

April Kiser

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Experienced Licensed Practical Nurse bringing 9+ years of experience in healthcare. Familiar with documentation, record keeping and compliance requirements. Dedicated and compassionate, able to maintain composure and make accurate decisions in fast-paced, unpredictable and stressful environments. History of interfacing with doctors, specialized support services, patients and visiting families. Compassionate and diligent about serving patient's medical and personal needs. Focused on delivering high-quality care to individuals from diverse backgrounds. Dedicated to protecting patient safety and promoting satisfaction with facility services. Kind and energetic, professional with outstanding bedside manner and charting abilities. Knowledgeable in nursing practices and techniques, as well as typical patient behaviors and triaging standards.

Knowledgeable about healthcare in a correctional facility as well as rules, regulations and standards of the Department of Corrections. Experienced in long term care in Fort Ashby, WV from July 2013 to August 2015. Self-motivated, decisive healthcare professional with proven bedside manner, clinical skills and diagnostic support experience. Manage and document current conditions to effectively support patients and work within multidisciplinary healthcare team to enhance outcomes. Highly observant, detail-oriented and dedicated to high-quality job performance. Devoted LPN with 9+ years of experience in delivering patient-focused care and developing relationships with fellow co-workers. Works effectively within healthcare teams. Excellent record of adherence to patient privacy protocols and medical charting best practices. Hardworking and reliable, highly organized, proactive and punctual with team-oriented mentality.

Authorized to work in the US for any employer

Work Experience

LPN/Administrative Assistant/Scheduler

Centurion Health - Cumberland, MD

June 2022 to Present

Responsible for performing administrative duties to support staff needs. Such as drafting correspondence, scheduling appointments for two state correctional facilities, organizing files. Communicating with multiple departments such as psychiatry, state psychology, correctional staff, provider and nursing staff. Working with electronic program files and creating spreadsheets.

Work with Microsoft office which includes Word and Excel.

Knowledgeable of EHR database programs. Computer efficiency, organizational skills, phone etiquette and accurate typing skills.

Lead LPN

Corizon Health Services (YesCare) - Cumberland, MD

July 2014 to May 2022

Oversaw explanation of personnel policies and job descriptions as part of current nursing employee orientation processes. Administered executive supervision, exercising independent judgment to select proper course of action in policies and procedures. Reviewed daily documentation of dispensing of

controlled substances, immediately noting discrepancies from shift to shift. Communicated with patients with compassion while practicing HIPPA Standards. Collaborated with multi-disciplinary staff to improve overall patient care and response times. Led and motivated several employees through supervision, training and coaching on duties and daily operational activities.

Resolved conflicts between physicians, nurses and administrative staff to maintain optimal workflows. Facilitated peer-to-peer conflict resolution.

Worked closely with nurse managers to maintain day-to-day operations.

Supervised team of pharmacy technicians, interns and support staff.

Checked the pharmacy/medical areas regularly to ensure that the area(s) were kept neat, clean, safe and free of debris.

Updated procedures necessary for compounding, mixing, packaging and labeling medications.

Communicated concerns regarding patient status, care and environment to nursing supervisors, clinical care supervisors and case managers.

Answered patient and family questions to educate on optimal treatment procedures.

Handled and resolved family and patient complaints.

ARPs (Administrative Remedy Process), grievances.

Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.

Assisted physicians with examinations and patient scans during diagnostic processes.

Prevented drug interactions and contributed to correct diagnosis by recording patient health information, monitoring vitals and updating patient files.

Collected biological specimens and packaged for laboratory transport to complete diagnostic tests.

Examined and treated patient lacerations, contusions and physical symptoms and referred patients to other medical professionals when necessary.

Directed medication administration and oversaw patient care.

Charted changes in patient conditions and discussed concerns with supervising healthcare provider.

Addressed patient care needs, collected vitals, dressed wounds and managed catheters.

Established direct lines of communication between nursing staff and other interested departments, supporting patient care with collaboration between personnel with complementary specialties.

Adhered to facility and legal standards for daily operations and medication room management.

Answered patient calls, identified issues and determined how best to provide assistance within parameters established by facility and supervisor.

Analyzed charts and utilized data to recommend proper treatment courses to physicians.

Set up staff schedules and assigned specific work based on department needs and individual strengths.

Followed doctor and nurse instructions for medication management and charting of vital signs.

Supervised exceptional team with collaborative leadership and creative responses to resource nurse availability.

Assessed performance of individual nurses and developed improvement plans for struggling or deficient personnel. Supported nurses in providing routine wound care and attending to complex lacerations and punctures.

Precepted new staff nurses to provide education on hospital policies and procedures, patient care skills, medical procedures and techniques and patient assessments and interventions.

Collected biological samples for routine laboratory testing to assist diagnostic processes.

Supported professional development of nurses with ranging experience levels, encouraging continual education and adaptation to evolving circumstances.

LPN

Dawnview Nursing Home Center - Fort Ashby, WV

July 2013 to August 2015

Collected and documented vital signs to track current patient conditions.

Fort Ashby, WV Monitored patient's respiration activity, blood pressure and blood glucose

LPN levels in response to medical administration.

07/2013 - 08/2015 Communicated concerns regarding patients' status, care and environment to nursing supervisors, clinical care supervisors and case managers.

Documented patient intake and dietary requirements and aided with feeding and monitoring.

Answered patient and family questions to educate on optimal treatment procedures.

Looked for physical, emotional and symptomatic changes in patient condition and obtained necessary care for medical concerns.

Promoted patient satisfaction by assisting with bathing, dressing, toileting and exercising.

Assisted physicians with examinations and patient scans during diagnostic processes.

Prevented drug interactions and contributed to correct diagnosis by recording patient health information, monitoring vitals and updating

patient files.

Managed intravenous medication to stabilize patient heart and blood pressure.

Used sterile techniques to prepare patient procedures.

Charted changes in patient conditions and discussed concerns with supervising healthcare provider.

Addressed patient care needs, collected vitals, dressed wounds and managed catheters.

Cared for patients' acute and chronic wounds by changing dressings and applying medicated compounds.

Observed strict confidentiality and safeguarded all patient-related information.

Worked with registered nurses to deliver comprehensive, high-quality care to long-term patients.

Answered patient calls, identified issues and determined how best to provide assistance within parameters established by facility and supervisor.

Inserted, cared for and removed patients' catheters and monitored fluid output.

Administered prescribed medications and started intravenous fluids to address patient symptoms and underlying etiologies. Monitored infection control procedures to verify facility-wide health and safety.

Assisted with patients' nutritional needs by setting up self-feeding assistance or directly feeding individuals with severely limited mobility.

Managed patients' hygiene with comprehensive care for toileting, bathing and grooming needs.

Kept EHR updated with patients' vital statistics, tracking metrics and observations about behaviors or responses.

Home Health

Home Health Services - Rawlings, MD

January 2011 to January 2013

01/2011 - 01/2013 Assisted clients with bathing, dressing and incontinence care.

Helped clients stay happy and healthy by providing mental and emotional support.

Improved patient outlook and daily living through compassionate care.

Assisted with client personal care needs to foster independence and well-being.

Managed patient transportation and appointment scheduling.
Developed strong and trusting rapport with patients to facilitate smooth, quality care.
Organized and administered medications on schedule to alleviate symptoms and improve quality of life.
Aided with mobility and independence for disabled individuals and continually monitored safety.
Prepared high-quality nutritious meals for patients to promote better overall health and improve eating habits.
Mopped floors, vacuumed, washed dishes and performed other household chores to assist clients.
Transported clients to doctor's appointments and errands.
Dressed, groomed and fed patients with limited physical abilities to support basic needs.
Carried out important daily living tasks for patients by cooking meals, washing laundry and other household chores.
Helped transition patient between bed, wheelchair and automobile to provide safe mobility support using proper body mechanics.
Ran errands for clients and transported to appointments to maintain wellness and support daily living needs.
Delivered high level of assistance with cooking, meal preparation and shopping.
Supervised medication administration, personal hygiene and other activities of daily living.
Maintained patient hygiene by administering bedpans, urinals, baths and shaves.
Greeted patients and families with enthusiastic, compassionate attitude to establish long-term professional relationships.
Followed care plan and directions to administer medications.
Monitored client's well-being, safety and comfort under physician direction.
Delivered activities that provided cognitive stimulation and entertainment.
Answered questions and assisted with health system coordination, patient rights and privacy of personal information.
Assisted patients with personal care to alleviate burden on family members.

Pharmacy Technician

CVS Pharmacy - Keyser, WV
January 1998 to August 2001

Created new customer profiles and updated demographics, allergies and new medications in pharmacy computer systems.
Assisted pharmacist with clearing high volume of prescriptions and responded to customer questions.
Interpreted and processed medication orders under supervision of pharmacist.
Inspected medication storage locations to monitor drug expiration dates and supply adequate inventory.
Received and verified daily incoming drug inventories, reported discrepancies and logged items into inventory system.
Refilled medications, offered insight into over-the-counter products and verified insurance benefits.
Transmitted claims to insurance companies for payment and reconciled EOBs.
Prepared prescription transfers to other pharmacies.
Flagged potential side effects and allergies to prescribed medications for patients.
Verified prescriptions and drug labels, documents and packages.
Maintained strict patient confidentiality to adhere to HIPAA regulations and avoid data compromises.
Maintained clean and organized pharmacy shelving and work areas.
Verified patients' identities at pickup to prevent sale of wrong medications.

Managed inventories, rotated stock, removed expired or damaged drug products and resolved discrepancies in drug counts.

Performed wide range of pharmacy operations with strong commitment to accuracy, efficiency and service quality.

Efficiently processed cash register transactions for new and refilled prescription orders.

Completed and filed patient paperwork, updating records in system with insurance carrier changes and allergy information.

Prepared prescription labels, promoting accuracy in medication administration and dosing.

Adhered to regulatory guidelines for workplace safety and customer confidentiality.

Established and updated patient profiles, medications and insurance details.

Consulted with customers via telephone or in-person to assist with navigating pharmacy systems and completing requests.

Adhered to infection control policies and procedures to prevent spread of disease.

Compiled customer demographic, allergy and medical history background.

Received, reviewed, dispensed and labeled hundreds of prescriptions daily.

Closely inspected medications to determine accuracy of identities, strengths and purities.

Educated patients on prescription instructions and answered questions regarding drug side effects.

Verified labeled prescriptions using 8-point check system to maintain accuracy and efficiency.

Education

Nursing

Allegany College of Maryland - Cumberland, MD

June 2013

Skills

- Multi-Tasking and Prioritization
- Patient Charting
- Patient Triaging
- Nursing Intervention Evaluations
- Samples Collection
- Staff Supervision
- Call Answering and Assistance
- Patient Observation
- Information Compiling and Auditing
- Wound Dressing
- Work Planning and Coordination
- Vital Signs Recording
- Specimen Collection
- Team Building
- Physical Stamina
- Needs Assessment

- Medication Administration
- Psychotropic Medication Knowledge
- Performance Monitoring
- Assisting Physicians
- Nursing Staff Supervision
- Counting Narcotics
- Interdisciplinary Team Collaboration
- Staff Direction and Task Delegation
- Conflict Resolution
- Maryland Licensed Practical Nurse
- Conditions Reporting
- Empathetic and Compassionate
- Infection Control Training
- EMR Systems
- Pharmacy Technician Experience
- Meal Preparation
- Experience Administering Injections
- Home Care
- Phone Etiquette
- Caregiving
- Patient Care
- Medical Scheduling

Certifications and Licenses

CPR Certification-Basic Life Support

August 2021 to August 2023

Licensed Practical Nurse

March 2021 to April 2023