1. Redesigned workflow processes for patient access and back-office, resulting in reduction of staffing costs by [Number]% system-wide.
2. Increased patient satisfaction scores by [Number]% within [Timeframe].
3. Organized and facilitated [Number] department head meetings weekly, discussing current census, admissions and discharges and residents' Medicaid applications.
4. Monitored and inspected staff processes to eliminate hazards posed for both residents and staff while ensuring continuous compliance with regulations.
5. Created customized care plans, working with hospital staff and families to assess and meet individual needs.
6. Ordered all pharmacy supplies and kept check on inventory levels.
7. Recruited, hired and trained all staff, providing direct supervision, ongoing staff development and continuing education to employees.
8. Developed policies and procedures for effective pharmacy management.
9. Implemented procedures necessary for compounding, mixing, packaging and labeling.
10. Designed and introduced leadership development, coaching and team management model, resulting in promotion of employees into increased levels of responsibility.
11. Communicated with patients, ensuring that medical information was kept private.
12. Devised and introduced initiatives and projects to maintain or improve existing facilities, allowing for maximization of capital component of Medicaid's per diem rate.
13. Recruited, hired and coached employees to offer high-quality, cost-effective care to all residents.
14. Discussed medical histories with patients in effort to provide most effective medical advice.
15. Generated and reviewed incident reports, including employee write-ups, actualizing appropriate corrective action plans to mitigate ongoing and potential situations.
16. Scheduled surgeries, managed pre-certifications and verified insurance coverage.
17. Offered patients and patrons information on various immunizations including flu, DTaP and HPV vaccines.
18. Collaborated with store manager to maintain daily operations.
19. Conducted routine facility inspections, identifying areas needing improvement and eliminating hazards posed to staff and residents for continued compliance with associated regulations.
20. Trained pharmacy interns and newly hired pharmacy technicians.