

# Sophia Carter

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## SUMMARY

Dedicated, experienced Transitional Care Navigator specializing in clinical care and patient advocacy. Build strong relationships with healthcare providers to enhance hospice services. Drive referrals effectively and educate teams on best practices for dignified patient care. Proven ability to perform comprehensive assessments and develop educational materials that empower healthcare professionals. Collaborate seamlessly with physicians and hospital staff to ensure appropriate patient transitions to hospice services. Recognized for outstanding problem-solving skills and a commitment to high-quality patient care as well as effective interdisciplinary collaboration.

## EXPERIENCE

### Transitional Care Navigator

January 2024 - Present

Compassionate Care Services

*Naperville, IL*

As a Navigational advocate for hospice services, expanded referral sources and educative outreach initiatives to improve patient access to needed care. Streamlined communication between patients, families, and healthcare providers ensuring efficiency.

- Expanded referral sources significantly through productive relationship building with local healthcare providers.
- Conducted thorough patient assessments guaranteeing eligibility for hospice services based on robust criteria.
- Created engaging educational materials aiming to better inform healthcare teams about hospice appropriateness and fostering smoother transitions.
- Collaborated with multi-disciplinary teams, assuring that all patient needs are identified and addressed.

### Clinical Nurse Consultant

June 2021 - December 2023

Harmony Health Group

*Chicago, IL*

Functioned as a critical link between hospital care teams and hospice services, focusing on evidence-based practices that emphasize direct enhancement of patient care experiences.

- Worked closely with hospital teams to facilitate resource-efficient transitions to hospice, actively lowering readmission rates.
- Provided vital training and emotional support to nursing staff regarding best practices in end-of-life care.
- Engaged directly with patients and families to elucidate the spectrum of hospice services available, thereby boosting understanding.
- Produced monthly reviews of case studies evaluating barriers to excellent hospice service delivery and offering solutions.

### Registered Nurse

August 2018 - May 2021

Quality Life Hospice

*Joliet, IL*

Offered high-quality direct patient care within an interdisciplinary team approach aimed at ensuring fulfillment of all hospice requirements alongside coordination of medical records processes.

- Administered empathetic patient-focused care while coordinating with various healthcare professionals to fulfill hospice plans effectively.
- Managed meticulous patient documentation contributing significantly toward quality assurance measures.
- Actively participated in community outreach initiatives spreading awareness about the significance of hospice care.
- Facilitated family meetings concentrating on comprehensive explanations of available resources and care options.

## LEADERSHIP & AWARDS

- Recognized as Employee of the Month for outstanding contributions to patient care and advocacy.
- Received a Great Team Award for collaborative efforts leading to improved hospice service communications.

## EDUCATION

### Bachelor's Degree in Nursing

2018

University of Illinois at Chicago GPA: 3.8

*Chicago, IL*

**Coursework:** Patient Care, Healthcare Policy, Nursing Ethics, Pathophysiology

## CERTIFICATIONS

- RN License, State of Illinois 📅 2019
- Certified Hospice and Palliative Nurse (CHPN) 📅 2023

## TECHNICAL SKILLS

- **Assessment Tools:** Holistic Approach, Patient History Forms, Symptom Checklists

- **Documentation Systems:** EMR Software, Charting Templates, Assessment Record Keeping
- **Communication Techniques:** Motivational Interviewing, Active Listening, Empathy Skills
- **Regulatory Knowledge:** HIPAA Compliance, Medicare Guidelines, State Regulations
- **Healthcare Technologies:** Electronic Medical Records, Telehealth Platforms, Referral Management Tools
- **Training Resources:** Educational Workshops, Informational Seminars, Peer Mentorship Programs
- **Consultation Practices:** Multi-disciplinary Meetings, Staff Training Initiatives, Clinical Reviews
- **Networking Strategies:** Referral Development, Community Engagement, Collaborative Partnerships
- **Patient Management:** Proactive Outreach, Follow-up Planning, Case Management
- **Outreach Programs:** Awareness Campaigns, Community Presentations, Educational Outreach

**SKILLS**

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- Patient Assessment
- Problem Solving
- Patient Advocacy
- End-of-Life Support
- Relationship Building
- Team Collaboration
- Capacity Planning
- Narrative Medicine
- Clinical Documentation
- Effective Communication
- Interdisciplinary Coordination
- Crisis Management
- Healthcare Education
- Knowledgeable in Hospice Care
- Community Outreach
- Ethical Decision Making

**PROFESSIONAL AFFILIATIONS**

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- Member of the National Hospice and Palliative Care Organization.
- Active participant in local health education workshops focused on hospice and palliative care.

**LANGUAGES**

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- English (Native)
- Spanish (Intermediate)

**ADDITIONAL INFORMATION**

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

**REFERENCES**

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AVAILABLE ON REQUEST