

Carmen R. Pace

Dallas, TX; Email: crpace.214@gmail.com; cell: 214-400-7555

Education

- **Masters in Public/healthcare Administration, University of Texas, Tyler, TX**
- **BACHELOR OF SCIENCE IN NURSING, UNIVERSITY OF OKLAHOMA HEALTH SCIENCES CENTER OKLAHOMA CITY, OK**
- **PRACTICAL NURSE DIPLOMA, GREENVILLE TECHNICAL COLLEGE, GREENVILLE, SC**
- **EMS Safety Certified CPR instructor**

Accomplishments

- **Project: As adjunct instructor, developed Patient Care Technician Curriculum for El Centro College Continuing Education.**
- **Project: As DON, collaborated with Dallas County Health Department to screen LTC employees in every department for TB and minimize potential exposure.**
- **Project: Built community relationships with healthcare training centers and community colleges to turn Beth Sholom into a teaching facility while Director of Education.**

Experience

BETH SHOLOM LIFECARE COMMUNITY (RICHMOND, VA)

DIRECTOR OF EDUCATION

DEC 2017-AUGUST 2018

- 101 bed LTC facility (2 skilled units, 1 memory care unit) •72 bed and 65 bed Assisted Living Facility (separate buildings on same campus).
- Kept current on new educational and onboarding trends and best practices to keep trainings relevant and enhance learning capabilities by being a member of Association of Nurse Professional Development and attending conferences and reading periodicals provided by organization.
- Facilitated new hire orientation, collaborated with HR Director and VP of Operations/Quality to revamp orientation process, was in the process of developing a new preceptorship program for CNAs and Nurses to combat turnover, improve morale, and enhance patient care and safety measures. Participated in process improvement strategies.
- Assessed, researched, and implemented creative education delivery methods for staff on evidence-based practices and CMS guidelines using Microsoft applications, hands-on training, and healthcare community resources.
- Collaborated with the Administrators, VP of Operations/QAPI, and DON to ensure compliance, direct care, and training requirements based on CMS new mega-rule regulations and standards for nursing facilities.
- Utilized strategic thinking and planning, and served as liaison to secure affiliation agreements with 3 nursing schools for clinicals, allowing Beth Sholom to become a teaching facility.
- Managed Relias LMS training system, maintained 85-90% LMS compliance for 260 staff members, including adding new hires, adding training modules, and communicated with Relias vendors for troubleshooting and new product inquiries.
- Provided direct patient care using Matrix EMR documentation and served as interim DON as needed.
- Provided supervisory oversight of the Restorative Nursing Program, generated tracking reports using Excel, managing staff performance, and evaluations. Supervised 4 employees.

BRANDERMILL WOODS HEALTHCARE CENTER (RICHMOND, VA)
PART TIME TREATMENT NURSE
SEPT 2017-JUNE 2018

- Provided supervisory oversight of 10+ weekend staff with care of residents in assisted living and long term care setting.
- Performed skin assessments, direct patient care, and treatments on to include wound care, skin breakdown prevention, skin assessments, and documentation using Sigmacare.

MODERN SENIOR LIVING
ADMINISTRATOR-IN-TRAINING NOV 2016-JUNE/DIRECTOR OF NURSING
JAN 2017-JUNE 2017

- Provided 24-hr management and leadership of 30+ employees, day to day operations, nursing practice, restorative nursing, quality of care, performance improvement, patient-safety, efficiency of services, environment of care, education and professional development in a 91-bed facility.
- Engaged in project management activities involving all departments.
- Ensured nursing department compliance with CMS federal and state regulations with 100% state survey complaint visits unsubstantiated.
- Developed and maintained collaborative partnerships with physicians, other clinicians, state surveyors, and outside vendors to improve patient access, services, and provide quality care.
- Responsible for hiring, mentoring staff, addressing employee conduct and morale, problem-solving, and performance. Added 5 new nursing hires, achieved 50% improvement in overall nursing performance and morale through mentoring and new hires.
- Provided professional nursing care to residents including assessments, medication administration, order entry, wound care using EMR documentation.
- Completed the required 500 Administrator-in-training hours.

EL CENTRO COLLEGE
PROGRAM DIRECTOR/ADJUNCT INSTRUCTOR
JAN 2016-JUNE 2017

- CNA Program Director, taught CNA and ADN students from diverse backgrounds and cultures effectively in the clinical setting and is available for student consultation.
- Maintained 100% on-time grading and student evaluation deadline completion.
- Developed PCT curriculum within NHA guidelines for current Continuing Education program use.
- Use of Microsoft Outlook, PowerPoint, Word, Excel, Elsevier Evolve, and Blackboard software.

SUPERIOR HEALTH PLAN MANAGED CARE ORGANIZATION
RN SERVICE COORDINATOR
FEB 2015-JUN 2016

- Identified special needs members and gaps in service through the completion of in-home assessments, health screenings and other resources. Advised, assisted, and authorized appropriate services and placements to address special needs and close gaps by collaborating with the utilization management and prior authorization teams. Greater than 95% members without hospitalization.
- Reviewed and evaluated all requests for specialized and private care including nursing services.
- Exceeding expectations in providing exemplary customer service to members and providers, embracing Centene's values, ensuring new staff are trained and member's needs are met, and accepting new and changing roles when required. Maintained 100% member satisfaction.
- Collaborated with prior authorization team and providers for difficult member placements, post hospital discharges, development and modification of service plans, and managing member services.

- Met timelines for tasks assigned, self-audited work for errors before submission, received constructive criticism, and set improvement goals to avoid duplication of errors.

**HEART OF TEXAS HOME HEALTH SERVICE
REGISTERED NURSE CASE MANAGER**

OCT 2012-MAY 2014

- Provided skills training, direct patient care, and direct supervision of skills for HHAs; LVNs on medical device use and clinical skills to ensure safe, competent delivery of care.
- Conducted assessments, admissions to home health service, and coordinated the care plan in the home environment with a multi-disciplinary treatment team with success rate of 90% keeping patients out of hospital and in the home setting.
- Educated patients and their families regarding diagnosis and treatment procedures.
- Coordinated resources at the local and state level based on patient needs and care plan requirements.
- Maintained greater than 90% patient satisfaction rate.

**SUNFLOWER PARK HEALTHCARE
LVN CHARGE NURSE**

OCT 2011-JAN 2013

- Directly supervised and delegated tasks to unlicensed personnel for greater than 90% patient/family satisfaction rate.
- Provided daily patient assessments, direct patient care, MDS documentation, and coordinated care with a multi-disciplinary treatment team to maintain or improve patient outcomes.

•HOME HEALTH SERVICES OF DALLAS|OCT 2007-NOV 2011|CLINIC PROJECT LEAD

•PLANO SPECIALTY HOSPITAL|FEB 2007-JAN 2011|LTACH STAFF LVN

•BROOKE ARMY MEDICAL CENTER|JUN 1998-JAN 2007|ONCOLOGY/SICU LVN (LEVEL 1 TRAUMA CENTER)