

KESHANDRIA JEFFRIES

Registered Nurse

Chattanooga, TN 37421
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WWW: [Online Digital Resume](#)

PROFESSIONAL SUMMARY

Efficient and reliable RN with 6+ years experience in a mental health, hospital, long term care environment with geriatric clients. Knowledge of all aspects of health care including hospice home medical equipment and patient assist devices. Able to deal with difficult or sensitive situations in a professional manner in person or over the phone. Will demonstrate initiative in achieving individual, team, and organizational goals and objectives. Ability and flexibility to assume proficient in working in member electronic responsibilities and prioritize tasks in a medical records programs constantly changing work environment Efficient and reliable team player Compassionate Able to handle sensitive issues with Excellent communication and interpersonal members and providers in a confidential skills manner

SKILLS

- Clear Patient Communication
- EMR Systems
- Patient and Family Liaison
- Patient Condition Monitoring
- Compassionate and Caring
- Preventive Healthcare
- Managing Patient Cases

WORK HISTORY

RN CASE MANAGER | 02/2017 to Current

United Healthcare - Chattanooga, TN

- Effectively communicated with physicians regarding patient needs, performance, medications and changes.
- Completed initial assessments of patients and family to determine and address individual home care needs.
- Coordinated with interdisciplinary professionals to develop plans of care, administer tests and monitor patient status.
- Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.

- Evaluated healthcare needs, goals for treatment and available resources of each patient and connected to optimal providers and care.
- Created individualized care plans based on nursing diagnosis and incorporated appropriate nursing methods to achieve positive outcomes.
- Conducted regular re-evaluations to address changes in needs and conditions, introducing revisions to care plans.

REGISTERED NURSE | 06/2013 to Current

Erlanger Health System - Chattanooga, TN

- Chronic patient care in med-surg unit, adeptly handling all aspects of treatment from medication to wound care to monitoring for 2 patients per shift
- Promotes and restores patients' health by completing nursing process; collaborating with physicians and multidisciplinary team members; providing physical and psychological support to patients, friends, and families
- Identifies patient care requirements by establishing personal rapport with potential and actual patients and other persons in position to understand care requirements
- Establishes compassionate environment by providing emotional, psychological, and spiritual support to patients, friends, and families
- Assures quality of care by adhering to therapeutic standards; measuring health outcomes against patient care goals and standards; following hospital and nursing division's philosophies and standards of care set by state board of nursing, state nurse practice act, and other governing agency regulations.

EDUCATION

Chattanooga State Community College - Chattanooga, TN | Associate of Applied Science

Nursing, 12/2015

University of Mississippi - Oxford, MS | Bachelor of Science

Exercise Science, 05/2011