## *Career Objective*

## I am a registered nurse currently working as a clinical supervisor at Jefferson Family Physicians a division of Healthstar Physicians. I utilize my nursing skills for the betterment of the patient, community, and facility. I am dedicated, compassionate, and dependable as seen through my clinical work experience and continued education. I uphold all moral and legal standards while adding value to my office.

*Special Skills*

* Clinical and clerical Leadership
* Solid supervisory skills
* Empathy
* Teamwork and motivation
* Excellent oversight of patient care
* Understands complexity of healthcare delivery systems
* Adaptability - Calm under pressure
* Effective communication and listening
* Organization and time management
* Good ability to assess health risks
* ID, design, and implement quality improvements and solve problems
* Delegation, feedback, and conflict resolution
* Savvy in technology and innovation

## *Professional Experience*

**Healthstar Physicians - Jefferson Family Physicians:**  **RN Clinical Supervisor**

February 2021 – Present |Dandridge, Tennessee

Supervises daily operations of clinic including coordinating the work activities and schedules. In authority of interviewing, hiring, coordination of training clinical personnel, and supervision of clinical personnel. Responsible for resolving work issues to ensure quality of patient services. Clinical responsibilities include all nursing duties. Knowledge of Athena EMR and other medical technology and equipment. Leader of a positive work environment with an emphasis on optimal patient care. Evaluates performance of staff and makes recommendation to management. Collaborates with providers, nursing staff, hospitals, pharmacists, insurance agencies, and other members of the healthcare team. Ensures office space, supplies, equipment and assistance are provided and maintained appropriately for staff and patient care. Handles various personnel matters including forms and procedures as required. Oversees OSHA. Knowledge of nursing principles and protocols and all aspects of medication names and prescribing. Accountable for policies and procedures related to infection control, environmental safety and patient confidentiality as directed by HIPAA standards. Execute medical chart reporting and records. Expert of clinic/medical practice procedures related to all medical operations. Skilled in customer service and have a pleasant and courteous demeanor while dealing with all patients and callers. Well organized and detail organized and be able to work independently without much supervision. Skills in critical thinking, communication, influence and decision making.

**Private Duty Nursing:**  **RN**

March 2020 – December 2020 |Knoxville, Tennessee

Worked as a RN to administer skilled nursing services to patient such as administer medications, perform duties outlined in patient’s plan of care, and taking vitals. Maintained a positive and morale boosting environment. Assist with daily living activities including but not limited to bathing, dressing, grooming, eating, transferring between bed and wheelchair. General help throughout the day including errands, housekeeping, and meal prep.

**Summit Medical Group**: **RN** (11/15-3/20) / **LPN** (4/12-11/15)

April 2012 – March 2020 |Knoxville, Tennessee

Follow OSHA, HIPAA, and company guidelines to maintain privacy and safety. Utilize EMR system to retrieve and prepare patient's records for visit. Record patient vitals, such as pulse, blood pressure, temp, height, and weight. Greet and show patients to their exam room, prep patients for exams/procedures following physician's guidelines. Execute procedures, such as phlebotomy duties, injections, administer medication, and EKGs. Communicate with the patient in regards to medications, treatments, and procedures. Phone nurse duties such as triaging and calling in prescriptions. Maintain a stocked, clean, and otherwise orderly exam rooms and work space. Clerical duties such as check-in, check-out, and scheduling appointments. Use of Microsoft Office and multiple line phone system.

**Life Care Center of Jefferson City: CNA**

2009 – 2010 |Jefferson City, Tennessee

Follow OSHA, HIPAA, and company guidelines to maintain privacy and safety. Maintain a compassionate, caring, and informative environment for older adult's by providing physical and emotional care. Aided in long term care, inpatient, and outpatient rehabilitation. Responsible for providing direct bedside care, bathing, dressing, grooming, changing bed linens, food distribution, monitor food consumption, and transferring. Informed Charge Nurse of any changing conditions.

## *Education*

**King University**: 2017

Bachelor of Science: Registered Nurse

**Walters State Community College**: 2015

Associate of Science: Registered Nurse

**Tennessee College of Applied Technology – Knoxville**: 2011

Licensed Practical Nurse

## *Licenses & Certifications*

* State of Tennessee Registered Nurse #209765 (11/24/15 to present)
* State of Tennessee Licensed Practical Nurse #80072 (2/15/12 to present)
* State of Tennessee Nurse Aide #141746 (4/10 – 4/12)

\*\*References Available Upon Request\*\*

**References**

**Misty Gilbert – IT Technician**

Healthstar Physicians

420 W. Morris Blvd.

Morristown, TN 37813

(423)736-0661

mgilbert@healthstartn.org

Note: Personal Reference of 25 Years

**Charlotte Bishop – Private Nursing Duty**

3601 Black Oak Ridge Ln.

Knoxville, TN

(865)660-2221

Note: Former Employer

**Dr. Donald Parker – Head Physician**

Summit Medical Group

Strawberry Plains Pike Family Practice

7541 Crosswood Blvd.

Knoxville, TN 37924

(865)660-1364

Note: Physician at Former Workplace