

# Heather Hayes

Kaukauna, WI

-Email me on Indeed: <http://www.indeed.com/r/Heather-Hayes/08466252bd330f55>

Patient-oriented Registered Nurse with a background in home health, hospital and long-term care seeking to leverage expertise to take next career step with a respected organization. Highly skilled in delivering direct patient care, actualizing individualized treatment plans and helping patients meet recovery goals. Demonstrated success in improving patient satisfaction and administrative workflow. Hardworking and experienced with wide variety of nursing skills. Compassionate, empathetic and passionate about being a nurse. Focused on providing top quality care with collaboration with physicians and other nursing staff. I build relationships quickly and gain trust of my patients. I will treat them as I would treat family and ensure that while in my care, they are safe and receive the best quality of services required for their needs. I believe that healthcare is not just about treating the Ailment but the whole person. We need to provide nursing Care in addition to emotional support to the patient and family. I am goal driven and strive to continue on in school and become a nurse practitioner. I believe we should never stop growing and learning.

## Work Experience

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### **Registered Nurse**

Advocate Aurora Health - Oshkosh, WI  
May 2020 to Present

Fast pace med/surg cardiac and covid unit. ACLS and BLS certified. Assess and treat patients of all ages in collaboration with the medical team.

### **RN- Case Manager**

Recover Health Inc - Minnetonka, MN  
December 2016 to Present

At Recover Health I provide a variety of services to post hospital, surgical or rehab patients in their homes. Services provided include wound care: including assessing wounds (minor to severe) and creating a plan of care, implementing services and monitoring effectiveness. close collaboration with MD and therapy disciplines. Catheter care and changes. IV insertion and therapy. PICC line dressing changes and removal. Blood draws. Injections. TPN. Colostomy education and care. Medication management and education. Transition to home to help prevent re-hospitalization. Trach. Care, Suctioning on infant up to elderly. Other responsibilities include manage case of patient with training and managing home health aide staff, managing therapy group working with patient. Participate in care conferences. Perform educational trainings in ALF facilities to ensure caregivers are trained in areas of need for clients. Advocate for patient and family to ensure best outcome.

- build strong relationships with patients and their families gaining trust from them.
- Heavy computer work is completed with this job following Medicare and Medicaid deadlines.

A couple of mentionable moments:

\*\* In one instant I saw a patient's wife at a grocery store. Upon talking with her noticed something was off. I assessed her and recognized she was having a stroke. Called 911 and she was taken to the hospital

Where it was confirmed that she was having a stroke and if not have gone in when she did, she would not have had a good outcome. Company CEO thanked me with flowers.

\*\* another example of advocacy is reporting s/s of concern with a lump on the bottom of a patient's foot and when the family doctor didn't agree and sent patient home, Nurse recommended patient into going to ER and they confirmed sepsis and stated if he didn't go in he would have lost his foot.

### **Registered Nurse / Retrace**

health Inc - Minneapolis, MN

April 2016 to August 2016

With collaboration of a Nurse practitioner and overseen by MD we brought primary care services into the home. A patient would start with an online video visit. The NP would send me out to the home to do a full assessment, perform lab draws, prep the lab work in my home centrifuge system and prepare for lab pick up. Examples of this are perform strep tests, assess for ear infections, strep throat, influenza swabs most things completed in a clinic. With combination of NP video assessment, assessment from RN and lab work, X-rays, ultrasounds all completed in the home, a diagnosis and treatment Plan are completed. We worked together as a team to provide affordable care in the home. As a nurse with this company I also participated in flu clinics- administering flu vaccines to large quantities of people in corporate settings, educated employees of companies on wellness, participated in health fairs in the community and managed the company's immunization record system for the state of Wisconsin. Technology had a large part in this company so knowledge of Microsoft office, excel, adobe and other custom apps and programs created by the company. Conference calls, training sessions and public speaking was also a large part of this role.

This was a very rewarding job bringing quality care to people who showed so much appreciation. However, due to this being a startup company and loss of contracts in Wisconsin, my position was eliminated.

### **RN- Manager**

Manor Care - Appleton, WI

September 2015 to April 2016

Provided care to people in a long-term care setting. Services provided were: medication administration, wound care, ostomy care, trach Care, IV administration, TPN, blood draws, PICC line dressing changes, accessing ports, injections. Managed CNAs. Head to toe assessments, communication with MD and families. Provide therapeutic communication to families and patient during times of need. This facility was not what I was looking for in a career which caused me to Make the choice and move on.

### **RN-tech**

Theda Care Regional Medical center - Neenah, WI

July 2015 to September 2015

As a brand-new nurse out of school my first job was on the 6th floor of a hospital. Responsibilities included vitals and assessment of 7 patients, work in collaboration with MD and CNAs to provide healthy recoveries to patients. Administer medications, perform any wound care or treatments necessary, catheter care and changes, occasional IV insertions, administration of blood products and other high-risk infusions. This was done during a training period with an assigned seasoned RN.

## Education

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### **ADN in Nursing**

Rasmussen College - Green Bay, WI

2015

## Nursing Licenses

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### **RN**

#### Skills

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- Catheters and wound vacs
- Tracheostomy care, suctioning
- Psychiatric and mental health care
- Coordinating referrals
- Infant /adult CPR certified
- Patient Management
- Culturally sensitive
- Infectious disease control
- Intake and discharge planning experience
- Patient advising and education
- IV drug therapy management
- Newborn education
- Taking vitals, head to toe assessment
- Electronic charting
- Diagnostic tools experience
- Care planning
- Managing personal care
- Patient relations
- Family and patient support
- Flow sheet charting
- Maintaining feeding pumps
- Basic Life Support Certification
- Organization and planning
- Nursing Plan Development and Modification
- Patient Education
- Strong communication skills
- Time management
- Interpersonal skills
- Strong clinical judgment
- Post-surgery treatment
- Colostomy care
- Pain management

- CPR and BLS certified
- Patient care planning

## Certifications and Licenses

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### **BLS, ACLS**