery by closely monitoring and caring for wounds, answering questions and educating about continued care strategies.
- Counseled patients and caregivers, providing emotional, psychological and spiritual support.
- Prioritized nursing tasks and assignments and accurately reported patient status.
- Maintained personal and team compliance with medication administration standards and patient care best practices.
- Treated patients using pharmacological and non-pharmacological treatment modalities to address various disorders, diseases and injuries.
- Assessed patients' response to treatment and suggested ways to combat side effects.
- Developed and adapted individualized treatment plans according to patient recovery goals.
- Collaborated with doctors to plan post-treatment home care and prevent return hospitalization.
- Delivered high-quality nursing care to patients on 36 -bed medical-surgical unit.
- Coordinated and managed care for patients undergoing myocardial infarction screening and anticoagulation therapies.
- Developed and maintained quality care systems and standards and implemented medical protocols and guidelines.
- Inserted and managed central, arterial and PICC lines.

Registered Nurse | Prisma Health Upstate - Greenville, SC | 04/2018 - 12/2020

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responses for adverse reactions.

- Treated patients suffering from chronic and acute medical concerns, including asthma, seizure disorders and pneumonia.
- Trained new RN hires and ancillary staff members to meet patient service goals, champion standards of care and improve patient overall satisfaction.
- Trained and mentored new RNs on best practices, hospital policies and standards of care.
- Oversaw patient admission and discharge processes to coordinate related paperwork.
- Assisted patients with healing and recovery after surgery by closely monitoring and caring for wounds, answering questions and educating about continued care strategies.
- Prioritized nursing tasks and assignments and accurately reported patient status.
- Counseled patients and caregivers, providing emotional, psychological and spiritual support.
- Maintained personal and team compliance with medication administration standards and patient care best practices.
- Acted as patient advocate and implemented total patient care through team nursing process.
- Delivered care to [Number] patients per day, including coordinating and evaluating interdisciplinary care.
- Facilitated patient flow during emergency situations, directing evacuations, admissions and transfers.
- Conducted post-op reviews, tracked patients' vitals and monitored fluids to reach optimal care targets.
- Prepared for HIPAA and Joint Commission reviews, making required brochures and pamphlets available to patients in clinics.
- Developed and maintained quality care systems and standards and implemented medical protocols and guidelines.
- Coordinated and managed care for patients undergoing myocardial infarction screening and anticoagulation therapies.

Education and Training

University of South Carolina Upstate | Spartanburg, SC | 12/2017

Bachelor of Science: Nursing

- 3.8 GPA
- Summa cum laude graduate
- Dean's List Honoree 2013-2017
- Sigma Theta Tau International Honor Society Member 2016-2017

Mauldin High School | Mauldin, SC | 06/2013

High School Diploma

- 3.9 GPA
- Beta Club Member

Certifications

- CPR/ BLS and ACLS certified through American Heart Association
- Licensed Registered Nurse