



# Emily Johnson

## Travel Nurse RN - Case Management

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### SUMMARY

Dedicated healthcare professional with over four years of expertise in case management and patient care. Engages closely with patients, families, and healthcare teams to create personalized care plans that enhance health outcomes. Experienced in managing diverse cases in multiple settings, making every interaction meaningful. Strong advocate for patient needs and improvements in healthcare delivery processes. Eager to explore new environments while ensuring efficient care management through collaboration and meticulous attention to detail. Committed to ensuring high-quality patient care and effectively facilitating transitions across various medical scenarios.

### STRENGTHS

- Compassionate Communication**  
Effectively connect with patients using compassionate communication, enhancing their comfort and trust throughout the care process.
- Team Collaboration**  
Regularly collaborate with healthcare workers, resulting in cohesive interactions that drive enhanced patient care.
- Adaptive Problem Solver**  
Skilled at identifying and resolving issues promptly in dynamic healthcare settings, demonstrating agility amidst challenges.
- Patient Advocate**  
Consistently champion patient perspectives in treatment planning, earning trust and strengthen relationships with families.
- Thorough Documentation**  
Holistically manage patient records ensuring thoroughness, which provides continuity of care and meets compliance requirements.

### SKILLS

Patient Care Management

Care Plan Development

Strong Communication Skills

Team Collaboration

Clinical Documentation

Patient Advocacy

### EXPERIENCE

#### Case Management RN

CareFirst Health Services January 2025 - Present San Diego, CA

Oversees and manages tailored care plans for patients grappling with chronic conditions. Promotes holistic well-being through effective coordination with healthcare professionals. Evaluates patient progress via regular assessments and follow-ups.

- Develops individualized patient care strategies based on comprehensive assessments.
- Collaborates effectively with multidisciplinary teams to facilitate seamless care.
- Maintains precise and timely documentation regarding patient statuses and interactions.
- Engages in continuous professional development and training to ensure top-tier service.

#### Travel Nurse RN

HealthPlus Medical Group June 2023 - December 2024 San Francisco, CA

Provided critical nursing services across various locations, tailoring care management procedures to meet unique patient needs in diverse healthcare environments. Actively fostered understanding of care pathways between patients and caregivers.

- Delivered exceptional care management during travel assignments in busy healthcare facilities.
- Facilitated communication among patients, families, and providers to deepen understanding of care goals.
- Received positive feedback from end-users, reflecting the significance of interpersonal skills in healthcare.
- Contributed to team performance enhancements through collaborative care solutions.

#### RN Intern

WellCare Solutions June 2022 - May 2023 Los Angeles, CA

Supported lead nurses in designing strategic patient care initiatives, enriching clinical knowledge while assisting in assessments and care plan creations.

- Assisted senior staff in compiling patient information and formulating effective care plans.
- Gained firsthand experience in various aspects of regional healthcare protocols.
- Participated actively in educational workshops focused on innovative patient care techniques.
- Developed insight into case management operations by engaging directly with patients.

### LEADERSHIP & AWARDS

- Excellence in Patient Care Award, 2023
- Top Performer in Case Management, 2024

### EDUCATION

#### Bachelor's Degree in Nursing

University of California, Los Angeles GPA: 3.8 2022 Los Angeles, CA

**Coursework:** *Clinical Rotations, Patient Care Principles, Pharmacology, Health Assessment*

## Healthcare Compliance

Assessment Skills

Crisis Intervention

## Quality Improvement Strategies

Disease Management

## Interdisciplinary Collaboration

Documentation Accuracy

Healthcare Technology

Conflict Resolution

Problem Solving

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Case Management RN at CareFirst Health Services (1.4 Years)

● Travel Nurse RN at HealthPlus Medical Group (1.5 Years)

● RN Intern at WellCare Solutions (11 Months)

## CERTIFICATIONS

- Registered Nurse (RN) License, California 📅 2023
- Certified Case Manager (CCM) 📅 2024

## TECHNICAL SKILLS

- **Electronic Health Records:** Epic, Cerner, Meditech
- **Care Management Software:** Casamba, emrway, eClinicalWorks
- **Assessment Tools:** Braden Scale, Morse Fall Scale, Pain Assessment
- **Communication Tools:** Microsoft Teams, Zoom, Google Meet
- **Scheduling Systems:** ShiftWizard, QHR, Kronos
- **Regulatory Compliance:** HIPAA, Joint Commission Standards, Medicare Regulations
- **Patient Engagement Platforms:** MyChart, FollowMyHealth, Doximity
- **Data Analysis Tools:** Excel, Tableau, SPSS
- **Telehealth Services:** Doxy.me, Amwell, Doctor On Demand
- **Patient Education Resources:** Healthwise, UpToDate, Merck Manuals

## PROFESSIONAL AFFILIATIONS

- American Nurses Association
- California Nurses Association

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST