

# JESSICA CLAIRE

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## Summary

WV NLC/multi state licensed Registered Nurse with over 29 years of experience delivering high-quality care to the Behavioral Health population on in/out patient units, Utilization Review Management and Insurance Provider Case management/Navigation services. Caring, compassionate, hardworking and service-oriented. Well-versed in offering evidence-based, comprehensive care for patients dealing with Mental Health and Substance Abuse disorders. Advance skills working with diverse patient populations. Experienced working with Geriatric, Adult and Adolescent populations. Proficient in documentation and compliance management. Highly organized and proactive in management of patient needs.

## Skills

- Behavioral Health/Substance Abuse management
- Client relations management
- Resource utilization management
- Data collection and management
- Healthcare management
- Customer database management

## Experience

### Registered Nurse/Nurse Navigator/Case Management, 08/2017 to Current

#### Upper Chesapeake Health – Havre De Grace, MD

- Utilized computerized Resource and Patient Management System (RPMS) and Electronic Health Record (EHR) system.
- Conducted patient assessments, medications reviews and careplan development for comprehensive patient care.
- Participated in continuing education programs ad WebEx workshops to enhance training and nursing knowledge.
- Maintained updated Behavioral Health knowledge through continuing education and attend on line WebEx presentations.
- Coordinated care with physicians and other clinical staff to prepare for treatment, carry out interventions and enhance continuum of care to deliver comprehensive services.
- Instructed patients, caregivers and families on diagnoses, treatment options and self-management to maintain continuity of care.
- Answered patient questions providing resources and educational material for further information.
- Delivered high-quality and compassionate treatment to all patients.
- Consistently assessed and evaluated patients' health needs by coordinating across medical disciplines to create, implement and modify personalized care plans.
- Educated patients and families on treatment strategies and at-home care.
- Assist hospitals and outpatient providers coordinate continued treatment options for the member. (including: residential, outpatient, IOP, PHP for mental health and substance abuse)

### Behavioral Health Utilization Review RN, 05/2006 to 06/2017

#### Ohio Valley Medical Center East Ohio Regional Hospital – City, STATE

- Obtain all authorizations for in patient hospital stay. (Initial and concurrent reviews)
- Obtained medication authorizations from various insurance providers for patients when discharged from the hospital.
- Maintained updated Behavioral Health/UR knowledge through on line education and attending off site conferences.
- Earned reputation for good attendance and hard work.
- Recognized by management for providing exceptional customer service.
- Responsible to answering departmental emails from billing, claims and other departments regarding authorizations questions.
- Conduct documentation research/computer systems/portals reviews to compile data gathered from various sources and complete initial/continued hospital stay reviews.
- Provided excellent service and attention to customers/providers through phone conversations.
- Improved customer satisfaction by finding creative solutions to problems.
- Collaborated with healthcare teams to develop, implement, and modify individualized plans of care.
- Trained new staff on facility policies, procedures and electronic medical record management systems.

### Registered Nurse Behavioral Health Unit, 05/1991 to 05/2006

#### Ohio Valley Medical Center East Ohio Regional Hospital – City, STATE

- Used facility EMR system to update patient records, transmit prescriptions and transfer files.
- Oversaw patient admission and discharge processes to coordinate efficient movements and related paperwork.
- Instructed patients, caregivers and families on diagnoses, treatment options and self-management to maintain continuity of care.
- Conducted nursing education and goal assessment groups.
- Administered medications (oral and intramuscular), tracked dosages and documented patient conditions.
- Coordinated care with physicians and other clinical staff to prepare for treatment, carry out interventions and enhance continuum of care to deliver comprehensive services.
- Monitored and recorded patient condition, vital signs, recovery progress and medication side effects. (including use of restraints/seclusion)
- Collected lab specimens, ordering and interpreting diagnostic tests and lab results.
- Trained and mentored new RNs on best practices, hospital policies and standards of care.
- Identified cognitive functioning, mental status, physiological condition and patient needs.
- Assisted patients to complete activities of daily living (ADL), including bathing, feeding, lifting and transferring.
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## Education and Training

### Associate of Applied Science: Nursing Practice, 05/1991

#### West Virginia Northern Community College - Wheeling, WV