

# JESSICA CLAIRE

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100 Montgomery St. 10th Floor • (555) 432-1000 • resumesample@example.com

## Professional Summary

Enthusiastic case manager, eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Clear understanding of the role and responsibilities of a case manager and training in providing premium patient care. Motivated to learn, grow and excel in the healthcare industry.

## Skills

- Customer service
- Client needs assessments
- Proficient in EPIC
- Written and verbal communication
- Interpersonal Communication
- EPIC software proficiency
- Organization and Time management
- Analytical skills
- Computer proficiency
- Supervision
- Data management
- Project Management

## Work History

### Case Management Specialist, 01/2021 to Current

Covenant Healthcare – Cass City, MI

- Provided direct services to clients, including safety planning, crisis intervention, case management and advocacy.
- Made appropriate referrals, monitored client services in appropriate time frames, sought supervisory guidance as required, documented services provided and completed departmental billing procedures.
- Communicated with supervisor regarding issues related to case management, resourcing, service collaboration and development of new resources.
- Trained new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.
- Consulted with clinicians to devise and manage effective ongoing care plans for at-risk patients.
- Partnered with physicians, social workers, activity therapists, nutritionists and case managers to develop and implement individualized care plans and documented all patient interactions and interventions in electronic charting systems.
- Served as case coordinator, assuming responsibility for complex, high-volume assignments and guiding endeavors to successful completion.
- Identified care needs of individual patients and coordinated responses based on physician advice, insurance limitations and procedural costs.
- Created well-written, effective care plans appropriately matching needs of clients following standards and guidelines of funders, contractors and governmental regulations.

### Registered Nurse, 08/2016 to Current

State Of Pennsylvania – Tionesta, PA

- Performed various nursing interventions such as wound dressing, vital sign monitoring and specimen collection.
- Worked within interdisciplinary health care team to develop, implement and make adjustments to patient care plans, individualizing strategies and methods to improve health and meet recovery goals.
- Educated patients and families regarding disease processes, interventions and lifestyle changes.
- Managed elements of patient care, from admission to discharge or transfer to other units, using nursing expertise to conduct assessments, administer medications, initiate nursing and emergency interventions, contribute to care plan development and educate patients.
- Remained calm during high-stress, critical situations, demonstrating sustained focus and problem-solving in real-time.
- Monitored patients' conditions and reported changes in physical ability, appearance and behavior to discuss treatment with physicians.
- Effectively prioritized assignments, executing care based on each patient's relative condition and delegating tasks to available personnel deliver safe and efficient care.
- Assessed physical, psychological, physiologic and cognitive status of patients.
- Collaborated with interdisciplinary healthcare personnel to meet patients' personal, physical, psychological and cognitive needs.
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
- Precepted student nurses and oriented new hires, providing guidance and mentorship when teaching on hospital policies, emergency procedures and nursing best practices.
- Directed patient care by initiating and following through with plan of care, continuing care and discharge instructions.
- Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
- Assessed patients to determine individual needs and develop care plans in coordination with multidisciplinary healthcare professionals, including physicians, case managers and social workers.
- Delivered outstanding care to patients with various diagnoses and managed care from treatment initiation through to completion.
- Performed routine wound care and dressing changes on schedule.

### Registered Nurse Case Manager, 09/2013 to 11/2015

Addus Homecare Corporation – Brady, MT

- Completed initial assessments of patients and family to determine and address individual home care needs.
- Responded promptly and professionally to patient questions and concerns.
- Effectively communicated with physicians regarding patient needs, performance, medications and changes.
- Created patient assessments and plans for individual home care needs.
- Performed evaluations on consistent basis to address changes in patient needs, conditions and medications, altering care plans when required.
- Coordinated with interdisciplinary professionals to develop plans of care, administer tests and monitor patient status.
- Liaised with physicians regarding patient needs, performance and changes.

## Education

### Master of Science: Nursing Informatics, 05/2020

Grand Canyon University - Phoenix, AZ

### Bachelor of Science: Nursing, 05/2013

East Central University - Ada, OK