

# ETHAN MARTINEZ

#### **Patient Care Manager**

### 🔼 PROFESSIONAL SUMMARY

Compassionate Patient Care Manager with extensive experience in managing patient services and care teams. Skilled in developing and implementing patient-centered care plans, ensuring compliance with healthcare regulations, and fostering a supportive environment for patients and staff. Adept at utilizing data to drive improvements in care quality and operational performance.



#### WORK EXPERIENCE

#### **Patient Care Manager**

m Feb / 2018-Ongoing

#### **Ouantum Solutions LLC**

■ Phoenix A7

- 1. Oversee the strategic direction of clinical services, ensuring alignment with organizational goals.
- 2. Establish and evaluate objectives for patient care services that meet quality standards.
- 3. Recruit, train, and mentor interdisciplinary team members to enhance service delivery.
- 4. Provide leadership in daily operations, including care planning and documentation.
- 5. Manage patient care budgets, including labor, supplies, and other expenditures.
- 6. Ensure compliance with regulatory standards, including Medicare certification.
- 7. Address and resolve patient and family concerns to maintain high satisfaction levels.

#### **Patient Care Manager**

## Feb / 2015-Feb / 2018

#### Crescent Moon Design

**₮** Portland, OR

- 1. Lead interdisciplinary teams in performance evaluations, coaching, and professional development.
- 2. Ensure achievement of clinical, operational, and financial performance metrics.
- 3. Facilitate problem-solving for staff and patients, providing guidance on admission criteria.
- 4. Contribute to increased revenue generation through strategic service enhancements.
- 5. Successfully hired and retained a high-performing clinical team.
- 6. Achieved top-ranking performance metrics for patient care services in the region.



#### **EDUCATION**

#### **Bachelor of Science in Nursing**

## Feb / 2012-Feb / 2015

#### University of North Carolina

耳 Seattle, WA

Developed clinical nursing skills and knowledge in patient care management.

- (123) 456 7899
- Los Angeles
- www.qwikresume.com



Microsoft Office Suite

8

**Health Care Ethics** 

**Analytical Thinking** 

10

Organizational Skills

10

Adaptability





Reading

💎 Public Speaking 🛪 Travel





Creativity



Positivity

Negotiation

## **LANGUAGES**





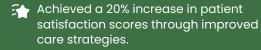


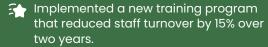
English

Polish

Swahili

# ACHIEVEMENTS





Successfully led a project to streamline patient intake processes, reducing wait times by 30%.