

KATIE FERNANDEZ, RN, BSN, CHPN

OBJECTIVE

Versatile healthcare professional eager to utilize vast experience and knowledge to take the next step in her career:

- seeking a role that would allow for independent, non-bedside work;
- interested in using skills and expertise toward areas including, but not limited to: consulting, community outreach, startup-based work, auditing;
- eager for the opportunity to interact with others without managing a team;
- passionate about working with forward-thinking individuals who share her desire to collaborate for optimization of performance and results

SUMMARY

- Engaging, service-focused advocate who draws upon an in-depth clinical background to carefully assess care requirements, establish relationships of trust
- Adaptable leader able to quickly pivot to meet needs in fast-paced, dynamic situations
- Ensures responsiveness, confidentiality, and compliance within highly-regulated and sensitive environments
- Highly skilled in assessing, planning, implementing, evaluating, and managing care plans across a wide range of physical/health, socioeconomic, and psychological needs
- Continually adds value to groups and organizations; highlights include:
 - Member of team that led the development and implementation of a care format designed to identify higher-risk patients and escalate levels of care and support when needed
 - As an AllScripts superuser, played a key role in educating merged employees/teams on systems as part of the integration of 3 hospice organizations into a unified company
 - Earned reputation for taking on additional responsibility and maintaining a record of mobility to support organization's changing needs

EXPERIENCE

- 2008 – present **Resource Registered Nurse / Acting Manager**
JourneyCare / Midwest Hospice – Glenview, IL
Subject matter expert for 6 nurses as well as social work and chaplain support serving 90 patients. Selected to serve in an Acting Manager capacity, providing clinical leadership to ensure a focus on patient-centered care.
- Identifies and directs process implementation and improvement initiatives
 - Manages an intense caseload, working through ever-shifting priorities to ensure best possible care is administered
 - Maintains understanding of medical/hospice trends and best practices; shares knowledge with team
 - Hires, develops, and manages talent; delivers a comprehensive onboarding experience to set expectations and provide the training needed to align performance with clinical, administrative, and compliance protocols
 - Supported PPE disbursement related to Covid-19, staying abreast of regulations and coaching team on same.
 - Employs effective crisis management techniques; maintains a calm leadership presence in a very fast-paced environment, enabling the team to succeed in these situations.
 - Sees to it that all compliance-related items are tended to, including all documentation, assessments, and reporting
- 2008 – 2016 **Admissions RN / Palliative Care RN**
Hired into a case manager position. As the company's needs changed, transitioned into an admissions role.
- Assessed patient's eligibility for hospice care, explained benefits to patients and families, reviewed medications with physicians, and adjusted care plans as needed
 - Selected to take on palliative care responsibilities. Assisted the PCS team with patient visits and conversions to hospice when appropriate. As company resources shifted, returned to admissions role
 - Member of team that developed EOQC platform to identify higher-risk patients for greater levels of support
 - As Midwest Hospice merged with Horizon Hospice & Palliative Care and JourneyCare, conducted systems training and post-merger integration support as an AllScripts superuser
- 1989 – 2008 **Hospice RN**
Relief Medical Services – Skokie, IL
Held responsibility for observation, assessment, nursing diagnosis, counsel, care, and health teaching of hospice patients/families across environments including nursing homes, hospitals, and personal residences.
- From 2004 to 2008, served in a case manager capacity for the inpatient unit at Midwest Hospice.

PERSONAL INFORMATION

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EDUCATION & QUALIFICATIONS

- **Registered Nurse**, State of Illinois
- **BSN**, Northwestern Memorial School of Nursing
- **CHPN Certification**, Hospital and Palliative Nurses Association
- **BA**, Loyola Marymount University