

REGISTERED NURSE/CLINICAL OPERATIONS MANAGER

Summary

Motivating Registered Nurse and Clinical Operations Manager, about supporting clinical teams. Strong communication skills to deliver education, facilitate performance evaluations and explain procedures.

I am detailed -oriented, well-organized and resourceful with a proactive mindset and good communication skills for motivating team members to reach our goals. You will find I'm a flexible hard worker ready to learn and contribute to team success.

Experience

Registered Nurse/Clinical Operations Manager , 05/2018 - Current Shelby Clinical Research, LLC - City , STATE

- Adhere to standards in all areas, including data collection, research protocols and regulatory reporting, Sponsors, FDA, and IRB's.
- Spearhead phase Ib and IV trials from initial visits and meetings through completion in accordance with schedule and budget demands.
- Update physicians on subject test results.
- Direct all day-to-day operations of the research site to provide safe and an enjoyable subject participation.
- Supervise nurse administration of oral, intramuscular and IV medications to subjects as prescribed, monitoring responses for adverse reactions.
- Train new and current staff members, to include Primary Investigators, CRC's and Registered Nurse, on site's Standard Operating Procedures, HIPAA and Good Clinical Practice understanding ICH guidelines, to ensure subject safety.
- Maintain personal and team compliance with medication administration standards and patient care best practices.
- Collaborate with sponsors and investigators to carry out efficient and fully compliant research trials.
- Conduct informed consent presentations and maintained documentation.
- Monitor and record subject condition, vital signs, recovery progress and medication side effects, collect Serious and Adverse Events.
- Administer medications, monitor subject compliance, maintain investigational logs.
- Perform intravenous infusions per protocol.
- Collect and process lab specimens, order and interpret diagnostic tests and lab results with medical director.
- Develop clinical staff with regular evaluations and annual feedback sessions.
- Adhere to standards in all areas, including data collection using various electronic data systems, protocol training, IATA and regulatory reporting.
- Conduct informed consent presentations and maintained documentation.
- Assess records of each patients, reviewed databases and checked referrals to locate potential research study participants.
- Collect, processed and deliver specimens from trial participants.
- Manage clinical research trials involving volunteered subjects, with CVD, Diabetes, Rheumatology(Gout, OA,) Respiratory Diseases (COPD, Asthma) and Acute illness disorders.

Charge Nurse, Hospice House , 05/2018 - Current Hospice Of Cleveland County - City , STATE

- Coordinate and perform patient admissions, transfers and discharges.
- Perform multiple patient assessments weekly.
- Maintain strict patient data procedures to comply with HIPAA laws and prevent information breaches.
- Administer medication for symptom management and pain control.
- Communicate with patients and family members to explain treatments and maintain relationships.
- Listen to patients and loved ones, offering emotional support and kindness to help with end-of-life transition.
- Assess and assist patients with diverse range and comorbid chronic diagnoses, including chronic obstructive pulmonary disease (COPD), asthma, congestive heart failure (CHF), cerebrovascular accidents (CVA), diabetes, and sepsis.
- Oversee medication administration, monitored distribution and documented responses.
- Evaluate individuals and documented health status.
- Counseled patients and support system members to offer emotional support and recommend resources such as community services.
- Carry out wound care, IV therapy, to manage patient conditions.
- Supported physicians and consultants with tests and procedures.
- Collected laboratory samples by venipuncture and other procedures to monitor and diagnose health issues.
- Assessed unit patients continuously from admission to discharge.

Clinical Operations Manage , 01/2004 - 04/2017 Carolina Research Center, Inc - City , STATE

- Led and motivated 5-6 employees through supervision, training and coaching on duties and daily operational activities.
- Created and maintained facility documents and records, maintaining accuracy while managing sensitive data.
- Resolved conflicts promptly among physicians, nurses and other healthcare employees to keep workflows on task.
- Managed operations in accordance with budget requirements.
- Implemented new hire training to further develop skills and initiate discussions on task prioritization.
- Initiated training and education programs for supporting healthcare staff.
- Headed clinical oversight to devise and establish policies, procedures and best practices in alignment with regulatory requirements.
- Ordered all supplies needed for pharmacy and kept tabs on inventory levels.
- Communicated with patients with compassion while keeping medical information private.
- Collaborated with multi-disciplinary staff to improve overall patient care and response times.

Office Staff Nurse , 08/1992 - 01/2004 Jones Family Practice, P.A. - City , STATE

- Reviewed patient chart information before visit, ordered necessary laboratory tests, escorted patient to examination room, obtained vital signs and conducted interview to update records.
- Responded to routine patient inquiries, assessed patient needs, conferred with physician regarding care plan and assisted physician with sensitive components of examinations.
- Measured average of 30 patients' weight, height, body temperature, pulse rate and blood pressure each day.
- Prepared and administered vaccines, medications, controlled substances and narcotics as prescribed and sterilized and stored instruments, equipment and supplies.
- Completed electronic documentation, prior insurance authorizations and scheduling of appointments for patients prescribed for diagnostic and therapeutic services from specialists.
- Educated patients in regards to office policies, medical procedure steps, recovery measures and medication instructions.
- Responded to emergency situations with speed, expertise and level-headed approaches to provide optimal care, support and life-saving interventions.
- Assessed patient conditions, monitored behaviors and updated supervising physicians with observations and concerns.
- Administered oral, IV and intra-muscular medications and monitored patient reactions.
- Stocked clinical workstations and procedure rooms with necessary supplies.
- Maintained infection control logs.

Education and Training

Associate of Science , Nursing, RN , 05/2002

Gardner Webb University - City

Associate of Applied Science , Nursing, LPN , 05/1992

Cleveland Community College - City

Certified Clinical Research Coordinator , 09/2013

Association Clinical Research Professionals



Skills

- Facility oversight
- Personnel management
- Schedule management
- Patient safety
- Regulatory requirements

- Records maintenance
- People skills
- Patient relations
- Staff supervision