

Asante Rogue Regional Medical Center - Medford, OR

2008 - Present

A 378-bed regional referral and trauma center featuring the latest medical technology and clinical expertise

Interim Clinical Sleep Supervisor - Sleep Center

2017 - Present

- Responsible for supervising all lab operations and staff to ensure comprehensive evaluation and treatment of patients with sleep disorders including but not limited to: in-center and home sleep testing, diagnostic and therapeutic interventions, comprehensive patient care and education with the goal of improving patient wellbeing and quality of life – promoted from within to utilize recognized abilities
- Accountable for assuring program meets Board of Registered Polysomnographic Technologists (BRPT) accreditation and regulatory standards; maintaining and promoting safe and clinically competent practices promoting and adhering to AASM (American Academy of Sleep Medicine), CMS (Centers for Medicare and Medicaid Services), HIPAA (Health Insurance Portability and Accountability Act), OSHA (Occupational Safety and Health Administration) regulations, guidelines, and standards
- Supervise, schedule, and mentor 18 direct reports including an Insomnia Program Coordinator, 13 Registered Polysomnographic Technologists (RPSGT), and 4 front office staff; train staff on use of equipment and software; policies/procedures and updates resulting from developments; instruct on staff and patient conflict management and resolution techniques
- Develop quality and performance indicators for services through efficient management of caseloads by prioritizing staffing and patient needs, and supportive procedural tasks; develop and provide supportive educational materials for staff, healthcare providers, and patients; oversee timely billing and appropriate coding of billed procedures
- Acting as primary contact for healthcare providers serve as information coordinator for treatments and programs; address and resolve concerns and conflicts; provide educational information/materials
- Manage vendor/resource relations; order polysomnography (PSG) supplies (tape, cannulas, CPAP masks, ECG equipment); monitor, troubleshoot, and return malfunctioning equipment
- Coordinate bi-weekly internal and external in-service programs to acquire newest clinical knowledge, improve performance, develop practice specific skills to maintain high standard of care, and increase ability to perform functions and educate patients/healthcare providers

Lead Clinical Sleep Educator - Sleep Center

2016 - 2017

- In collaboration with Sleep Center team, responsible for driving and defining new sleep industry/lab Sleep Educators roles; lead meetings/record minutes, research and resolve resulting inquiries and concerns; develop job descriptions; address upper management in promoting program and presenting organizational values; confirm re-defined duties fall within BRPT scope of practice/new credential

Sleep Information Liaison - Sleep Center

2015 – Present

- Responsible for developing and improving relations with healthcare providers/front office staff with objective of providing education on importance of positive airway pressure (PAP) therapy and goal of improving patient sleep quality / in turn improving referral rates and reducing complexity of process
- Research, identify, develop, and implement referral management/metrics system and practice assessment focused on access/referral management and promotion with objective of identifying providers requiring further service and procedural education support; train, coach, and collaborate with practice staff on referral management to improve and streamline communications among primary care physicians, specialists, and additional providers involved in patient care; engage in ongoing communication with practitioners and staff to promote services, identify, review and rectify referral process barriers (e.g. incorrect/incomplete forms, lack of understanding, etc.)
- Accountable for training, coaching, and coordinating referral management contact (via in person, telephone, and/or email) between marketing and practice staff to improve and streamline communications with all involved healthcare providers
- Supporting sales and marketing initiatives develop and author marketing materials in coordination with corporate Marketing to ensure compatible organizational marketing strategy and accurate clinical representation

Clinical Sleep Educator - Sleep Center

2015 - Present

- Responsible for creating individualized needs assessment for patients utilizing established principles of teaching and learning to create and optimize treatment plans; consider comorbidity issues and implications; employ concepts of health behavior change models to enhance individualized patient instruction
- Effectively monitor patient compliance and interventions; provide one-on-one patient support, sleep and sleep disorder specific information to: aid with successful self-management, promote treatment adherence, reduce morbidities related to untreated sleep issues, and aid in achieving optimal quality of life
- Work collaboratively with healthcare providers/payers to address barriers, improve patient outcomes
- Accountable for developing community awareness and outreach in providing education via community health forums (church, school, health/wellness and CPAP support groups, insurance companies, clinical team/in-office meetings) with one-one/group lectures, brochures, video and/or PowerPoint presentations

Registered Polysomnographic Technologist (RPSGT) – Sleep Center

2008 - 2015

- Responsible for interviewing patients on sleep patterns, reviewing medical histories and physician orders; performed sleep studies and PAP titrations following Center policies and procedures; observed sleep lab patients; processed and analyzed data, noted pertinent information; generated physicians and scorers reports for analysis, diagnosis and treatment orders
- Provided comprehensive patient care and education on all stages of process including testing procedures, discharge instructions, and equipment choices
- Responsible for equipment operation, calibration, maintenance, and troubleshooting
- Maintained and promoted safe and clinically competent practices adhering to AASM (American Academy of Sleep Medicine), CMS (Centers for Medicare and Medicaid Services), HIPAA (Health Insurance Portability and Accountability Act), OSHA (Occupational Safety and Health Administration) regulations, guidelines, and standards
- Tenaciously launched and achieved RPSGT credential in 3 years

Epic Credentialed Trainer – Medical Center

2013

- Working with Principal Cadence Trainer tested lesson plans, workflows, and refined materials with objective of providing optimal personnel training; instructed and tested medical personnel on use of Cadence application

Cardiac Monitor Technician / CNA – Medical Center

2008 - 2009

- Reporting to physicians/nurses provided accurate written and verbal findings upon observing and interpreting pre-op/post-op patient heart rhythms utilizing telemetry recording/monitoring devices
- Regularly logged cardiac rhythms for ECG archive submission

CNA/Certified Medication Aide - Residential Living

2007 - 2008

- Under RN and LPN supervision, provided direct patient care and distribution of medications for approximately 60 long-term and short-term patients/residents
- Accurately logged medications and compliance/non-compliance of patients/residents

Competencies/Transferable Skills

- Dedicated healthcare/education professional with 7+ years of progressive healthcare experience and 10+ years teaching expertise
- Proven ability to foster rapport and build positive and effective relationships within a culturally diverse environment, interfacing seamlessly with students, patients, co-workers, and management alike
- Exceptional communicator, presenter, teacher, trainer with high success rate of information assimilation within target audiences
- Outstanding analytical skills with a superior capacity to conduct needs assessments, elicit appropriate information, and develop viable solutions to meet identified needs
- Organized and detail-oriented; demonstrated ability to successfully multi-task in a high-volume/high-stress environment with accuracy on a daily basis
- Highly motivated and self-directed, adept at performing independently as well as actively contributing as a team member
- Proficient computer skills in specialty software programs including, but not limited to: EPIC, Compumedics Profusion, Sleepware G3, Microsoft Office, with specialized experience instructing in the enhancement of PowerPoint presentations; aptitude for learning new apps quickly