

Robert Smith

Patient Care Coordinator

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SUMMARY

2 years of experience as a Patient Care Coordinator. An energetic, goal-driven, passionate and articulate individual who is able to thrive in complex, dynamic situations. Stands firm and not only takes ownership of my work but also brings an innovative approach to my work as well.

SKILLS

Microsoft Office, Typing, Keyboarding, Inventory Management, Scanning, Multiline Phone, Internet Research, Facebook, Google, Outlook, Etc.

WORK EXPERIENCE

Patient Care Coordinator

ABC Corporation - April 2015 - August 2016

- Manages the care coordination of home health services for assigned md2u patients with diverse therapeutic needs.
- Established individual goals which are aligned with the companys business strategies and objectives.
- Developed an inter-professional team to create strategies to improve communication and coordination between patients and providers.
- Improved unnecessary hospital re-admissions by 50% in the Jacksonville, fl territory by assisting patients who struggled with coordination and communication with their provider, by implementing phone calls in-between visits and incorporating the teach-back method.
- Expedited orders for prescriptions, required testing and therapies with the appropriate resource.
- Documented all activity related to patient care in an electronic charting system, including visits, provider orders, contact with additional resources, conversations with patients and other information relatives to patient care and well being.
- Maintained considerable concentration with constant time pressures and frequent interruptions.

Youth Counselor

ABC Corporation - May 2014 - March 2015

- Developed and implemented strategic goals to meet the change in behavior plans to reduce physical restraints by 20% each month.
- Ensured proper record keeping of client situational occurrences for reporting to government agencies.
- Ensured effective management of client treatment plans to institute basic needs.
- Administered medications as necessary and ensuring records managements documenting basic medical needs.
- Provided consistency and structure while monitoring and interacting with clients.
- Developed nurturing relationships with client victims of sexual, physical, and emotional abuse to instill effective coping strategies.
- Served as an adolescent mentor, establishing behavioral plans and ensuring personal goals are met.

EDUCATION

Master's in Health Science, Concentration: Healthcare Administration - 2014(Bellarmino University - Louisville, KY)Bachelor Of Arts in Psychology - 2009(Kentucky State University - Frankfort, KY)