

Kaia Ortiz

Home Health Transitional Nurse Liaison

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STRENGTHS

-  **Effective Communication**
Established open dialogues with patients and families, ensuring they feel heard and understood during treatment.
-  **Patient Advocacy**
Consistently represented patient needs during care coordination efforts, building trust and improving healthcare experiences.
-  **Problem Solving**
Demonstrated ability to address unexpected challenges on the care front, adapting strategies to ensure continuity.
-  **Team Collaboration**
Partnered with multidisciplinary teams, enhancing patient care through strategic alignment of objectives and clear communications.
-  **Community Engagement**
Led outreach initiatives that connected with local resources, advocating for better healthcare access and awareness.

SKILLS

- Patient Care
- Care Coordination
- Community Education
- Customer Service
- Acute Care Nursing
- Team Collaboration
- Patient Education
- Health Monitoring
- Communication Skills
- Discharge Planning
- Crisis Management
- Relationship Building
- Multitasking

SUMMARY

Dedicated and compassionate Registered Nurse with over 2 years experience in acute care settings and customer service. Demonstrated ability to engage with patients and caregivers, ensuring high-quality care and support. Expertise in coordinating patient services, providing bedside education, and facilitating transitions from hospital to home care. Strong commitment to ongoing professional development enhances patient outcomes and satisfaction. Familiarity with community healthcare initiatives enables improved service recommendations. Committed to delivering personalized care while ensuring accurate information sharing among multidisciplinary teams.

EXPERIENCE

Transitional Nurse Liaison

CareBridge Health Services  April 2025 - Present  North Chicago, IL

- Oversee patient management by collecting demographic and medical histories, ensuring smooth discharge planning and coordination of care tailored to patient needs.
- Coordinated patient care by obtaining comprehensive demographic and medical history data for seamless service delivery.
 - Introduced company services to patients and caregivers, clarifying service scope and conducting start-of-care visits.
 - Ordered necessary durable medical equipment (DME) and facilitated infusion and wound care as required.
 - Engaged in community education initiatives, hosting health fairs and educational in-services for healthcare providers.
 - Provided bedside education, arranged follow-up appointments, and communicated essential discharge data to primary care physicians.
 - Participated in discharge planning meetings, collaborating with multidisciplinary teams for safe patient transitions.

Registered Nurse

HealthFirst Medical Center  January 2025 - March 2025  Evanston, IL

- Delivered compassionate nursing care in a fast-paced acute environment, focusing on patient assessments and effective care plan implementation.
- Managed patient assessments and formulated care plans leading to optimized health outcomes.
 - Collaborated with various healthcare professionals to ensure effective communication and enhanced team performance.
 - Educated patients on discharge plans, medication management, and follow-up care processes.
 - Developed strong relationships with patients and families, fostering trust and transparency throughout healing journeys.
 - Actively participated in mentoring programs for new nursing staff, improving overall service delivery quality.
 - Maintained compliance with hospital policies to promote patient safety and care excellence.

LEADERSHIP & AWARDS

- Employee of the Month for Exemplary Patient Care, March 2026.
- Leadership in Community Health Initiative Award, November 2025.

EDUCATION

Bachelor's Degree in Nursing

University of Illinois at Chicago  GPA: 3.8  2025  Chicago, IL

Coursework: *Nursing Fundamentals, Adult Health Nursing, Community Health Nursing, Pediatric Nursing*

Decision Making

Quality Assurance

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Transitional Nurse Liaison at CareBridge Health Services (1.2 Years)

● Registered Nurse at HealthFirst Medical Center (2 Months)

CERTIFICATIONS

- Registered Nurse (RN) License 📅 2025
- Basic Life Support (BLS) 📅 2025

TECHNICAL SKILLS

- **Clinical Documentation Tools:** Epic, Cerner, MediTech
- **Patient Management Systems:** Allscripts, HomeCare HomeBase, ClearCare
- **Education Platforms:** WebEx, Zoom, Microsoft Teams
- **Medical Equipment:** Infusion Pumps, Wound Care Supplies, DME
- **Health Information Systems:** EMR Integration, Clinical Data Analysis
- **Regulatory Compliance Standards:** HIPAA, OSHA, CMS Guidelines
- **Discharge Planning Processes:** Interdisciplinary Rounds, Transition Coordination
- **Patient Education Materials:** Informational Brochures, Video Tutorials
- **Community Outreach Programs:** Health Fairs, Screening Events, Workshops
- **Team Leadership Techniques:** Mentorship, Staff Training, Coaching

PROFESSIONAL AFFILIATIONS

- Member of the Illinois Nurses Association since 2025.
- Active Volunteer at Local Health Fairs promoting wellness since 2024.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST