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## **MICHELLE N. ESMER LPN CHLPN**

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### **OBJECTIVE**

To obtain a position in the healthcare field where my nursing training and work experience can be applied by offering professional and personal care that will enhance the quality of life to individuals in need.

### **SUMMARY OF QUALIFICATIONS**

Advocate for patients' rights; strive to understand a patient's needs and concerns. Hardworking and energetic; flexible adapt easily to change in environment and work schedule. Maintain critical thinking skills essential to providing competent and dignified patient care. Personable; interface effectively with patients, families, and nursing staff. Dedicated individual achieving a reputation for consistently going beyond what is required. Proven ability to create a positive working environment that uplifts patients spirits.

### **WORK EXPERIENCE**

Corizon Health 1305 Butte Ave, Florence, AZ 85132

August 13, 2018 - December 7, 2018

LPN Nurse

Administer medications and treatments as ordered by physician. Accurately documents on the administration records as directed in nursing policies and procedures. Assists with admissions, discharges and transfers of patients. Reviews patients care, recommends changes, and implements changes when necessary. Reviews physicians orders to insure accuracy of medication and treatment administration. Orders necessary medications and treatment supplies for resident. Maintains medication and treatment carts and medication room in clean orderly fashion. Maintains record of medication room refrigerator temperature. Checks to insure appropriate temperature is maintained. Keeps medication carts and room free from open, undated vials and outdated medications. Accountable for narcotic count and records. Insures that catheter bags, tube feeding supplies and oxygen supplies are dated and clean. Provides leadership in nonprofessional staff assigned to unit. Instructs patients in self-help and self-care. Reports discrepancies on all orders, diet etc. to charge nurse. Participates in patient care planning by providing nursing input. Recognizes safety hazards, addresses them and reports them to Supervisor. Contribute to the assessment of the health status of patients. Participate in the development and modification of a patient's plan of care. Perform delegated tasks, activities and functions that are consistent with prior educational preparation and within scope of practice. Provide direct basic care to assigned (multiple) patients within the structure of the healthcare program at their facility. Provide safe and effective nursing care and assumes responsibility for the care delivered. Implements patient education based on established teaching plans.

Reflections Hospice 1840 E. University Dr., Mesa, AZ 85203

April 9, 2018 - June-28, 2018

After Hours LPN.

Provides direct patient care as defined in State Nurse Practice Act, including specialized duties related to end of life care. Implements current nursing practice following a comprehensive assessment and the plan of care. Provide accurate and timely documentation of patient services to reflect the plan of care. Assess and provide patient and family/caregiver education and information pertinent to diagnosis and self-plan of care. Participates in coordination of hospice services, appropriately reporting the identified needs to the interdisciplinary group. Examples include hospice aide, RN CM, OT, PT, SW, Dietician or Clinical Supervisor. Uses and prepares equipment and supplies effectively, adhering to aseptic technique. Provides appropriate pain/symptom management. Evaluates patient's response to treatments/medications. Participates in personal, professional growth and development. Also participates in organization's quality assessment performance improvement teams and activities. Performs other duties as assigned by the registered nurse. Preformed Crisis Care when the patient requires that higher level of care. Self-starter, proactive, works quickly and accurately Excellent communication and team building skills Demonstrate sensitivity to needs of patients/families in stressful situations and tolerance for individual family lifestyles Demonstrate compassion for individuals in the dying process Demonstrate a clear understanding of the hospice concept and the ability to convey it in a practical way to others Implement Hospice philosophy of care as defined by state and federal regulations. Carry out physician's orders accurately. Provide procedural techniques to evaluate human injuries and diseases including symptom identification and appropriate treatments. Communicate the patients changing needs and plan of care to the team members involved in that care, utilizing minimum necessary use of PHI and conditions of access. Provide basic patient care within the scope of a LPN such as; dressing wounds, giving enemas, performing catheterizations etc. Instruct the patient's family or personal caregiver (PCG) when indicated regarding the patient's basic care, medication compliance or other activities as determined by the IDT. Provide care in a respectful, dignified manner as identified in the agency's Patient's Right's statement. Implement the Five rights of Medication Administration: The right: patient, the right: drug, the right: dose, the right: route, and the right: time. Observe and provide accurate, timely documentation of nursing measures, medication administration, and changes in patient's condition. Collaborate and communicate effectively as part of a team to establish and maintain cooperative working relationships. Attend all in-service trainings as scheduled. Participate in IDT meetings as required. Comply with infection control policies and procedures at all times. Maintain patient confidentiality at all times Keep the RN Case Manager informed of any changes in condition Ability to convey, communicate, speak clearly and exchange information, converse with, discern, and express oneself.

Valley's Best Hospice Burbank 101 S. 1 St. Ste 301 Burbank, Ca 91502

September 5, 2017 – October 28, 2017

Intake Nurse Coordinator Intake Process

Completes the intake process according to agency guidelines. Performs telephone assessment of physical, social and psychological status (including cognitive, communicative, and developmental skills as appropriate.) Asks appropriate questions and utilizes assessment skills appropriately. Identifies potential patient needs for various home health and hospice services. Understands disease/physical process. Understands surgical procedures and related care. Understands appropriate time frames when coordinating services with internal departments, external agencies and insurance companies and prioritizes accordingly. Communicates delivery of services schedule with staff and patient. Obtains and evaluates appropriateness and completeness of initial physician's orders and ensures completion of documentation. Follows agency guidelines for accurate and timely documentation

and communication of orders. Completes and distributes documentation in an accurate and timely manner according to agency guidelines. Determines eligibility through an understanding of Medicare regulations, private pay options or by contacting third party payers. Completes insurance verification and records information in appropriate computer program(s). Maintains knowledge base of community and other resources. Facilitates referrals to alternative providers for services that are not available or do not meet eligibility. Makes appropriate referrals to Social Worker or Patient Account Services for financial consideration. Utilizes effective communication skills with all customers/co-workers in a timely, concise, clear, and positive manner. Takes ownership for meeting customers needs and resolving concerns/issues appropriately. Maintains professionalism in conversations with patient, families, staff, physicians and pay source companies. Documents and communicates staff and patients concerns/issues to appropriate personnel. Teaches clients and families on their individual level. Communicates with appropriate manager regarding complicated referrals. Maintains professional boundaries with clients and families.

Regal Medical Group 8510 Balboa Blvd. Ste 150 Northridge, CA 91325

February 20, 2017 – September 5, 2017

#### Outpatient Case Manager

Responsible for the assessment, treatment planning, intervention, monitoring, evaluation and documentation on identified High Risk members. Assessed and develop a care plan in collaboration with the admitting, attending and consulting physician, the member and other health care practitioners. Effectively manage members on an outpatient basis to assure the appropriate level-of-care is provided, to prevent inpatient admission and readmissions, and ensure that the member's' medical, environmental, and psychosocial needs are met over the continuum of care. Keeps member/family members or other customers informed and requests if necessary, further assistance when needed. Demonstrates the ability to follow through with requests, sharing of critical information, and getting back to individuals in a timely manner. Functions as liaison between administration, members, physicians and other healthcare providers. Interacts professionally with member/family/physicians and involves member/family/physicians in formation of the plan of care. Performs a Clinical Assessment/Questionnaire of the member and determines an acuity score for necessary scheduled follow-up. Develops an outcome-based plan of care, based on the member's input and assessed member needs. Implements and evaluates the plan of care as often as needed as evidenced by documentation in the member's case file. Documents member assessment and reassessment, member care plans, and other pertinent information completed in the member's medical record in accordance with the FOCUS Charting methodology, nursing standards, and company policies and procedures. Initiates community visits (hospital, home visits) as needed to assess patient progress and meet with appropriate members of the patient care team. Identifies planned and unplanned transitions of care from Requests for Services or daily inpatient and SNF census. Educates the member/caregiver on the transition process and how to reduce unplanned transitions of care. Manages transition of care from the sending to receiving settings ensuring that the Plan of Care moves with the member and updates/modifies the care plan as the member's health care status changes. Communicates appropriately and clearly with physicians, in patient case managers and Prior-Authorization nurses. Identifies and addresses psychosocial needs of the members and family and facilitates consultations with Social Worker, as necessary. Identifies and addresses pharmacological needs of the members and facilitates consultations with the pharmacy department, as necessary. Identifies community resources to address needs not covered by the member's benefit plan, and coordinates member benefits as needed, with the health plan. Participates in the efficient, effective and responsible use of resources such as medical supplies and equipment. Responsible for the coordination and facilitation of member and family conferences as determined by assessment of member's needs. Identifies the appropriate members to participate in the interdisciplinary case round process. Prepares the necessary summary information to present to the team. Responsible for the coordination of clinic appointments, medication reconciliation, PCP and SPC visits. Ability to

collaborate and communicate with all members of the healthcare team (concurrent review, pre-authorization, PCP/SPC, Social Services, Pharmacy) to coordinate the continuum of care of developing plans for management of each case. Responsible for the identifying members that are appropriate for hospice conversion or Palliative care. Meet with members/caregiver face to face in different locations (clinic, home, hospital, and community) in order to build a rapport with member so that the case manager can better support member/caregiver with care coordination and the plan of care.

Providence Trinity Hospice 5315 Torrance Blvd. Ste B1 Torrance, CA 90503

August 7, 2011 – February 20, 2017

LVN Hospice, After Hours LVN, Continuous Care, Triage

Provide professional nursing services under the direction of a RN in compliance with the state's Nurse Practice Act, any applicable licensure/certification requirement, applicable healthcare standards, governmental laws and regulations, and Providence Trinity Hospice Services policies and procedures. Provide skilled nursing interventions in the treatment of the patient/client's illness, rehabilitative needs and preventative care. Utilize a holistic approach in the provision of problem specific therapeutic interventions, teaching and training activities in accordance with the plan of care. Apply knowledge and skills in accordance with accepted standards of clinical practice to facilitate problem resolution and achieve individualized patient goals and outcomes. Confer with the RN Supervisor regarding needed changes in the Plan of Treatment. Accept verbal orders from physician were permitted by state law/regulations/Nurse Practice Act and communicate these orders to the RN Supervisor. Utilize a systematic, individualized goal/outcome driven approach in implementing the nursing plan of care. Maintain contact with patients, physicians, clinical manager(s), and other members of the healthcare team in a timely manner regarding patient/family needs and status changes. Participate in care coordination activities and discharge planning as appropriate. Maintain the highest standards of professional conduct in relation to information that is confidential in nature. Share information only when the recipient's right to access is clearly established and the sharing of such information is clearly in the best interests of the patient. Appropriately communicate to ensure adherence to professional standards in the provision of and availability of supplies, materials and equipment needed to safely and effectively implement the plan of care. Prepare, submit and maintain documentation as required by the Company and/or facility. Visit/shift notes documented on day services are rendered.

## **EDUCATION**

Glendale Career College, Glendale, CA 10/20/08 – 1/21/10 LVN Certificate, Most Determined, NFLPN Honor Society

Professional Medical Careers Institute, Westlake Village, CA 8/18/08 – 10/10/08 CNA Certificate, Most Inspirational

Pierce College, Woodland Hills, CA 2006 – 2008 Part Time Dean's List

South Pasadena High School, South Pasadena, CA Diploma 1993 Service Award

## **TECHNICAL SKILLS**

Microsoft Word, Excel, PowerPoint, Adobe Acrobat, Outlook, Outlook Express, Quadramed, and Meditech, EPIC, HomeCare Homebase, Allscripts, Epic, Homecare First

## **LICENSES AND CERTIFICATES**

Licensed Practical Nurse License #LP054511, 4/01/2022

NSO Malpractice Insurance Policy #0414628135, 11/28/2019

Professional Rescuers CPR with BLS Training 7/2019

IV Certification and Blood Withdrawal 4/01/2022

Certified Hospice and Palliative Nurse Certificate #413100015, 12/31/2021

## **VOLUNTEER EXPERIENCE**

Interned at Beverly Hospital, Montebello, CA Sept 09-Jan10 ICU, Perform a broad scope of clinical procedures utilizing various invasive/non-invasive monitoring equipment: Basic EKG, PICC lines, Swan-Ganz catheter, ventilator

Interned at Kaiser Permanente, Los Angeles, CA Sept 09-Sept 09 Pediatrics Clinic, administered prescribed medications, orally, subcutaneously, topically, provide individual and family patient education concerning medication and immunizations and allergens,

Interned at California Hospital, Los Angeles, CA Aug 09- Sept 09 Labor and Delivery, Delivered well-women, antepartum, and postpartum care

Interned at Providence St. Elizabeth, North Hollywood, CA, June 09 - Aug. 09 Med-Surg, Instructed patients and family members in safety issues, infection control, wound and injury care, disease and pain management, nutrition, and general wellness

Interned at Fernview Hospital San Gabriel, CA, Apr. 09 - June 09 Long-Term Care, Reviewed patient assessments and assisted in the planning of individualized patient care

Interned at Gateways Hospital and Mental Health Center Los Angeles, CA Feb. 09 – Apr. 09 Mental Health, Successful completion of Management of Aggressive Behavior certification

Interned at Keiro Nursing Home, Los Angeles, CA Nov. 08 - Jan. 09 Acute Care, Served as a Team Leader with responsibility for delegating patient-care assignments, documenting treatment and progress, communicating with physicians and other healthcare professionals

Interned at Mary Health of the Sick Newbury Park, CA Aug. 08 - Oct. 08 Long- Term Care, Performed responsibilities such as taking and recording vital signs, observing, reporting, and documenting patient activities, providing physical, emotional, and social needs to patients; and implementing appropriate emergency interventions

Kaiser Permanente, Woodland Hills, Delta Society visit cancer patients with my dog and provide comfort and compassion to those in need.

Equestrian Therapy at the Institute of Equestrian Therapy

Volunteer at West Valley Animal Shelter

Room Mother for five years at Sumac Elementary in Agoura Hills, CA

South Pasadena Convalescent Hospital assisted Certified Nursing Assistants with feeding and hygiene care, range of motion exercises

## **REFERENCES AVAILABLE UPON REQUEST**