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**Rebecca L. Brooks**

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**RN NC License #281466 -Active**

**Career Object**

* Overall 7+ years’ experience in handling Hospice care, Utilization management and Utilization review, care management, home health, hospital inpatient and outpatient.
* Responsible for supervising 21 clinical staff including 13 RN and 6 non clinical staff ability to successfully establish relationship with management staff, facilities and general public.
* Working closely with supervisor to implement daily activities and address any issues. While maintaining policies and procedures
* Ensuing company policies as well as state and federal laws and regulations-Utilization review
* Utilization management with all use of Care Guidelines, and working under CMS guidelines.
* Diligent and patient-centric registered nurse with extensive clinical experience leading all facets of case management, including supervising home health team to ensure delivery of high-quality patient care.
* Skilled in providing top-notch patient services while assessing patients’ health conditions and overseeing daily operations in several units for strategic growth.
* Proven record of conducting complete analysis and clinical evaluation of collected data to improve care coordination and capture claim resolution opportunities in compliance with administrative regulations.

**Education**

* Bachelor of Science in Nursing
* South University, Savannah GA
* Purdue university Global Master of nursing Science
* Registered Nurse
* Beaufort County Community, Washington NC
* Life and health General Insurance Agent
* Insurance Institute, Raleigh NC Mar 2003-Jun 2003
* Nursing School Clinical Experience
* Senior Practicum -Martin General Hospital ICU (126 hours) 2015

**Clinical skills**

* Martin General
* MED/SURG(168 hours)
* Vidant Greenville BGSU (48 hours )
* Vidant Beaufort MED/SURG (251 hours )
* Memberships
* Beaufort County Association of Nursing 2013
* Gamma Beta Phi Honor Society 2012
* Case management
* Documentation review
* Infection Control Training
* Financial Analysis
* Loss Prevention
* Medication Administration
* Nursing
* Nurse Management
* Care plans
* Employee evaluation
* Patient Care
* Vital Signs
* Home Care
* Supervising Experience
* Utilization Management
* Employee Orientation
* Medicare
* Communication skill
* Home health
* Computer skills
* Triage
* PC and Microsoft literate
* BLS and First Aid certified, American Red Cross, 2021
* Gamma Beta Phi Society, 2012 BCANS, NC 2013

**Work Experience**

**Pruitt Health Hospice Mar 2022- current**

**Director of nursing /Clinical case manager of Hospice care center**

* Responsible for supervising 21 clinical staff including 13 RN and 6 non clinical staff ability to successfully establish relationship with management staff, facilities and general public.
* Working closely with supervisor to implement daily activities and address any issues. While maintaining policies and procedures
* Ensuing company policies as well as state and federal laws and regulations. Utilization review
* Responsible for taking and coordinating referrals and admissions
* assignment to clinical staff and/or performing field admission visits.
* Review of all admission documentation accuracy and finalization.
* Responsible for supervisor visits and eligibility evaluation of hospice patients
* Coordinate clinical staff based on patient need, including chaplain, social workers, volunteers, and bereavement coordinators.
* Dme orders
* Assists in provision of training on hospice issues to clinical staff, patients and families, healthcare centers, nursing facilities
* Performs routine chart audits to ensure utilization review timeliness and accuracy of documentation and MD orders.
* Assists with maintaining compliance with state and federal
* Facilitates team meetings and care plan review.
* Responsible for schedule, and tracking staff absences
* Utilization management with all use of Care Guidelines, and working under CMS guidelines.
* Diligent and patient-centric registered nurse with extensive clinical experience leading all facets of case management, including supervising home health team to ensure delivery of high-quality patient care.
* Skilled in providing top-notch patient services while assessing patients’ health conditions and overseeing daily operations in several units for strategic growth.
* Proven record of conducting complete analysis and clinical evaluation of collected data to improve care coordination and capture claim resolution opportunities in compliance with administrative regulations.
* Maintained knowledge of Health Utilization Review Plan, conducted admission and concurrent medical necessity reviews, and referred to the physician advisor as indicated.
* Worked on multiple software programs, and Case Management / utilization review for chronic and acute care patients.
* Activity intolerance, excess fluid volume, and decreased cardiac output are perhaps the most commonly recognized
* Care for injuries, administer medication, provide therapeutic interventions, and deliver interceptive treatments.
* Treating the underlying cause or injury, Improve oxygenation with mechanical ventilation, Suction oral cavity, given antibiotics, manage nutrition.
* Often works with patients who are receiving oxygen treatments or are dependent on ventilators to stay alive.
* Reduce CVD (cardiovascular disease) risk factors, also adhere to treatment guidelines and protocols, decrease hospitalization, and reduce morbidity and mortality in those with established disease.
* Performed a wide-array of home healthcare procedures, evaluated patient treatment plans, coordinated with outside providers, and reviewed insurance documentation for accurate coding and payment.
* Utilized competent nursing techniques for delivering high-quality home healthcare to patients, concentrating on addressing custodial needs and allowing patients to remain at home.
* Worked as Case Manager for Home Healthcare, program used was Healthcare Strategies.
* Worked within all guidelines, to obtain best possible discharge, avoiding readmissions, and best outcome for patient goals.
* Collaborated with physicians, worked on to have safe effective discharge plan.
* Delivered high-quality services to patients efficiently and cost-effectively.
* Collaborates with providers & members to promote quality member outcomes, to optimize member benefits, & to promote effective use of resources.
* Works with medical directors in interpreting appropriateness of care & accurate claims payment. May also manage appeals for services denied.
* Coordinate care and assist with patient transitions from acute hospitals or skilled nursing facilities to safe home environment.
* Ensuring DME in place, home safety, and assistance is available when needed.
* Coordinate with doctors, therapists, social workers as needed for complete care plan.
* Provide patient/caregiver education, wound care, IV therapy.

**AMEDISYS hospice 2017 to 2021**

**Clinical manager of Hospice care center**

* Research, document, and report inappropriate billing patterns, utilization trends and/or situations in which claims filing/coding guidelines are not being followed by professional/institutional providers and rectify using utilization management guidelines.
* Managing on call for hospice assessment of current health status and dispatching on call nurse if needed.
* Maintains confidentiality of company information.
* Demonstrates honesty and integrity at all times.
* Case manager for patient care daily patient care for hospice patients
* Commitment to the Hospice concept and standards. Autonomy to preform direct patient care
* Ensuing company policies as well as state and federal laws and regulations.
* Effectively Communicate with patients/residents/clients and family members providing warm and friendly greeting and an approachable attitude to families, visitors, patients/residents/clients and responds to expressed concerns regarding end-of-life care.
* Ensuing company policies as well as state and federal laws and regulations.
* Responsible for taking and coordinating referrals and admissions
* assignment to clinical staff and/or performing field admission visits.
* Review of all admission documentation accuracy and finalization.
* Responsible for supervisor visits and eligibility evaluation of hospice patients
* Provided home care, counselling, medication education, disease process explanation, family teaching to individuals with psychiatric diagnosis. Communication with physicians with recommendations of treatments both medically and therapy related.
* Educate about care for injuries, administer medication, provide therapeutic interventions, and deliver interceptive treatments along with basic duties medication and treatment administration, client education, case management, recording medical information
* Enabled in-home care teams collaborate with patients, caregivers, families, health providers, and communities to address unmet health and social needs and improve patients' quality of life.
* Provide critical care in an emergency, also help patients learn how to monitor and live with respiratory conditions
* Diligent and patient-centric registered nurse with extensive clinical experience leading all facets of case management, including supervising home health team to ensure delivery of high-quality patient care.
* Responsible for effective and sufficient support of all Utilization Management activities to include review of inpatient and outpatient medical services for medical necessity based on health leads to clinical hospital experience and appropriateness of setting according to established policies and compliance guidelines
* Provided health care interventions utilizing the least restrictive interventions.
* Reorganize care plans for seniors and other adults with complex care needs in United States.
* Performed all aspects of case management of inpatient's in the home setting, utilization review , managed care assessment of patient clinical status, development of care plan,
* electronic documentation and completion of Oasis start of care, re-certifications and resumption of care, communication and interaction with multi-disciplines including physicians, provided
* professional care as indicated by State, Federal laws and regulations
* Reviews & monitors utilization of health care services with the goal of maintaining high quality cost-effective care.
* Ensures appropriate level of care through comprehensive review for medical necessity of extended stay, outpatient observation, and inpatient stays and
* the utilization of ancillary services.
* Coordinate clinical staff based on patient need, including chaplain, social workers, volunteers, and bereavement coordinators.
* Dme orders
* Assists in provision of training on hospice issues to clinical staff, patients and families, healthcare centers, nursing facilities
* Performs routine chart audits to ensure timeliness and accuracy of documentation and MD orders.
* Assists with maintaining compliance with state and federal
* Facilitates team meetings and care plan review.
* Responsible for schedule, and tracking staff absences

**MTW District Health Sep 2015-2017**

**Home health RN**

**immunization lead nurse**

* Providing vaccination to community and maintain proper storage of vaccine
* Correct record keeping Working 40 hours per week with direct patient care
* Managed patient care by coordinating interdisciplinary teams including physicians, nurses, social workers, chaplains, nursing assistants, and volunteers.
* Coordinate care and assist with patient transitions from acute hospitals or skilled nursing facilities to safe home environment.
* Provide patient/caregiver education, wound care, IV therapy.
* Reviews & monitors utilization of health care services with the goal of maintaining high quality cost-effective care.
* Ensures appropriate level of care through comprehensive review for medical necessity of extended stay, outpatient observation, and inpatient stays and
* the utilization of ancillary services.
* **SIA Group, Jacksonville, NC Sep 2009 – Feb 2010**
* **Health and Life Insurance Agent**
* **The Planning Group, Wilson, NC Apr 2004 – Feb 2006**
* **Insurance Agent for life and Health,**
* **Branch Banking and Trust, Wilson, NC Oct 2002 – Apr 2004**
* **Insurance Agent for life and Health**