

DAVID WASHINGTON, RN, BSN

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PROFESSIONAL SUMMARY

Compassionate Registered Nurse with 7 years of experience in hospital case management and discharge planning. Extensive knowledge of care coordination, hospice referrals, and end-of-life care planning. Seeking to leverage clinical expertise and relationship-building skills to transition into hospice business development and marketing role. Strong advocate for palliative care and patient-centered decision making.

PROFESSIONAL EXPERIENCE

Senior Case Manager | Emory University Hospital | Atlanta, GA

September 2020 - Present

- Manage complex discharge planning for 25-30 patients daily on medical-surgical and oncology units
- Coordinate transitions to post-acute care including hospice, home health, SNF, and LTAC facilities
- Facilitate goals-of-care conversations with patients, families, and interdisciplinary teams
- Initiate hospice referrals for appropriate patients (averaging 8-12 per month)
- Build and maintain relationships with 15+ hospice agencies, 30+ SNFs, and home health providers
- Serve as clinical liaison between hospital providers and post-acute care teams
- Participate in daily interdisciplinary rounds and care coordination meetings
- Review insurance authorization requirements and medical necessity criteria
- Mentor 3 junior case managers on complex discharge planning scenarios

Key Accomplishments:

- Reduced average length of stay by 0.8 days through efficient discharge planning
- Increased timely hospice referrals by 35% through early identification and education
- Developed "Advanced Care Planning" protocol adopted hospital-wide
- Achieved 96% patient satisfaction score in discharge planning survey
- Led quality improvement project reducing 30-day readmissions by 18%

Case Manager - Emergency Department | Grady Memorial Hospital | Atlanta, GA

July 2018 - August 2020

- Managed discharge planning for high-volume ED (100,000+ visits annually)
- Coordinated urgent placements to appropriate level of care

- Connected frequent ED utilizers with community resources and primary care
- Collaborated with social workers on complex psychosocial cases
- Participated in multidisciplinary trauma team meetings

Staff Nurse - Oncology Unit | Northside Hospital | Atlanta, GA

May 2017 - June 2018

- Provided direct patient care for oncology patients (solid tumors and hematology)
- Administered chemotherapy and supportive medications
- Educated patients and families about treatment plans and side effects
- Supported patients transitioning from curative to palliative care
- Participated in end-of-life care and bereavement support

EDUCATION

Bachelor of Science in Nursing (BSN)

Georgia State University, Atlanta, GA | Graduated: May 2017

Summa Cum Laude | GPA: 3.9/4.0

Associate Degree in Nursing (ADN)

Atlanta Technical College, Atlanta, GA | Graduated: May 2015

LICENSES & CERTIFICATIONS

- Registered Nurse (RN), Georgia License #123456 - Active, expires 2026
- Case Management Certification (ACM) - Active
- Certified Hospice and Palliative Nurse (CHPN) - Active since 2021
- Advanced Cardiac Life Support (ACLS) - Current
- End-of-Life Nursing Education Consortium (ELNEC) - Completed 2019

SKILLS

Clinical Skills:

- Case Management & Discharge Planning
- Hospice Eligibility Assessment
- Goals of Care Conversations

- Medicare/Medicaid Coverage Determination
- Clinical Documentation & Assessment
- Interdisciplinary Team Collaboration
- Patient & Family Education
- Crisis Intervention
- Pain & Symptom Management Knowledge

Technical Skills:

- Electronic Medical Records: Epic, Cerner, Meditech
- Case Management Software: CareCM, Navi Health
- Microsoft Office Suite (Word, Excel, PowerPoint)
- Data Analysis & Reporting
- CRM Systems: Basic familiarity

Core Competencies:

- Relationship Building (Post-acute providers)
- Clinical Knowledge & Critical Thinking
- Communication (Physicians, Families, Facilities)
- Problem Solving & Resource Navigation
- Cultural Sensitivity & Diversity Awareness
- Emotional Intelligence & Empathy
- Regulatory Compliance (Joint Commission, CMS)
- Time Management & Prioritization
- Conflict Resolution
- Public Speaking (Limited experience)

PROFESSIONAL AFFILIATIONS

- American Case Management Association (ACMA) - Member
- Hospice and Palliative Nurses Association (HPNA) - Active Member
- Georgia Nurses Association - Member
- Case Management Society of America (CMSA) - Member

VOLUNTEER EXPERIENCE

- Volunteer, Atlanta Mission Homeless Healthcare Clinic (2019-Present)
- Mentor, Georgia State University Nursing Students (2022-Present)
- Participant, Atlanta AIDS Walk Team Captain (2018-2024)



PRESENTATIONS & EDUCATION

- "Effective Hospice Referrals: A Case Manager's Perspective" - Grand Rounds Presentation, Emory (2023)
- "Navigating Goals of Care Conversations" - New Nurse Education (2022, 2024)
- Hospital Ethics Committee - Regular Participant (2021-Present)



ADDITIONAL TRAINING

- Motivational Interviewing Fundamentals
- Advance Care Planning Facilitator Training
- Difficult Conversations Workshop
- Healthcare Marketing Basics - Online Course (2024)
- Medicare Hospice Benefit Deep Dive - NHPCO (2024)



RELEVANT STRENGTHS FOR MARKETING ROLE

Relationship Building:

- Established trusted relationships with 15+ hospice agencies through daily interactions
- Known by post-acute providers as reliable, responsive clinical resource
- Strong rapport with hospital physicians and nursing staff

Hospice Knowledge:

- Deep understanding of hospice eligibility criteria and Medicare benefit
- Experience identifying appropriate hospice candidates
- Familiar with hospice admission process and documentation requirements
- Knowledge of hospice philosophy and interdisciplinary team approach

Communication:

- Skilled at explaining complex medical information to diverse audiences
- Comfortable facilitating sensitive end-of-life discussions
- Experience presenting to groups (grand rounds, education sessions)

Clinical Credibility:

- RN license provides instant credibility with physicians and healthcare providers
- CHPN certification demonstrates hospice-specific expertise
- Oncology background relevant for hospice patient population



AREAS FOR DEVELOPMENT

- Limited formal marketing or business development experience
- No direct budget management experience
- Limited CRM system expertise (primarily clinical software)
- Public speaking to large groups/community events (can develop)
- Event planning and coordination (limited exposure)
- Digital marketing and social media (basic skills)



REFERENCES

Available upon request