***Sheryl Leonard*** *502 N. Palomino Drive Lancaster, Texas* ***Cell****(469) 265-2280* ***Email: d****ontrellmoney@yahoo.com*

***OBJECTIVE:***

To secure a position with a progressive organization where I may utilize and develop my skills and education ultimately allowing the opportunity for growth and advancement in my chosen career.

***SUMMARY OF QUALIFICATIONS & SKILLS***

* Vital signs, Medical Terminology, Laboratory Techniques, Clinical & diagnostic procedures and Referrals
* Pharmaceutical principles, Administration of medication & immunizations
* Medical Manager, Outlook, Microsoft Word XP, Excel, Microsoft Power Point, Impact Touch Chart, Soft Med, Power chart, Next Gen, Sure script, and EMR charting
* Managerial duties such as: Department Meeting minutes, stats & graph preparation, Managed Home Health Staff up to 20 employees and daily operations, Payroll, In-service training,
* CLIA, OSHA, MSDS preparation and renewals, Processed and maintained ordering of supplies with emphasis on company budget.
* Excellent oral and written communication skills, interpretation skills, high work ethics and a consistent pleasant demeanor. Extreme adaptability to human and organizational change and situation. Team oriented with awareness of individual systemic needs to Dynamics

***EDUCATION:***

Concorde Career Institute Arlington, TX           License Vocational Nurse                Graduated: 2010

    Great River Vo-Tech McGhee, AR            Data Entry Program                  Graduated: 1986

Custer High School Milwaukee, WI            High School Diploma                   Graduated: 1983

***EXPERIENCE:***

***12/2018 -Present Gateway Foundation (Dallas County) Wilmer, TX Direct Care Monitor***

* Supervise residents during meal preparation, housekeeping responsibilities, personal hygiene, grooming and other activities as needed.
* Maintain clinical records as designated by policies and procedures such as, but not limited to; documentation of assigned training classes, physical observation, significant observation notes, and any behavioral management programs.
* Provide input to individual program planning for assigned residents. Train/instruct residents in areas in individual program plan under the training system established by the QMRP, including supervision of residents in workshop activities.
* Supervise residents in recreational activities both on campus and off campus.
* Be responsible during evening hours to contact appropriate administrative staff in case of an emergency.
* Make written reports of significant incidents occurring during shift.
* Correct unacceptable behavior and help residents meet the necessary requirements of the house rules.
* Administer medication.
* Provide first-aid assistance to all residents and assist in the follow through on medical needs for residents.
* Complete weekly meal monitoring sheets and assigned chores.
* Performs any other duties as assigned by the Administrator/Director.
* Report suspected abuse & neglect to supervisor immediately

**10/2016- 12/2018 Bettye’s Healthcare Network Arlington, TX Direct Care Staff**

* Supervise living condition
* Administer Medication
* Monitor/Assist with ADL's
* Meal Preparation
* Improve independent living skills
* House keeping
* Supervise Safety and security

***04/2016– Present    Traditional Home Health Lancaster, TX Office Manager***

* Kept current staff credentials, i.e. Licenses, CPR, TB test
* Scheduled and assigned patient’s to RN, LVN and CAN staff
* Directed and coordinated branch for continuity, quality and safety of services delivered.
* Employed, recruited, managed, and directed qualified personnel to carry out policies and Procedures.
* Supervised and provide direction to subordinates.
* Monitored compliance of state/federal regulations through coaching, education, and QI program.
* Provided communication to parent regarding needs of the branch to include personnel needs, financial needs, professional practices and quality issues.
* Assured documentation of services provided is accurate and timely.

***2013-2015 Phoenix Family Care Desoto, TX Practice Manager***

* Responsible for managing Phoenix Family Care Desoto, TX
* Works with Regional Director to develop and implement performance goals and objectives.
* Manages front office operations to maximize patient satisfaction, patient access, verification of benefits, timely and accurate charge entry, collection of payments and customer service efforts.
* Responsible for QA charts daily and verifying vaccine and TOS documentation is completed correctly and up to standards
* Supervises medical, nursing and clerical staff to ensure quality patient care.
* Manages the hiring of medical, nursing and clerical staff, performance management and salary administration process.
* Assists Regional Director with implementation and development of long-range plans.
* Ensures compliance with regulatory, licensure, compliance, TVFC Program and accreditation requirements.
* Serves as the first point of contact for patient and external customer complaints.  Responsible to reconcile and investigate all complaints relating to practice operations.
* Performs other duties as assigned.

***2012–2006     Reliant Personal Home Health Dallas, TX Office Manager***

* Trained, supervised and evaluated staff daily
* Kept current staff credentials, ie Licenses, CPR, TB test in order and on file
* Scheduled and assigned patients to appropriate staff.
* Completed 60day calendar for proper billing
* Scheduled meetings/in-services for field staff
* QA patient charts to match according to patient’s Plan of Care
* Responsible for Oasis entry and insured it met criteria
* 485/Plan of Care type and review properly to match Oasis
* Answered phones, filling, ordered all medical and office supplies and maintained inventory
* Prepared and processed Billing and UB-92

***2006–2005     Traditional Home Health Lancaster, TX Office Manager***

* Kept current staff credentials, i.e. Licenses, CPR, TB test
* Scheduled and assigned patients to RN, LVN and CAN staff
* Directed and coordinated branch for continuity, quality and safety of services delivered.
* Employed, recruited, managed, and directed qualified personnel to carry out policies and Procedures.
* Supervised and provide direction to subordinates.
* Monitored compliance of state/federal regulations through coaching, education, and QI program.
* Provided communication to parent regarding needs of the branch to include personnel needs, financial needs, professional practices and quality issues.
* Assured documentation of services provided is accurate and timely

***2005–1999     Naaman Community Health Services Desoto, TX Office Manager***

* Schedule and assigned patients to appropriate staff.
* Complete 60day calendar for proper billing
* Schedule meeting/in-services for field staff
* Entry of Oasis properly to meet criteria
* 485/Plan of Care type and review properly to match Oasis
* Submitted all referrals to Physicians
* Answering phone, filling, ordering all medical and office supplies
* (Reference available upon Request)

*References Available Upon Request*