



# Emily Johnson

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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.

## EXPERIENCE

**Case Management RN** January 2025 - Present  
CareFirst Health Services 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** June 2023 - December 2024  
HealthPlus Medical Group 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** June 2022 - May 2023  
WellCare Solutions 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** 2022  
University of California, Los Angeles GPA: 3.8 Los Angeles, CA

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

## SKILLS

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- Patient Care Management
- Clinical Documentation
- Crisis Intervention
- Documentation Accuracy
- Care Plan Development
- Patient Advocacy
- Quality Improvement Strategies
- Healthcare Technology
- Strong Communication Skills
- Healthcare Compliance
- Disease Management
- Conflict Resolution
- Team Collaboration
- Assessment Skills
- Interdisciplinary Collaboration
- Problem Solving

## PROFESSIONAL AFFILIATIONS

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- American Nurses Association
- California Nurses Association

## LANGUAGES

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- English (Native)
- Spanish (Proficient)

## 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