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| JOANNE S. DAVIS, RN |
| COVER LETTER  and  RESUME, SKILLS, and ABILITIES |

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May 15, 2012

Erik J. Heller, CPC, CTS

J. Morrissey & Co.

Dear Mr. Heller,

This cover letter accompanies my resume for your posted full-time position of **NURSE CASE MANAGER – PATIENT ADVOCATE (EJH - CM)**. Your description of this position intrigued me and I would like to meet with you to learn more about it.

As a brief introduction, I permanently relocated back to CT in early Mar11 after being away since Aug90 (more than 20 years!). I am a Registered Nurse and have spent 18 years in nursing administration at Rush University Medical Center (RUMC), a large academic medical center in Chicago. I now enjoy the opportunity of transitioning into a different arena. My interest is to find a position in an environment that is challenging and collaborative; utilizes my leadership, critical thinking, and teaching skills; and provides professional growth opportunities.

My work ethic is based on dedication and doing whatever it takes to get the job done. I am responsible and persistent; I strive for high quality and excellence in all my efforts. I am confident, am diplomatic in conflictual situations, and value relationship building. Achieving a significant level of personal integrity and competence is a goal which motivates me to be a high-performing employee. My colleagues across multiple departments have recognized and appreciated my energetic enthusiasm, passion, and compassion.

With this in mind, I welcome the opportunity to meet with you to further discuss my qualifications and how they meet the needs of your client.

Sincerely,

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Joanne S. Davis, RN

124 Conestoga Way

Glastonbury, CT 06033-3362

CELL: (708) 533-9424 (Illinois)

E-MAIL: [Joanne\_Davis@comcast.net](mailto:Joanne_Davis@comcast.net)

**JOANNE (SCHUCH) DAVIS, RN**

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Glastonbury, CT 06033-3362

CELL: (708) 533-9424 (Illinois)

[Joanne\_Davis@comcast.net](mailto:Joanne_Davis@comcast.net)

**EDUCATION**

**CHARTER OAK STATE COLLEGE and CONNECTICUT LEAGUE for NURSING**

Issues in Home Care Nursing (3 credits) 01/12 - 05/12

**CHARTER OAK STATE COLLEGE and CONNECTICUT LEAGUE for NURSING**

RN Refresher Course 08/10 - 12/10

Certificate December, 2010

**CASE WESTERN RESERVE UNIVERSITY, Weatherhead School of Management Cleveland, OH**

MBA in Health Care Management May, 1992

**UNIVERSITY of CONNECTICUT, School of Nursing Storrs, CT**

MS in Nursing Administration May, 1982

**UNIVERSITY of BRIDGEPORT, College of Nursing Bridgeport, CT**

BS in Nursing (*Cum laude*) May, 1976

**PROFESSIONAL EXPERIENCE**

**RUSH UNIVERSITY MEDICAL CENTER 09/92 to 02/11**

**Chicago, IL**

Consultant (Per Diem) 06/10 to 02/11

Director, Nursing Finance 06/98 to 06/10

Assistant Administrator, Medicine Hospital 11/93 to 06/98

Unit Leader, Post Anesthesia Recovery/Ambulatory Surgery Unit 09/92 to 08/93

**ERNST & YOUNG 05/91 to 07/92**

**Cleveland, OH**

Health Care Professional Development Intern, National Health Care Management Consulting Office

**HARTFORD HOSPITAL 09/82 to 08/90**

**Hartford, CT**

Administrative Coordinator 07/84 to 08/90

Resident, Nursing Administration 09/82 to 07/84

**MOUNT SINAI HOSPITAL 06/76 to 08/82**

**Hartford, CT**

Staff Development Coordinator 06/82 to 08/82

Clinical Supervisor 09/79 to 01/82

Nurse Clinician/Clinical Supervisor 08/78 to 09/79

Staff Nurse, Critical Care Nursing 11/77 to 12/78

Staff Nurse, Medical Nursing 06/76 to 11/77

**LICENSURE**

State of Connecticut (10.E38874) Issued 09/10/1976; Expires 01/31/2013

**ADDITIONAL TRAINING**

**HOSPICE SOUTHEASTERN CONNECTICUT**

**Norwich, CT**

Hospice Volunteer Training March, 2011

**AARP-CT**

Decide. Create. Share. Campaign: Women to Women: Living Longer July, 2011

Living Smarter Training

Community Engagement Specialist for CT 07/29/11 through 12/31/12

**SENIOR RESOURCES (CT Area Agency on Aging)**

**Norwich, CT**

Workshop Leader Training for the “Live Well” a program sponsored by the February, 2012

CT Departments of Public Health and Social Service using Stanford University’s

Chronic Disease Self-Management Program (CDSMP)

**SKILLS, ABILITIES, and ATTRIBUTES**

Nursing:

Ability to apply the nursing process in a comprehensive, holistic manner

Ability to identify patients’ needs and problems and determine appropriate outcomes

Ability to develop creative, innovative, patient-centered plans of care and related interventions to achieve desired outcomes

Excellent teaching skills to support patients and families

Strong belief in educating patients to strengthen their ability for self-management

Interpersonal:

Ability to relate to, and work effectively and collaboratively with, all employee levels in a large academic medical center

Communication:

Excellent verbal and written communication skills (e.g., explaining nursing finance concepts to both novice and experienced nurse managers)

Effective presentations to large and small groups

Writing:

Excellent writing skills for professional (e.g., work-related) and personal (e.g., eulogies, nominating speeches, invocations, testimonials, poems) purposes

Computer applications:

Above average skills in Word, Excel, Access, PowerPoint, E-Mail, Internet

Possess conceptual understanding to quickly learn new systems

Analytic:

Ability to identify relationships between various data elements and integrate them into meaningful information

Ability to problem solve situations by applying critical thinking skills and weighting possible options

Team-oriented yet independent

Persistent, dedicated, loyal