

# Emily Johnson

## Registered Nurse - Case Management

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### STRENGTHS

#### Empathy

A deep sense of empathy enhanced patient trust. Patients felt comfortable addressing concerns.

#### Leadership

Demonstrated leadership by guiding brainstorming sessions in care plan development. Encouraged team engagement.

#### Communication Skills

Utilized clear communication to educate patients. This improved understanding and compliance with treatment plans.

#### Adaptability

Showed adaptability through quick adjustments when unexpected challenges emerged. Maintained calm and effectiveness.

#### Team Collaboration

Promoted collaborative efforts among healthcare teams, resulting in streamlined patient transitions and improved outcomes.

### SKILLS

Patient Advocacy

Care Plan Development

Team Collaboration

Medical Documentation

Clinical Assessment

Communication Skills

Patient Education

Conflict Resolution Data Analysis

Health Regulations

Patient Monitoring



Assessment Strategies

### SUMMARY

Compassionate Registered Nurse with over 5 years of experience in case management and patient advocacy. Strong track record in creating personalized care plans that merge clinical necessities with individual patient values. Skilled communicator, effectively collaborating with multidisciplinary teams to maximize patient outcomes. Deep commitment to promoting high-quality care during patients' recovery journeys. Experience includes advocating for access to necessary resources, evaluating medical requirements meticulously, and fostering smooth transitions for patients. Dedicated to ensuring patients receive appropriate support from admission through their recovery.

### EXPERIENCE



#### Registered Nurse - Case Management

WellCare Health Services  June 2021 - Present  Green Bay, WI

Lead the development of individualized care plans in a fast-paced healthcare environment, facilitating successful patient recoveries and discharges.

- Developed tailored care strategies focusing on patient values and clinical essentials for effective recovery.
- Actively advocated for patients by identifying and removing obstacles to care, enhancing their journey toward recovery.
- Critically evaluated medical necessity and documentation practices, ensuring timely access to appropriate care.
- Collaborated with multidisciplinary teams and insurance agencies, streamlining post-acute services while maximizing benefits.

#### Registered Nurse

HealthPlus Medical Center  January 2018 - May 2021  Appleton, WI

Provided empathetic, patient-centered care within a bustling hospital, enhancing outcomes and satisfaction across diverse patient populations.

- Delivered clinical support and ensured continuity of care as part of enhanced interdisciplinary collaboration.
- Assisted in formulating comprehensive care plans along with health professionals, prioritizing seamless transitions.
- Monitored and assessed patient responses diligently, adjusting care approaches based on real-time evaluations.
- Educated patients on procedures and treatments, bolstering understanding and adherence throughout care processes.

### LEADERSHIP & AWARDS

- Nursing Excellence Award for outstanding patient advocacy, HealthPlus Medical Center, 2020
- Clinical Leadership Recognition, awarded by WellCare Health Services for teamwork and impact, 2023



### EDUCATION

#### Bachelor's Degree in Nursing

University of Wisconsin-Milwaukee  GPA: 3.8  2017  Milwaukee, WI

**Coursework:** *Clinical Rotations, Patient Care, Nursing Ethics, Healthcare Administration*

### CERTIFICATIONS

- Registered Nurse License  2021
- Basic Life Support (BLS)  2021

Research Methods

Disease Management

Critical Thinking Crisis Intervention

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Registered Nurse - Case Management at WellCare Health Services (5 Years)

● Registered Nurse at HealthPlus Medical Center (3.3 Years)

## TECHNICAL SKILLS

- **Healthcare Technologies:** Epic Systems, Meditech, Cerner
- **Patient Management Tools:** PatientScope, MyChart, CareCloud
- **Electronic Health Records:** eClinicalWorks, NextGen, Allscripts
- **Communication Methods:** Telehealth, Secure Messaging, Email
- **Medical Devices:** Infusion Pumps, EHR Interfaces, Diagnostic Equipment
- **Documentation Practices:** Nursing Notes, Discharge Summaries, Care Plans

## PROFESSIONAL AFFILIATIONS

- Member, National Nurses Association since 2018, participating in continuous education and advocacy initiatives.
- Volunteer at local health clinics, providing essential nursing services and community outreach.

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST