

April Mynes

RN, INCM, CCM, COS-C

Glenview, IL 60025

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RN with 10 years of case management and supervisory experience and 3 years of experience as DON.

Authorized to work in the US for any employer

Work Experience

RN Patient Care Manager

Sanctuary Hospice - Glenview, IL

April 2022 to Present

POCT Covid-19 tester

CVS Health - Northbrook, IL

December 2021 to March 2022

Temporary Contract position: Covid-19 testing: Rapid antigen nasal and PCR.

Director of Nursing

Accord Hospice - Deerfield, IL

June 2021 to December 2021

Clinical Director/DON

RN Case Manager

Group 1001 Resources, LLC (Clear Spring Health and Community Care Alliance of Illinois) - Park Ridge, IL

August 2020 to June 2021

Telephonic Nurse Case Manager

Integrative Nurse Case Manager

Advanced Medicine Integration - Highland Park, IL

October 2018 to June 2020

Telephonic Integrative Nurse Case Manager. Case manage an average of 120 patients each month with a focus on comprehensive medical and pain management, care plan development, patient education on pain management, comorbidities, medication management, social work/resource assistance, medical specialist referrals, behavioral health referrals, and transportation assistance and coordination for medical appointments. Educate patients on s/s of Covid-19, when to call their PCP vs 911, self-isolation, and infection control measures. Remote telephonic case management of patients in Maryland and Rhode Island. Comprehensive care plan development and care coordination with Chiropractor, Acupuncture, and Licensed Massage Therapist to help patients to effectively manage their chronic pain while reducing their use of narcotic pain medications/controlled substances and reducing unnecessary ER visits or hospitalizations. Prepared and presented monthly case round studies of select patients with major

insurance groups. Assisted with chart audits. Currently active RN license in Illinois, Maryland, and Rhode Island.

Director of Nursing (DON)

Heroes Home Health - Chicago, IL
May 2018 to September 2018

Management and supervision of outside field nursing staff (RN and LPN), PT, OT, ST, MSW, and HHA. Phone triage of all patients, wound care referrals and performance of skilled wound care in patient's homes, head of intake/referrals, insurance verification, QA, IDPH and insurance audits, and JCAHO preparation. Completion and QA of OASIS, ICD-10 coding (formerly certified as a COS-C), care plan 485 development, MD orders, labs/diagnostic tests, PT/INR monitoring, medication reconciliation and management, provided safety education to patients and all staff, performed skilled nursing home visits, supervisory home visits, coordination of home health care team, completed and performed quarterly reports to administrator, developed and presented quarterly in-service to outside/inside staff, and orientation/development of new staff. Served as a liaison between agency, patients, physicians, and other care providers. Program creation/development (CHF, Diabetes, CKD/ESRD, and Fall Prevention), policy and protocol development, developed and implemented health care policies and procedures, ensured compliance with law and best practice guidelines, managed nursing/therapist/aide staff scheduling, and worked with physician providers to ensure continuity and high level of care.

DIRECTOR OF NURSING

IDEAL CARE HOME HEALTH, INC - Skokie, IL
December 2016 to January 2018

Management and supervision of outside field nursing staff (RN and LPN), PT, OT, ST, MSW, and HHA. Phone triage of all patients, wound care referrals and performance of skilled wound care in patient's homes, head of intake/referrals, insurance verification, QA, IDPH and insurance audits, and JCAHO preparation. Completion and QA of OASIS, ICD-10 coding (formerly certified as a COS-C), care plan 485 development, MD orders, labs/diagnostic tests, PT/INR monitoring, medication reconciliation and management, provided safety education to patients and all staff, performed skilled nursing home visits, supervisory home visits, coordination of home health care team, completed and performed quarterly reports to administrator, developed and presented quarterly in-service to outside/inside staff, and orientation/development of new staff. Served as a liaison between agency, patients, physicians, and other care providers. Program creation/development (CHF, Diabetes, CKD/ESRD, and Fall Prevention), policy and protocol development, developed and implemented health care policies and procedures, ensured compliance with law and best practice guidelines, managed nursing/therapist/aide staff scheduling, and worked with physician providers to ensure continuity and high level of care.

NURSING SUPERVISOR

CARING PROFESSIONALS HOME CARE, INC - Chicago, IL
April 2011 to November 2016

Management and supervision of outside field nursing staff (RN and LPN), PT, OT, ST, MSW, and HHA. Head of intake/referrals, QA, IDPH audits, and JCAHO preparation. Preparation and presentation of in-service teaching of inside office staff and outside field staff, completion and QA of OASIS, ICD-9 and ICD-10 coding (formerly certified as a COS-C), care plan 485 development, MD orders, labs/diagnostic tests, PT/INR monitoring, medication reconciliation and management, skilled nursing home visits, supervisory home visits, written documentation audits, coordination of home health care team, assistance with orientation and development of new staff, and serve as a liaison between agency, patient, physicians, and other care providers.

Education

Associate in Nursing

Oakton Community College - Des Plaines, IL

2005 to 2010

Nursing Licenses

RN

State: IL

RN

State: MD

RN

State: RI

Skills

- Skilled Nursing
- RN
- Home Health
- Case Management
- EMR Systems
- ICD-10
- Medication Administration
- Program Development
- Training & Development
- Triage
- Social Work
- Employee Orientation
- Laboratory Experience
- Experience Administering Injections
- Medical Records
- Medical Billing
- Medical Terminology
- CPT Coding
- Vital Signs
- Patient Care
- Insurance Verification
- Medical Coding
- Venipuncture

- Pain Management
- Infection Control Training
- Medical Scheduling
- ICD Coding
- Management
- Time Management
- Microsoft Excel
- Conflict Management
- ICD-9
- Microsoft Word
- Utilization Management
- Home Care
- Management Experience
- Relationship Management
- Customer Service
- Microsoft Office
- Behavioral Health
- Crisis Intervention
- Quality Assurance
- Data Collection
- Recruiting
- Senior care
- Phone triage
- Medical office experience
- Hospice care
- Physiology knowledge
- Managed care
- Phone etiquette
- Care plans
- HIPAA
- Supervising experience
- Nursing

Certifications and Licenses

BLS Certification

Assessments

Patient-Focused Care — Highly Proficient

September 2018

Measures a candidate's ability to address concerns and use sensitivity when responding to needs and feelings of patients.

Full results: [Highly Proficient](#)

Logic & Critical Thinking — Highly Proficient

September 2018

Measures a candidate's ability to use logical approaches when solving problems.

Full results: [Highly Proficient](#)

Attention to Detail Skills — Highly Proficient

September 2018

Measures a candidate's ability to use diligence when drafting and editing documents.

Full results: [Highly Proficient](#)

Electronic health records: Best practices — Expert

March 2021

Knowledge of EHR data, associated privacy regulations, and best practices for EHR use

Full results: [Expert](#)

Attention to detail — Highly Proficient

March 2021

Identifying differences in materials, following instructions, and detecting details among distracting information

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Additional Information

SKILLS AND MANAGEMENT

- Currently, I am a RN and CCM with 10 years of experience as a Nursing Supervisor and Case Manager and 3 combined years of experience as a Director of Nursing of a JCAHO certified home health agency and ACHC hospice agency with extensive experience with QA, ICD 10 coding (former COS-C certification), Case Management, IDPH Audits, JCAHO, and ACHC.
- Strong organizational, communication, and problem solving skills
- Excellent leadership abilities with ability to work efficiently during periods of high stress
- Knowledge of finance and budget creation related to skilled and unskilled staff, revenue tracking
- Program development and leadership (CHF, Diabetes, CKD/ESRD, and Fall prevention)
- Sound understanding of the laws and regulations for home health and health care organizations
- Skilled in planning and implementing health care strategies
- Extensive experience in hiring, training, developing, managing, and evaluating skilled/unskilled staff
- Exceptional clinical supervisory skills and ability to handle patient care issues
- Patient/family education and nursing instruction