

# JESSICA CLAIRE

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## PROFESSIONAL SUMMARY

Twenty years in the HealthCare Industry, advocating and making a difference in peoples lives. Seeking a position with a reputable company.

## SKILLS

- Service Utilization Improvements
- Customer Experience
- Administrative and Office Support
- Operational Records Maintenance
- Patient Needs Assessment and Referral
- Critical Thinking
- Healthcare Planning
- Organizational Turnaround
- Regulatory Issues
- Calm and Effective Under Pressure
- Policy and Program Development
- Patient Confidentiality and Data Security
- Building Rapport and Credibility
- Documenting and Recording Information
- Communicating to Patients and Families
- Healthcare Billing

## WORK HISTORY

- 02/2020 to 12/2021 **Registered Nurse**  
**State Of Delaware** – Newport, DE
- Provided direct patient care of 10-400 patients daily.
  - Provided COVID-19 vaccine to those who requested it per CDC guidelines, allowing highest level of health possible.
  - Trained new nurses, medical assistants, nursing students, and ancillary staff in proper techniques, care standards, operational procedures and safety protocols.
  - Educated patients, families and caregivers regarding COVID vaccine diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
  - Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
  - Administered medications via oral, IV and intramuscular injections and monitored responses.
  - Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
  - Updated patient charts with data such as medications to keep records current and support accurate treatments.
  - Monitored patient reactions to drugs and carefully documented findings.
  - Taught patients how to improve lifestyle choices, dramatically reducing chance of symptom reoccurrence.
- 02/2018 to 02/2020 **Healthcare Advocate**  
**New England Sinai Hospital And Rehabilitation Center** – Stoughton, MA
- Support staff for 20 patients daily.
  - Helped provide a cohesive, comfortable, & emotional environment.
  - Discussed patient grievances with management to develop action plans, resolving complaints.
  - Obtained patient feedback from patients to provide appropriate recommendations to improve patient services.
  - Assisted with regulatory issues such as compliance.
  - Developed and maintained electronic record management systems to analyze and process data.
  - Produced detailed and relevant reports for use in making business decisions.
  - Followed document protocols to safeguard confidentiality of patient records.
  - Facilitated communication between patients and various departments and staff.
  - Applied administrative knowledge and courtesy to explain procedures and services to patients.
  - Offered simple, clear explanations to help clients and families understand hospital policies and procedures.
  - Organized patient records and database to facilitate information storage and retrieval.
  - Helped address client complaints through timely corrective actions and appropriate referrals.
  - Worked with patients to ascertain issues and make referrals to appropriate specialists.
  - Recommended service improvements to minimize recurring patient issues and complaints.
  - Kept current with literature and felid advancements to advocate to and for patients.
  - Treated patients with mood disorders, anxiety, depression, OCD, LGBTQIA, bipolar, suicidal ideation & dual diagnosis.
  - Treat patient's mind, body & spirit.
  - Saw an improvement in patient's self worth & self esteem, allowing them to create a meaningful and purposeful life.
- 06/2013 to 01/2018 **Advanced Practice Registered Nurse**  
**New England Sinai Hospital And Rehabilitation Center** – Stoughton, MA
- Evaluated patient progress and responses to various treatments.
  - Assessed patient conditions by performing thorough examinations and asking appropriate medical questions.
  - Provided counseling to patients and families and referred patients to other treatment facilities.
  - Recommended medications and other treatments such as physical therapy and inhalers for variety of different health conditions.
  - Established and implemented developmental screening initiatives to detect delays in young children.
  - Diagnosed and responded to illnesses and physical conditions through prescription of medication and health counseling and education.
  - Explained side effects from medications and provided in-depth education to patients on diabetes, asthma, cancer and other diseases.
  - Ordered lab tests and interpreted test results and maintained patient records.
  - Provided anticipatory guidance to pediatric patients and families concerning areas such as vaccine administration, developmental milestones and nutrition and hygiene practices.
  - Formulated plans of care to optimize child's health potential and minimize physical and psychological complications.
  - Evaluated child's response to treatment through phone calls and follow up visits.
  - Delivered high level of care and service to patients through email, video chat and online assessments.
  - Assessed, evaluated and cared for neonate and pediatric patients.
  - Evaluated patient histories, complaints and current symptoms.
  - Explained medications and side effects to patients, family members and caregivers, and thoroughly reviewed physician-ordered tests.
  - Recorded patient medical history, applicable test results and vitals into medical records.
  - Discussed care plans with patients and explained test results and proper use of medications.
- 01/2013 to 06/2014 **Registered nurse**  
**University Health Care** – City, STATE
- Collaborated with physicians to quickly assess patients and deliver appropriate treatment while managing rapidly changing conditions.
  - Educated patients, families and caregivers on diagnosis and prognosis, treatment options, disease process and management and lifestyle options.
  - Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
  - Provided direct patient care, stabilized patients and determined next course of action.
  - Administered medications via oral, IV and intramuscular injections and monitored responses.
  - Implemented medication and IV administration, catheter insertion and airway management.
  - Managed care from admission to discharge.
  - Administered medications and treatment to patients and monitored responses while working with healthcare teams to adjust care plans.
  - Collected blood, tissue and other laboratory specimens and prepared for lab testing.
  - Updated patient charts with data such as medications to keep records current and support accurate treatments.
  - Monitored patient condition by interpreting and tracking EKG readings, identifying irregular telemetry readings and updating team members on changes in stability or acuity.
  - Monitored patient reactions to drugs and carefully documented findings.
  - Organized and managed care of patients undergoing various therapies and procedures.
  - Conferred with physicians to discuss diagnoses and devise well-coordinated treatment approaches.
  - Evaluated healthcare needs, goals for treatment and available resources of each patient and connected to optimal providers and care.
  - Advocated for patients by communicating care preferences to practitioners, verifying interventions met treatment goals and identifying insurance coverage limitations.
  - Taught patients how to improve lifestyle choices, dramatically reducing chance of symptom reoccurrence.
  - Teach and prepare parents and other family members to care for their newborn with confidence in their home.
- 06/2002 to 12/2012 **Registered Nurse**  
**Company Name** – City, State
- Position of teacher and leader which included being a fill in charge nurse, preceptor of new hires and nursing students
  - Established in assessment, counseling, education regarding medications, treatment and lab work
  - Proficient in documentation with care plan for diagnosis
  - Built positive relationships with patients, family members, physicians and other medical professionals
  - In-depth knowledge of the neonatal medical terminology and development
  - Sound knowledge of handling and working of the high tech equipments such as incubators, ventilators etc
  - Proficient ability to handle the infants with full care and safety
  - Member of the Clinical Council committee to help assist patient, family and nurse satisfaction.
  - Participated in nursing simulation activities, evidence-based practice project implementation and competency development to further nursing education.
  - Provided didactic and clinical instructions to orient new nurses and potential student nurses to achieve training outcomes.
  - Secured controlled narcotics and distributed medication on schedule to meet patient needs and minimize misuse opportunities.
  - Contributed substantially to successful department JCAHO accreditation by consistently operating to highest standards of care.
  - Provided direct patient care, stabilized patients and determined next course of action.
  - Trained new nurses in proper techniques, care standards, operational procedures and safety protocols.
  - Audited charts and reviewed clinical documents to verify accuracy.
  - Led successful team comprised of RNs, LPNs and ancillary staff.
  - Orchestrated quality-driven, cost-effective care in high-volume trauma center setting.

## EDUCATION

- 05/2014 **Master of Science: Nursing**  
**Stony Brook University** - Stony Brook, NY
- 05/2009 **Bachelor of Science: Nursing**  
**University of Utah** - Salt Lake City, UT
- 05/2002 **Associate of Science: Nursing**  
**Salt Lake Community College** - Salt Lake City, Ut
- 05/2002 **Associate of Applied Science: Nursing**  
**Salt Lake Community College** - Salt Lake

## ACCOMPLISHMENTS

- 2013- Penn State Hershey Medical Center, 40 bed unit, Level IV, completed 300 clinical hours.
- 2013- StonyBrook Medical Center, 50 bed unit, Level IV, completed 300 clinical hours.
- 2012-University of Utah Medical Center, 50 bed unit, Level III, completed 300 clinical hours.
- Employee of the month

## AFFILIATIONS

AFFILIATION: National Association of Neonatal Nurses