

Vivian Gaitiu

Registered Nurse, BSN, MBA, SM

Contact

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Key Skills

1. Microsoft office
2. Jira
3. Electronic health records
4. Customer satisfaction
5. Healthcare settings
6. Healthcare administration
7. Workflow analysis
8. Training

Profile

Registered nurse with strong abilities in coaching and mentoring team members. Able to engage and motivate teams in order to reach a common goal. Strong communication and collaboration skills that have been refined through continuous practice.

Experience

August 2019--present

Patient Command Center RN • Advocate Aurora Healthcare • IL

- Executed transition from Cerner to EPIC.
- Act as a super user to the team while transitioning to EPIC.
- Identify and resolve any issues that may impede goal completion.
- Establish collaborative partnerships with fellow colleagues and provide coaching on processes.
- Promote continuous improvement by monitoring key performance areas to assess how the team is performing.
- Facilitate the transfer of high acuity patients from different facilities into the Advocate Aurora Enterprise within an appropriate timeframe.
- Work with key stakeholders such as managers to remove any impediments that may slow down the team
- Provide regular updates to key stakeholders by providing key data.
- Act as a servant leader to coordinate with a cross functional team to provide patients with necessary medical treatment.
- Use metrics to help the team keep track of current and past performance.

July 2018-June 2019

Utilization Management RN • Apex Healthcare • IL

- Organized patient outreach to ensure that the patient has no emergent needs or requests.
- Facilitated referrals for patients that need medical specialists.
- Coached patients by providing continuous education about the importance of preventative medicine and medical diagnosis.
- Provided leadership to a multi-disciplinary team.
- Identify and resolve any issues that may impede goal completion.

December 2017—August 2018

Health Coach RN • Dupage Medical Group • IL

- Communicate with patients and other medical professionals through electronic health records.

- Complete referrals for patients to get medically necessary procedures that improve the patient's health.
- Administer necessary immunizations or medications to patients.
- Providing education to patients pertaining to current medications, disease processes.
- Leverage nursing skills in executing care in coordination with the physicians.
- Play an integral role in coordinating on care with local organizations in support of geriatric care.
- Facilitate communication with the team to remove impediments or blockers that may hinder progression.
- Provide coaching and empower the team to identify and medical goals

March 2015—December 2017

Charge Nurse • Advocate Healthcare • IL

- Delivered informative information to patient and family members on current medical plan.
- Assumed accountability in delegating tasks to registered nurse and patient care technicians (pct).
- Planned and coordinated patient assignments as well as schedules of upcoming shifts.
- Handled the escalation of issues/concerns of patients with requisite solutions.
- Ensured proper coordination of care between the interdisciplinary teams, including doctors, pharmacists, therapists, and insurance companies to provide continuous support to patients after discharge.
- Worked in collaboration with interdisciplinary teams to guarantee the delivery of excellent care for patients.
- Rendered clinical services including treatment for high acuity patients in accordance with hospital guidelines.
- Work collaboratively with the nursing supervisor to ensure the prioritization of patient admissions.

Education

October 2014

BSN • Chamberlain College of Nursing • IL

June 2019

MBA • Grantham University • IL
