

Denise M. Brewster, RN



Skill Set

Persistence

Goal Oriented

Friendly & Outgoing

Time Management

Team Player

Sociable

Communication

Organization

Detail Oriented

Dependable

Qualifications

Eighteen (18) + years of nursing experience in a hospital and private practice setting.

Over two (2) years of classroom and one on one teaching with demonstrations.

Knowledgeable of healthcare industry with understanding of physician office procedures and politics.

Solid communication skills to clearly define or demonstrate procedures, problems, etc.

Professional Experience

2/2019 to Current

NICU Staff Nurse

Mission Hospital

Level III NICU, 51 bed unit. Same as previous NICU position

5/2017 to 1/2019

NICU Staff Nurse

Ballad Health

Manage all phases of the critical care cycle in a 43-bed Level III NICU.

Perform all tasks with a patient-centered focus while seeking opportunities for improvement of processes and treatment. Accurately document all elements of nursing assessment, treatments, medications, discharge instructions and follow-up care.

Evaluate and assess patient's clinical status as well as care needs maintaining patient flow. Notifying the physician as necessary. Maintains equipment, monitors closely for infections or any status change. Provide complex care including PICC/UAC/UVC, promote developmental care and kangaroo care. Develop and provide a caring and safe environment for each patient and their families. Establish goals for each patient and provide developmentally appropriate care to reach those goals. Provide support, comfort and education to families, building solid and trusting relationships by fostering one-on-one communication.

2/2015 to 4/2017

Care Coordinator - DSNP

Blue Cross Blue Shield of Tennessee

Conduct a thorough and objective evaluation of the client's current status including physical, psychosocial, environmental, financial, and health status expectation. Develop and implement an individualized plan of care (POC), update POC as health status changes occur, and seek updated POC approval from ICT participants. Set goals and time frames for goals appropriate to individual. Assess resource utilization and cost management; the diagnosis, past and present treatment; prognosis, goals (short- and long-term). Identify opportunities for intervention. Assess, coordinate, and facilitate discharge planning or transition to the appropriate level of care. Set goals and time frames for goals appropriate to individual. Promote an Interdisciplinary Care Team (ICT) with the member, physician/primary care manager, family, and other members of the health care or case management team to conduct care management activities. Facilitate ICT meetings/discussions. Adhere to and apply CMS guidelines and the Bureau of Tenn Care guidelines regarding the Dual Eligible Special Needs Program (DSNP) including the Model of Care (MOC) and when performing care management functions.

4/2014 to 1/30/2015

**Neuro/Trauma ICU Staff RN
JCMC**

Care for critical patients, knowledge of ventilators, drips, central lines, recognizing neurological changes, level 1 trauma patients, assisting with bedside procedures, lab draws, conscious sedation and paralytics.

9/2013 to 4/2014

Pre-Op/PACU RN (PRN)

Reeves Eye Surgery Center

Prepare patients for surgery. Post-op recovery. Patient education.

6/2012 to 9/2013

Home Hospice RN

Wellmont Hospice Bristol TN

RN Case Manager for patients that are critically ill and have been determined to have an illness that is expected to be 6 months or less of life. Admission to hospice. Caring for patients in their home by providing comfort care and pt/family emotional support. Ensure patients have medications and supplies needed. Perform necessary nursing duties and carry out physician orders. Participate in Inter Disciplinary Team discussions.

1/2012 to 6/2012

Care Coordinator

The Judge Group (working as a contractor for United Healthcare)

Conduct initial and follow-up assessments within designated timeframes on patients identified as having highest complex case management needs (assessment areas include clinical, behavioral, social, environmental and financial). Assess the patient's current medical and social circumstances to identify any gaps or barriers that would impact compliance with the prescribed treatment plan. Engage patient, family, caregivers, and healthcare providers to assure that a well-coordinated treatment plan is established Utilize holistic approaches to patient care and integrates patient's life and motivational goals into the treatment plan. Prioritize care needs, set goals and develop a treatment plan (or plan of care) that also addresses gaps and/or barriers to care and uses evidence-based practice as the foundation. Track the patient's health status and progress in achieving clinical and personal goals Initiate face to face visit and PRN calls when key gaps are identified that require additional nursing follow-up. Provide education, information,

direction, and support related to care goals of patients. Coordinate acquisition and proper use of medical equipment, initially and on an ongoing basis. Communicate with patients, families, caregivers, physicians, and other service providers to coordinate the care needs for the patient. Work to facilitate patient compliance and to ensure continuity of care Monitor and evaluate the patient's response to treatment(s.) Collaborate with the attending physicians and Medical Director to revise treatment plans as needed. Document assessments, interventions, and follow-up on disease management activities. Regularly assess the effectiveness and quality of services provided to patients by analyzing outcomes (clinical, functional, and financial). Maintain a focus on timely, quality customer service. Provides case management and education services in the community, at a provider location or the enrollees home to address gaps in care and unmet needs Maintain the confidentiality of sensitive information. Maintain a focus on the customer service through policy and program decisions and consider impact of these activities on the members. Facilitate interdepartmental communication as needed for integration purposes. Facilitate problem resolution with members, providers, and other agencies or entities as needed.

8/2011 to 1/2012

Nursing Supervisor

Direct Care Staff

SteppenStone Youth Treatment Center

Oversee all medical management for all clients to include medication refills, administration, orders, logs, documentation, destruction and reporting. Serve as liaison to pharmacy provider and/or medical provider to manage any problems that may arise with medications. Assess any injury or medical complaint of the client. Perform wellness checks on all new admissions and post restraint medical evaluations. Perform nutritional assessments on all new admissions. Ensure all requirements are met according to licensing guidelines and Joint Commission. Provide a safe and therapeutic environment for the youth in our care. Facilitate youth in managing their behavior in a positive, pro-social manner.

8/2010 to 8/2011

NICU Staff Nurse

Wellmont Holston Valley Medical Center

Care for babies that are critical on ventilators to babies that are step down criteria which entails teaching them to eat and growing/gaining weight to

prepare to go home. Take care of babies that are withdrawing from drugs-giving them methadone and phenobarbital and monitoring their vital signs closely. Teaching parents everyday information on how we take care of their babies while they are in the NICU and what to do when they take them home.

1/2010 to 8/2010

RN Rehab Liaison

Healthsouth Rehabilitation Hospital

Reviewed charts in detail ensuring the patient needed inpatient therapy versus a skilled nursing home or home health, studied the patient's injury and the physicians notes in depth, interviewed patients to see if they were going to do the work necessary to improve their condition. Worked with Case Managers to determine if the patient was appropriate for inpatient rehab versus home health, and if they had worked with the patient in the past to gain knowledge of whether or not they are compliant with medical orders/suggestions. Knowledge of insurance company requirements for approval. Completed all necessary paperwork to have patient accepted and admitted. Marketing to physicians, office staff and Case Managers in all departments of the hospital that was appropriate.

10/2005 to 1/2010

Registered Nurse

Mountain States Health Alliance, Johnson City, TN

Ask-A-Nurse/MDLINK/Answering service for OB/GYN and Internal Medicine offices

Telephone Triage for all ages

Coordinated patient transfers between facilities which included deciding the best facility and specialty that was needed for the patient. This required working closely with the referring and accepting physicians, and also the house supervisors of our facilities. Everything was completed before the patient arrived at the accepting facility, including having a bed assigned and admission paperwork to the admissions office. I was on the MDLINK PR Team and we went to hospitals and physicians offices to promote MDLINK. We provided education and answers to any questions they had about our processes.

I reviewed and corrected MDLINK reports that had been done by all staff before our Director of the call center presented them to the President, Vice-President and CEO's of our MSHA facilities.

7/2002 TO 10/2005

Registered Nurse

Wellmont Bristol Regional Medical Center, Bristol, TN

Floor nurse for New Life Birthing Center (OB) and Cardiac Step-down Unit.

Interacted daily with attending physicians, staff and pharmacy staff.

Treated and cared for up to 10 patients daily.

Detailed chart recording with quality control inspections of charts to assure accuracy of information.

Teaching and demonstration of newborn baby care to parents and guardians on a daily basis including bathing, swaddling, feeding demonstrations, correct car seat installation and our security system that protected infants from being abducted or put with the wrong mother.

Built a strong and trusting relationship with patients to maintain a positive and trusting atmosphere.

Due to being detail oriented and good communication skills, asked by supervisor to participate in Charting Quality Control Committee, which double checked patient's charts and history to assure accurate and complete information.

Customer Service improvement committee member to assure patient satisfaction with our hospital and staff during their stay with follow-through.

Awarded 15 Wellmont Customer Service Awards within three months of the program starting.

2003 to 2005

Teacher for Baby Care Basics Class

Wellmont Bristol Regional Medical Center, Bristol, TN

Three hour classroom instruction and demonstrations for up to 20 people for newborn baby care and the hospital birthing center safety procedures and policies.

Discussed with the pediatrician I invited to come and speak to the class on topics to discuss or address.

Provided refreshments by requesting donations at times from pharmaceutical representatives.

1993 to 2002

Dental Assistant

Drs. Dickson, Roberts and Guthrie Dentists, Bristol, TN

Assisted dentist with office procedures and provided patient care.

Trained new employees on office policies and technical procedures (sterilization, x-ray, etc.).

Responsible for selling patients additional dental procedures (teeth whitening, crowns vs. pulling, etc.) through value and benefit selling procedures.

Maintained a positive and optimistic attitude

Education

AS Nursing, May 2002 (GPA 3.05)

Virginia Highlands Community College, Abingdon, VA

***Continuing education* classes to maintain nursing license through on-going CEU classes and seminars.**

Licenses

Registered Nurse, 2002 to current TN – Compact License

Current BLS certification