










# Sophia Carter

## Transitional Care Navigator

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### STRENGTHS

-  **Expert Communicator**  
Demonstrated exceptional communication skills by bridging complex healthcare guidelines into digestible information for teams far-reaching across multiple disciplines.
-  **Relationship Builder**  
Fostered lasting professional relationships with external partners, enhancing referrals by illustrating shared care objectives and mutual goals.
-  **Critical Thinker**  
Ability to consider multiple variables in clinical scenarios, consistently proposing solutions tailored to evolving patient needs during consultations.
-  **Detail Oriented**  
Maintained high accuracy levels in assessments and documentation which streamlined overall process outcomes for new patient intakes.
-  **Team-oriented Leader**  
Encouraged teams to engage passionately in their work through mentorship initiatives that drove a collective desire for optimal patient outcomes.

### SKILLS



Patient Assessment  
Relationship Building  
Clinical Documentation  
Healthcare Education  
Problem Solving  
Team Collaboration  
Effective Communication

### 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

Compassionate Care Services  January 2024 - Present  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

Harmony Health Group  June 2021 - December 2023  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

Quality Life Hospice  August 2018 - May 2021  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

## Knowledgeable in Hospice Care

Patient Advocacy

Capacity Planning

Interdisciplinary Coordination

Community Outreach

End-of-Life Support

Narrative Medicine

Crisis Management

Ethical Decision Making

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Transitional Care Navigator at Compassionate Care Services (2.4 Years)

● Clinical Nurse Consultant at Harmony Health Group (2.5 Years)

● Registered Nurse at Quality Life Hospice (2.8 Years)

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

University of Illinois at Chicago 🎓 GPA: 3.8 📅 2018 📍 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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST