

# Connie Champagne

Pound, WI 54161

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Authorized to work in the US for any employer

## Work Experience

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### **Health and Wellness Director**

New Perspective Senior Living - Green Bay, WI

January 2020 to Present

Duties include supervision of my caregiver/nursing team to assure that my residents are getting the care they deserve. I work with outside providers to set up care as appropriate. I set up vaccine clinics and podiatry visits within the community. Coordination of care, education, and advocacy is a huge part of this role in which is my strong point.

### **Registered Nurse**

Emerald Bay Retirement Community - Oneida, WI

January 2019 to January 2020

- As the sole nurse of the facility, I was responsible for overseeing medication administration by staff, addressing any resident/family concerns, auditing psychotropic medication reviews, seeing residents with health concerns while communicating any needs with their MD, talking to families about initiating Hospice as the time comes and teaching overall positive life/health choices.

### **RN**

ResCare Home Care/Almost Family - Oconto Falls, WI

February 2012 to January 2019

I started with ResCare-now Almost Family, as a private duty nurse within a home setting. My duties included taking care of 2 clients with trachs and G-tubes. Within a few months, I started working as a Clinical Nurse Supervisor within the office. My duties included overseeing field staff within the homes which include, Personal Care Workers, CNA's, and LPN's. I oversaw approximately 34 clients while performing nursing skills for many of them such as medication set up and management, lab draws, mickey button changes, wound care, injections, and catheter changes. Along with the skills provided to the client, I also case managed and acted as advocates for my clients. I educated each member on their disease process and importance of medical follow up and compliance of medication.

My strengths include exceptional organizational skills, positive attitude, great work ethic, and caring personality with a love for people.

### **RN**

Primary Care Clinics

January 2011 to February 2012

Following my RN/ADN graduation, I was able to be hired on as an RN by my current employer at the Gillett Primary Care Clinic. I worked as a triage nurse, performed venipunctures, and roomed patients in the clinic setting. I also assisted the MD with in-office procedures.

## **receptionist**

Primary Care Clinics

June 2002 to December 2010

at a busy facility, I was responsible for several duties to include scheduling appointments, checking in patients, checking insurance eligibility, and answering phones. Due to staffing issues throughout the years of working there, I had the opportunity to work in all area throughout the clinic. I worked closely with providers to obtain referrals to specialists, prior authorizations, communication with other specialty physicians and also worked in medical records.

## **Claims specialist/Customer Service/Recovery Specialist**

Humana Insurance Company

1998 to June 2002

I worked as a claim specialist with Humana eventually being promoted to claims recovery where I worked with different providers and communicated with billing specialists to resolve any type of claims issues.

## Education

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### **Associate**

## Nursing Licenses

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### **RN**

Expires: February 2020

State: WI

### **RN**

Expires: February 2020

State: WI

## Skills

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- RN
- Home Health