

Pamela Graham

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I enlisted in the US Navy upon completion of high school. I proudly served my country for 4 years active duty and 4 years active reserve duty. I functioned as a postal clerk in the navy. I was assigned to two different ships during my tour. Upon completion of my obligations to the navy, I enrolled and completed a practical nursing program. I was elected to serve as class president by my peers. I worked as a practical nurse in the northern states, but became a licensed vocational nurse when I relocated to Texas. I successfully completed an RN program and obtained my associate's degree in nursing. Two years later, I completed a bachelor's program and obtained my bachelor's degree in nursing. I attribute a large amount of my ability to reach my educational goals to my ability to work autonomously, my ability to lead others and my work ethics. I have over 20 years of experience as nurse. I am proud to be a member of a profession with a dynamic network that allows me to enhance my knowledge, polish my leadership skills, and advocate for others.

Authorized to work in the US for any employer

Work Experience

Utilization Nurse Manager II

Humana

2017 to Present

As a Utilization Management Nurse, I utilize my clinical nursing skills to support the coordination, documentation and communication of medical services and/or benefit administration determinations. Work assignments are varied and frequently require interpretation and independent determination of the appropriate courses of action. The Utilization Management Nurse uses clinical knowledge, communication skills, and independent critical thinking skills towards interpreting criteria, policies, and procedures to provide the best and most appropriate treatment, care or services for members. Coordinates and communicates with providers, members, or other parties to facilitate optimal care and treatment. Understands department, segment, and organizational strategy and operating objectives, including their linkages to related areas. Makes decisions regarding own work methods, occasionally in ambiguous situations, and requires minimal direction and receives guidance where needed. Follows established guidelines/procedures. I also function as an assistant team leader and a champion for Microsoft Teams.

Community Education Liaison

CHI Memorial Specialty Hospital

2010 to 2017

Functioned as the admissions coordinator for the long term acute care unit. Responsible for submitting requests to managed care providers, assessing and evaluating potential candidates for admission criteria qualification, educating the staff on the plan of care for the patients, and meeting with potential patients and their family to determine the most appropriate placement in the health care system. Completed a comprehensive review of each patient admitted to the acute care side of the hospital and use the information to complete daily spreadsheets of potential patients to review with the chief nursing officer. Responsible for communicating with the doctors, charge nurses, and case managers to facilitate proper

placement of patients. Participated in the monthly administrative call rotation. Conducted in-services to physicians, case managers, social workers and bedside nurses to educate and establish long term relationships and increase revenue for the long term acute care hospital.

ICU Charge Nurse

CHI Memorial Specialty Hospital

2007 to 2010

Charge nurse for a 26-bed critical care unit with specialization in cardiac health. Responsibilities included precepting newly hired nurses, managing acuity based staffing, managing patients immediately after undergoing extensive cardiovascular procedures such as open heart surgeries. Managing and training nurses for provide continuous renal replacement. Ensured that professional standards were maintained at all times. Assessed the overall needs of the individual patients and allocated available resources and the nursing staff responsibilities appropriately. Ensured that doctors' orders and patient management plans were followed. Exercised advocacy and accountability for the patient's interest at all times.

Education

Bachelor of Science degree in Nursing

Excelsior College - New York, NY

2007 to 2009

Associates of Science Degree in Nursing

Excelsior College - New York, NY

2005 to 2007

Skills

- BASIC LIFE SUPPORT
- ADVANCED CARDIAC LIFE SUPPORT
- MICROSOFT OFFICE
- CASE MANAGEMENT CERTIFICATION
- Utilization Management
- Nurse Management
- Critical Care Experience
- Triage
- Nursing
- Managed Care
- ICU Experience
- Benefits Administration
- Microsoft Office Microsoft Teams
- Hospital Experience
- Vital Signs
- Medication Administration
- EMR Systems

- Hospice Care
- HIPAA
- Experience Administering Injections
- Management
- Supervising Experience
- Employee Orientation
- Healthcare management
- Care plans
- Motivational interviewing
- Computer skills
- Case management
- ICD coding
- ICD-10
- Live chat
- Leadership
- Communication skills
- Workday
- Microsoft Excel
- Acute care
- Medical records
- Microsoft Word
- Customer service

Certifications and Licenses

RN License

BLS Certification

CPR Certification

Compact State Nurse License