Heather M. Mounsey, BSN, RN

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**Objective:**

* Establish a career working within a dynamic and professional organization that

fosters teamwork, collaboration, excellence in healthcare, and professional growth

while maximizing the quality of life for the clients in which we serve.

**Education:**

* Rivier University: 2016 – 2018 Bachelor of Science in Nursing
* New Hampshire Technical Institute:

2009 – 2011: Associate Degree in Nursing

2006 – 2008: Associate Degree in Health Science and LPN Diploma

**Licensure:**

* Registered Nurse: Issued 06/2011, Expires: 01/2021
* BLS (CPR&AED): Expires 05/2020
* LPN: 2009 - 2013
* LNA: 2004 - 2012

**Achievements:**

* Yellow Belt Six Sigma Process Improvement 2019
* Sigma Theta Tau International Honor Society of Nursing 2018
* Summa Cum Laude 2016 - 2018
* Phi Theta Kappa International Honor Society 2007 - 2011
* Recipient of the Dr. Goldie Crocker Wellness award 2010

**Employment:**

* **Dartmouth Hitchcock (2018 - current): RN Care Coordinator**

Physical, mental, socioeconomical assessment, medication management, health coaching, interpreter utilization, chronic and acute disease education & management, utilization management, identify barriers to care, maximize pt. outcomes/quality of care, coordinate care between pt./family and healthcare team, case management, identify high risk population/gaps in care, Pt./family advocate/liaison, ensure high quality/appropriate care at the right time, transitional care management, develop goals with the pt./family to ensure optimal health/prevent hospitalization/re-hospitalization, encourage pt./family to participate in self-care management, holistic approach.

* **Lamprey Health Care (2016 – 2018): RN Clinical Team Lead/Supervisor**

Community health/Federally Qualified Health Center, culturally diverse, medication administration, injections, emergent/non-emergent triage/walk-ins, variety of Nurse visits, vaccine management, interpreter utilization, quality management, teach/enforce clinical compliance, oversee function of the team, execution of plan of corrections resulting from clinical deficiencies, complete/delegate projects to improve workflows/patient care, identify gaps in care/high risk populations, coordinate care to optimize clinical and resource outcomes and to prevent hospitalizations, utilization management, acute/chronic care management, self-care management, patient/family advocate/liaison, case management, transitional care management, patient-centered medical home nursing process per patient needs and orders, patient/family education with teach-back, patient/family psychosocial, spiritual, and physical assessment, health coaching, holistic approach.

* **Elliot Hospital/VNA (2011 – 2016): Skilled RN/ RN Case Manager**

IV management, enteral feedings, vent/trach management, injections, wound care, lab/specimen collection, vitals ,OASIS, telehealth, INR management, medication management, interpreter utilization, identify barriers to hospital discharge/discharge planning, monitor pt.’s progress to ensure proper/timely discharge, daily rounds, assess status of advanced directives, collaboration with therapy staff and other members of the pt.’s healthcare team, identify/treat health deviations based on physician orders, physical/emotional/spiritual/environmental assessment, utilize the nursing process, community/inpatient adult and pediatric chronic and acute illness/disability management, encourage pt./family to participate in self-care management, health coaching, patient/family advocate/liaison, inpatient and community case management/care coordination, maintain a therapeutic and safe environment, create and update the plan of care per pt. needs and orders, supervision of home care services by field staff, utilization management, pt./family education with teach back, intakes, 1:1 patient care, holistic approach.

* **Maxim Healthcare (2013 – 2015): Skilled RN/RN Supervisor/Case Manager**

Vent, tracheostomy, G/J/nasogastric tube, OASIS, IV therapy, medication management/reconciliation, collaborate with therapy staff and other members of the pt.’s healthcare team to ensure the highest level of care, IVIG, 1:1 patient care, train new clinical staff, maintain personnel/professional requirements of staff, intakes, admissions, discharges, vitals, manage patient/family grievances, psychosocial/physical/spiritual/environmental assessments, Work with the Office Administrator to grow the business, adult and pediatric chronic and acute illness/disability management, community/home care coordination/case management, create and update the plan of care per pt. needs, patient/family advocate, patient/family education with teach back, supervision of home care services by field staff, maintain compliance/enforce state/federal regulations and organizational policies, quality management, execution of plan of corrections resulting from clinical deficiencies, liaison of the Professional Advisory Board, member of the Governing Body to plan overall development of clinical operations, transition patients home from the hospital.

* **SNHMC/Foundation Medical Partners (2009 – 2013): LPN to RN**

IV therapy, injections, emergent/non-emergent triage calls/walk ins, phlebotomy/point of care testing, medication administration, vaccine coordinator, clinical mentor, vitals, INR management, EKG, psychosocial/spiritual/physical assessment, injections, wound care, minor surgery and exam assist, irrigations, community case management/coordination per the needs of the patient/gaps in care, patient advocate, maximize pt. outcomes/quality of care, develop goals with the pt./family to ensure optimal health, prevent hospitalization/re-hospitalization, encourage pt./family to participate in self-care management, health coaching, and family education, holistic approach.

* Prior to 2009, I worked as an LNA in a variety of settings – long term care,

Intensive Care Unit, and with an agency who connected me to a wide range of clinical settings. Honestly, I can’t recall the exact dates as it was so long ago but wanted this experience to be taken into consideration. When I went back to school for nursing/health science in 2006, I worked with my family’s cabinet company, which provided great flexibility to allow me success in nursing school.