

# Courtney Coupland

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I am a Registered Nurse looking to start a new chapter in life. I've been a supervisor, a lead, an individual personal provider, and a member of highly functioning teams.

Most importantly, I am a COVID-19 first-responder survivor looking to get back in touch with family and friends and to find a little time for myself as well. To that end, I have moved to San Antonio to help care for my brother, discover the Texas hill country, and spend some time outdoors with my dog, a rescue mutt named Mama.

My typical "Nursing" resumé would have included something like this:

Able to communicate effectively, calmly and compassionately in a variety of challenging situations. Have developed leadership skills through experiences supervising nurses as well as support staff. Electronic charting and communication in the workplace using a variety of software programs. Adept at multitasking and working in fast paced environment.

Compassionate individual, highly skilled in developing and implementing patient-care plans, administering medication, and monitoring and recording patient progress. Adept at collaborating with healthcare professionals to ensure quality and continuity of care. Demonstrated ability to quickly assess patient needs and develop comprehensive treatment plans. Adept at using electronic health records (EHR) to document patient data, maintain medical records and track treatment progress.

I am really excited to update this for employment outside of the medical field; to present myself in a more general sense. So...

Professionally, I am a critical thinker, planner, organizer, and communicator.

Personally, I can be described as calm, quick on my feet, easy to work with, genuine, loyal, and passionate. My brother proof-read my resume and said I needed to add "funny", and "smart."

## Education

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### **ASSOCIATE OF APPLIED SCIENCE IN NURSING**

BUTLER COUNTY COMMUNITY COLLEGE

EL DORADO, KS

## Certifications and Licenses

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- RN License
- BLS Certification

## Professional and Personal Skills

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- Planning
  - Service Plan Development
  - Care Plan Development
  - Discharge Planning
  - Time Management
  - Task Prioritization
- Leadership
  - Employee Performance Evaluations
  - Employee Supervision
  - Employee Recruitment and Hiring
  - Employee Training Program
  - Department Leadership
- Organizational Skills
  - Regulatory Compliance
  - Pharmacy Coordination
  - Chart Audits
  - Patient Discharging
  - Patient Admission
  - Medical Laboratory Procedures
- Critical Thinking
  - Disease Processes
  - Evaluate Efficacy of Medications and Therapies

- Monitor for Adverse Reactions and Interactions of Treatment
- Triage Patient Care Based on Risk Benefit Analysis
- Root Cause Analysis and Solution Implementation
- Interpersonal Skills
  - Home Visits
  - Direct Patient Care
  - Interdisciplinary Collaboration
  - Patient and Family Advocacy/Education
  - Patient Assessments
  - Follow-Up Calls

## Work History

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### **RN CHARGE NURSE - VILLA MARIA**

MULVANE, KS

MAY 2023 - APRIL 2024

- Charge nurse working with long-term and short-term skilled residents.
- Collaborated with other healthcare professionals to ensure residents received appropriate therapies.
- Supervised support staff including Med Aides and CNAs.
- Kept accurate records and charts related to medications and treatments according to policies, procedures, and physician orders.
- Provided customized patient and family education to foster continuum of care.
- Reported symptoms, condition changes and vital signs to primary care doctors, patients and families.
- Monitored VS and participated in codes or activation of emergency services as needed.
- Medication management, assessed for effectiveness, side effects.
- Provided appropriate wound care.
- Acted as patient advocate and implemented total patient care through team nursing process.
- Taught patients and significant others to manage illness or injury by explaining post-treatment home care needs.

### **RN CASE MANAGER - PHOENIX HOME HEALTHCARE & HOSPICE**

WICHITA, KS

AUGUST 2022 - JANUARY 2023

- Performed ongoing patient assessments, notifying supervising clinician of abnormal findings.
- Kept accurate records and charts related to medications and treatments according to policies, procedures, and physician orders.
- Documented patient assessment findings and responses to nursing intervention to progress toward problem resolution.
- Modified patient treatment plans according to symptoms, responses, and conditions.
- Provided customized patient and family education to foster continuum of care.
- Obtained specimens to run monitoring or diagnostic tests.

- Developed individualized plan of care to perform appropriate treatments as ordered by physician.
- Performed therapeutic nursing interventions to promote patient well-being.
- Assessed and evaluated patient's physical, mental and emotional status to assist with care needs.
- Taught patients and significant others to manage illness or injury by explaining post-treatment home care needs.
- Liaised with multidisciplinary teams to organize and coordinate health and care services to meet patients' complex care needs.
- Reported symptoms, condition changes and vital signs to primary care doctors, patients and families.

### **RN SUPERVISOR THRIVE SKILLED PEDIATRIC CARE**

WICHITA, KS

JANUARY 2011 - JULY 2022

- Oversaw patient admission and discharge processes to coordinate related paperwork.
- Monitored and managed various treatment and care interventions, updated physicians on patient test results and assisted in developing care plans. Monitored and recorded patient condition, vital signs, recovery progress and medication side effects.
- Assisted patients with healing and recovery after surgery by closely monitoring and caring for wounds, answering questions and educating about continued care strategies.
- Supervised nurse administration of oral, intramuscular and IV medications to patients as prescribed, monitoring responses for adverse reactions.
- Monitored infection control and critical incidents and made changes and improvements to processes where necessary.
- Partnered with organizational leaders to devise QA/QI initiatives, continuously improving delivery of care, patient outcomes and overall services.
- Trained new RN hires and ancillary staff members to meet patient service goals, champion standards of care and improve patient overall satisfaction.
- Coordinated and evaluated interdisciplinary care for patients.
- Maintained personal and team compliance with medication administration standards and patient care best practices.
- Acted as patient advocate and implemented total patient care through team nursing process.

- Worked with management to identify and implement initiatives to increase nursing staff retention, morale and satisfaction.
- Advanced nursing competencies through participation in simulation exercises and practice improvement projects.
- Planned and taught educational program focusing on tracheostomy care and mechanical ventilation, including how handle emergency situations.

### **RN - SANDPIPER NURSING HOME**

WICHITA, KS

MARCH 2008 - JUNE 2010

- Monitored and managed various treatment and care interventions.
- Updated physicians on patient test results and assisted in developing care plans.
- Trained new RN hires and ancillary staff members to meet patient service goals, champion standards of care and improve patient overall satisfaction.
- Oversaw patient admission and discharge processes to coordinate related paperwork.
- Prioritized nursing tasks and assignments and accurately reported patient status.
- Counseled patients and caregivers, providing emotional, psychological and spiritual support.
- Counseled caregivers and families on end-of-life planning and educated on patient care options.

### **RN ICU - ROBERT J DOLE VETERANS HOSPITAL**

WICHITA, KS

JANUARY 2007 - JANUARY 2008

- Monitored post-op vitals, set up PCA, fluids, reviewed post-op orders and assimilated patients to unit.
- Administered oral, IV and intra-muscular medications and monitored patient reactions.
- Assessed patient conditions, monitored behaviors and updated supervising physicians with observations and concerns.
- Responded to emergency situations with speed, expertise and level-headed approaches to provide optimal care, support and life-saving interventions.

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- Initiated action to reduce or correct risk in response to emergent data visualized on assessment tools and clinical observation
- Helped patients and families feel comfortable during challenging and stressful situations, promoting recovery and reducing compliance issues.
- Counseled caregivers and families on end-of-life planning and educated on patient care options.

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