

Lindsey Brickeen

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Objectives

To pursue a progressive career as a manager utilizing years as a Manager and Director where I was able to demonstrate abilities to develop and document case plans, handle clientele complaint issues, requests, and demands accordingly while utilizing excellent verbal skills and demonstrating strong organizational skills.

Education

[Charity School of Nursing/ Delgado Community College](#)

July 2008 | Associate Degree of Nursing

[Southeastern Louisiana University](#)

May 2002 | Bachelor's Degree Business Management

Experience

Manager Work from Home – *Manager 2019 – current*

- Accountable for the overall day-to-day oversight and management of staff including coordination, supervision, and administrative oversight of the team.
- Supervises and monitors professional and support staff and ensures that effective care coordination and practices are consistent with policies, and applicable regulations and guidelines.
- Monitors quality of the interactions, documentation and assessments of the staff.
- Coordinate activities that promote quality outcomes while supporting a balance of professional and appropriate resource utilization.

Director *Oct 2018 – 2019*

- Oversaw a staff of thirty-five employees responsible for achieving daily goals
- Developed and implemented programs to facilitate the achievement of goals and also company and client satisfaction
- Implemented employee rounds at facility to ensure employee satisfaction and to offer onsite education as needed

Manager *March 2017 – Oct 2018*

- Reviewed and maintained all appropriate records and reports

- Consulted with other department managers to ensure cohesiveness in processes
- Ensure compliance with fundamental protocols, policies and procedures
- Interview and interact with clients to highlight their needs and develop personalized plans

Manager **January 2015 – January 2017**

Slidell Memorial Hospital | Slidell, LA

- Responsible for assuring patients receive quality care and those outcomes are achieved in a timely and cost-effective manner
- Collaborated with social workers in the development of a plan for post-acute needs
- Coordinate patient education for patients and/or families by assuring that all targeted patients and their family understand discharge plan and how to access available resources as needed
- Weekly case review of patients admitted greater than 3 days LOS for Medicare, Medicaid and third payor sources

Registered Nurse/ Emergency Room **April 2013 – January 2017**

Slidell Memorial Hospital | Slidell, LA

- Maintained the Standards of Practice and Care utilizing the nursing process, providing nursing care based on recognized professional and legal standard of practice
- Assess/reassess patient's condition based upon observation of patient and interview of patient and/or family, physician's diagnosis and data, diagnostic results, and relevant data from other healthcare providers
- Delegate patient care assignments, evaluate and verify validity of clinical findings and documentation for the Licensed Practical Nurses
- Document all aspects of patient care and maintain patient records, including but not limited to Core Measure and National Patient Safety Goal compliance

Lead Clinical Consultant/ Bard Medical **April 2015 – December 2016**

Nationwide | Contract Work

- Maintained a working knowledge of assigned Bard Products, competitive devices and new techniques used
- Demonstrated understanding of Bard policies, procedures, and regulations in order to maintain satisfactory record of compliance
- Responsible for reaching established sales goals, tracking and setting sales goals for clinical consultants

- Demonstrated an ability to establish relationships with all pertinent account players, including physicians, nurses, technologists and administrators
- Supervised and provided adequate training and education as well as support to a team of 5-7 clinical consultants

Registered Nurse/ Emergency Room **August 2008 – May 2013**

Touro Infirmary | New Orleans, LA

- Assess, plan, implement and evaluate patient care based on Standards of Care
- Delegate to professional and non-professional personnel involved in the delivery of patient care
- Manage basic life support needs and stabilize patients based upon nursing standards and protocol