

# Jane Smith, RN

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## PropacPayless Pharmacy – Oregon Region

05/2016 – Present

A premier long-term care pharmacy providing customized pharmacy services to skilled nursing, assisted living and senior care facilities

### Nurse Consultant (home-based, on-call 24/7/365)

- Responsible for auditing, educating, supervising, mentoring, and reporting on nursing/intermediate care facility and assisted living/residential care center staff on proper medication systems/management and Infusion/IV therapy to achieve goal of excellence in patient healthcare
- Reporting to Director of Nursing (DNS) prepare and submit clear and concise monthly audit reports and quarterly Quality Improvement reports via online/form-automated system; reporting includes findings, recommendations, and post submission follow-ups on servicing 20 buildings and reporting on up to 48 licensed/skilled staff (Director of Nursing, RNs, and LPNS, and Medication Aides )
- Accountable for surveying/auditing rooms and carts for compliance of proper medication storage, accurate dating, record keeping/documentation of medication administration, and return of discontinued/expired medications to pharmacy for disposal; Quality Improvement reports/Medication Pass audits documenting compliance of proper medication storage, dating, and removal of expired medications – recognized for high level of accuracy and attention to detail required for task
- Adhering to Nurse Practice Act (NPA), Center for Disease Control (CDC), Centers for Medicare and Medicaid Services (CMS), Health Insurance Portability and Accountability Act (HIPAA), Occupational Safety and Health Administration (OSHA) regulations and standards independently instruct staff on 'six rights' (right patient, medication, dose, time, route, documentation), proper documentation of medication administration, storage and disposal with proven ability to provide guidance and learning opportunities to advance education and accelerate development of proficiency
- Following Infusion Nurses Society (INS) standards independently instruct staff on Infusion/IV therapy (techniques/documentation criteria for insertion/removal, tubing types, etc.) with suitable use of audio and visual educational materials via formal classroom/on-site settings, phone, and email; supervise, mentor, and support staff during on-site visits utilizing specialized knowledge and experience to convey fundamental and innovative concepts - resulting in improved techniques with administration of medications and fluid therapy, line maintenance and troubleshooting
- Collaborated with fellow Nurse Consultants and Pharmacists to develop and produce in-house Policy and Procedure manuals to set and maintain operational standards
- Attend monthly PropacPayless sponsored in-service programs to acquire newest clinical knowledge, improve performance, develop practice specific skills to maintain high standard of care, and increase ability to educate/perform functions; programs include continuing pharmaceutical education, current disease processes/disease modifying treatments, review of government regulations

## Oregon Department of Human Services – Oregon

01/2006 – Present

Oregon's principal government agency for helping Oregonians achieve wellbeing and independence

### Case Manager / Seniors, patients with disabilities and Long Term Care program (part-time, home-based)

- Responsible for providing adult and pediatric patient care services designed to protect individual independence, dignity, and choice
- Conducted phone interviews and home visits to develop and implement individualized care plans encompassing medication and diet education, insulin administration and delegation, securing durable medical equipment (DME) and providing appointment scheduling support; accountable for communications and reporting on patients status and changes to Managed Health Care providers and Case Managers via verbal and written reports
- Maintained and promoted safe and clinically competent practices promoting and adhering to NPA, HIPAA, and CMS standards and regulations

## Genex - Oregon

03/2014 – 05/2016

Helping injured workers return to work in a safe and efficient manner through compassionate case management

### Field Case Manager / Workers Compensation

- Responsible for coordinating all aspects of care to ensure proper utilization of services and resources for case management of 25-30 claimants with the objectives of expediting a safe and productive return to work, reducing health care costs, and disability expenses
- Educated and trained claimants on safety process to reduce and safeguard against future injuries ergonomically matching work and environment to physical and psychological needs
- Coordinated care process with claimants employers, claims adjusters, and insurance providers encompassing medical and DME visit results, changes in condition, work status, new medications related to work injury, and Physical Therapy progress
- Accountable for submitting insurance adjuster reporting; prepared and submitted clear and concise reports via online/form-automated system including claimant current status, provider visits, and return to work expectations - consistently completed required reports in timely manner with focus on meeting productivity criteria and accurately tracking claimant return to work outcomes
- Maintained and promoted safe and clinically competent practices promoting and adhering to NPA and HIPAA standards and regulations

## KEPRO (formerly APS Healthcare) – Oregon

08/2013 – 03/2014

Delivering holistic healthcare management fully customized to member's needs – NIST and FISM certified

### RN Case Manager, Community Based (short-term, contracted position)

- Responsible for helping 100+ Oregon Health Plan members transition to leading healthier lives through clinical expertise and outcome-focused solutions to reduce unnecessary use of health care resources and optimize quality of care
- Assessed transitional needs (post-discharge), provided treatment education, reconciled medications, and coordinated services for seniors, veterans, children, those with chronic physical and mental health issues via in-home visits and telephone contact
- Accountable for tracking, monitoring, and reporting member status and progress to medical providers via online/form-automated system in clear and concise manner
- Maintained safe and clinically competent practices promoting and adhering to NPA and HIPAA standards and regulations

## Certifications/Licenses

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- Registered Nurse (RN) - Oregon 200240338RN (exp. 12-2018) / California RN95080155 (exp. 12-2018)
- Basic Life Support (BLS) certified
- Previously held certifications: TNCC (Trauma Nurse Core Course), ACLS (Advanced Cardiac Life Support), PALS (Pediatric Advanced Life Support)

## Education

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- Associate Degree Nursing / Des Moines Area Community College - Ankeny, IA / 1988
- Bachelor of Science, Environmental Studies / Simpson College - Indianola, IA / 1982
- Bachelors of Science, English, Minor Women's Studies / Southern Oregon University - Ashland, OR / 2009
- Masters Fine Arts, Creative Writing / Pacific University - Forest Grove, OR / 2010

## Competencies/Transferable Skills

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- Dedicated Nursing professional of 25+ years' with experience in home-based, telephonic case management; supervisory, acute and non-acute care - practicing and adhering to the "Code of Ethics"
- Adept ability to compassionately and efficiently work with patients, their family members, caregivers, and treatment team, while working toward the common goal of maximizing recovery and patient independence
- Highly organized and detail-oriented; demonstrated ability to successfully multi-task in a high-volume environment with speed and accuracy on a daily basis
- Ability to provide guidance and training to professional and technical staff in area of expertise; clearly communicate with professional practitioners and/or the general public
- Excellent ability to identify, prioritize, resolve and/or escalate complex problems promptly

- Adept PC proficiency including, but not limited to: Industry charting systems; Microsoft Word, Excel, Outlook