

KIM BLACK, RN

Bryant4RN@gmail.com (904)535-8680 Jacksonville, FL 32206

PATIENT ACCESS MANAGEMENT REGISTERED NURSE ♦ OPERATIONS ♦ QUALITY ASSURANCE

EDUCATIONAL QUALIFICATIONS AND LICENSURE/CERTIFICATIONS

Education:

Associate Degree in Nursing,
Florida Community College at Jacksonville, December 1999

Licensure:

▶ Registered Nurse (Florida)

Certifications:

▶ BLS, ACLS

CAREER PROGRESSION HIGHLIGHT

Triage Nursing Supervisor

Community Hospice & Palliative Care, Jacksonville, FL | May 2023-August 2024

Oversaw 24/7 triage operations to ensure timely, compassionate and clinically sound end-of-life care. Provided supervision and clinical guidance to triage RNs while maintaining regulatory compliance and quality performance standards.

- Supervise and support hospice triage nursing team delivering telephonic and remote symptom management for patients in home and facility settings.
- Provide expert consultation for complex symptom crises including uncontrolled pain, dyspnea, agitation and imminent death.
- Ensure timely escalation to on-call field staff to prevent avoidable hospitalizations and maintain comfort focused care.
- Monitor triage documentation for compliance with Medicare Conditions of Participation and hospice regulatory standards.
- Lead staffing coordination to ensure seamless 24/7 coverage and appropriate workload distribution.
- Track and analyze quality metrics including response times, hospitalization rates and symptom management outcomes.
- Participate in QAPI initiatives to improve patient satisfaction, clinical effectiveness and operational efficiency.
- Mentor and evaluate triage nurses; support onboarding, competency validation and continuing education.
- Collaborate with interdisciplinary team members including medical directors, social workers, chaplains and case managers to ensure holistic patient care.

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Staff Progressive Care Nurse (Hybrid ICU/PCU) UF Health North, Jacksonville, FL | June 2021-November 2021

Compassionate and clinically skilled with extensive experience providing high acuity care in Progressive Care/Step-Down units. Proficient in cardiac monitoring, complex medication administration and early recognition of patient deterioration. Strong critical thinking skills with a proven ability to manage multiple patients with complex conditions while collaborating effectively with interdisciplinary teams. Committed to patient safety, quality outcomes and delivering evidence based, patient centered care.

- ◆ Administer progressive nursing care to high acuity patients on an Intensive/Progressive Care Unit with a 1:3-4 nurse/patient ratio
- ◆ Monitor, analyze, document cardiac rhythms and conduct nursing assessments every 2-4 hours depending on patient acuity, stability and diagnosis
- ◆ Initiate, monitor, titrate and document cardiac drips; monitor and document input and output from various drains and tubes
- ◆ Rapid assessment and subsequent intervention of unstable patient hemodynamics and multisystem failure
- ◆ Administer oral, intravenous, sublingual, intramuscular, and/or rectal medications as prescribed
- ◆ Collaborate with physicians regarding abnormal lab values, arrhythmias, changes in patient conditions, and assist in developing and implementing care plans
- ◆ Educate patients and families on disease processes and management, medications, local resources and discharge instructions

House Nursing Supervisor Brooks Rehabilitation – University Crossing, Jacksonville, FL | July 2020-April 2021

Provided administrative and clinical leadership during assigned shifts within an inpatient rehabilitation setting. Oversaw hospital-wide operations, ensured safe staffing and regulatory compliance and served as the primary clinical resource for nursing staff. Coordinated patient flow, managed escalated clinical situations and supported interdisciplinary collaboration to promote high-quality rehabilitative outcomes. Strong decision-making skills with a focus on patient safety, operational efficiency and adherence to accreditation and rehabilitation standards.

- ◆ Promote and restore patients' health by developing day-to-day management and long term plan of care for disease processes
- ◆ Create reports on productivity, quality and customer service metrics for senior management
- ◆ Manage and coordinate nurse schedules; assign nurses to patients
- ◆ Handle complaints, incidents and crisis de-escalation
- ◆ Ensure adherence and compliance with nursing policies, procedures and standards
- ◆ Direct and develop staff; evaluate nurses' engagement and performance
- ◆ Collaborate with physicians and multidisciplinary staff
- ◆ Inform patients' family members about medical procedures and doctors' instructions
- ◆ Provide clinical expertise in the management of medical and psychiatric emergencies
- ◆ Provide physical and psychological support for employees, patients and families
- ◆ Recognized for resourcefulness, adaptability and taking initiative in critical scenarios within first two months of employment

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Staff Progressive Care Nurse (Step Down Care Unit)

Putnam County Medical Center, Palatka, FL | December 2019-March 2021

- ◆ Administer progressive nursing care for pre- and post-open-heart, heart cath or post pacemaker-placements for patients on the Step-Down Unit with a 1:3-4 nurse/patient ratio
- ◆ Initiate, monitor and titrate cardiac drips, monitor input and output from various drains and tubes
- ◆ Monitor, analyze, document cardiac rhythms and conduct nursing assessments every 2-4 hours depending on patient acuity, stability and diagnosis
- ◆ Collaborate with physicians regarding abnormal lab values, arrhythmias, changes in patient conditions, and assist in developing and implementing care plans
- ◆ Educate patients and families on disease processes and management, medications, local resources and discharge instructions
- ◆ Regularly singled out on comment cards for "going above and beyond expectations" and "providing outstanding service and attention to patients"

Assistant Director of Nursing

Westminster Baldwin Hills, Orlando, FL | April 2017 - September 2017

Senior nursing leader supporting clinical operations within a continuing care retirement community, overseeing nursing staff performance, regulatory compliance and quality improvement initiatives. Partner with the Director of Nursing to ensure safe staffing, survey readiness and adherence to state and federal long term care regulations. Provide leadership in clinical oversight, staff development and interdisciplinary coordination to promote high-quality resident centered care across skilled nursing and rehabilitation services.

- ◆ Reported to: Director of Nursing. Direct reports: 10 LPNs. Indirect reports: 12 CNAs. Directed the day to day operations of planning, organizing and developing a 36-bed short-term rehabilitation and skilled nursing services department in accordance to current, federal, state and local standards
- ◆ Spearhead the review and management of all medication regimen reviews and medication inspection reviews
- ◆ Management, review and logging of all narcotics, weekly rounds, review and documentation of facility wide wounds
- ◆ Conduct employee performance evaluations and made recommendations to the DON concerning employee discipline, transfer or dismissal
- ◆ Perform regular medical record reviews and audits to assure quality measures were being followed and maintained, resulting in less than 2% error findings
- ◆ Recognized for training staff efficiently and accurately on EMR system resulting in reduction of medication errors and improvement to proper charting and documentation of care, medications and treatments
- ◆ Conduct staff meetings each shift to plan, coordinate and execute nursing services
- ◆ Collaborate with QA and assist in developing and implementing appropriate plans of action to correct identified deficiencies within the facility
- ◆ Minimize staff turnover to less than 15% through leading in the appropriate selection, orientation, training, staff education and development of new nursing staff

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Patient Assessment Standards Coordinator

HealthSouth Rehabilitation Hospital, Tallahassee, FL | December 2013-April 2017

Responsible for managing the Prospective Payment System (PPS) processes to ensure accurate patient classification, coding and reimbursement under Medicare guidelines. Collaborates with clinical and administrative teams to review patient assessments, verify documentation and maintain compliance with regulatory requirements. Monitor data quality, identify trends affecting reimbursement and support operational efficiency while ensuring adherence to federal and state payment regulations.

- ◆ MDS/PPS Coordinator responsible for QI/QA data extrapolation and assessments for CMS reimbursement
- ◆ Manage the IRF PAI PPS including analysis and completion per CMS policy for reimbursement, responsible for compliance with Federal, State and Local regulations, including admission and discharge FIM scoring and CARE coding
- ◆ Manage all aspects of data collection on the IRF-PAI to ensure the presence of supporting documentation
- ◆ Work closely with CNO and DTO to regarding patient outcomes and to ensure CMS compliance
- ◆ Educate and train staff on accurate IRF-PAI documentation including FIM and CARE assessment instruments
- ◆ Conduct chart reviews and observe staff scoring performance to ensure the accuracy of FIM scoring and CARE coding
- ◆ Maintain tracking system with admission reference dates and FIM and CARE completion dates
- ◆ Track average admission and discharge FIM scores, risk adjusted outcomes, CMI, CMG's, completion of IRF-PAI items and CMS 13 compliance
- ◆ Complete PAS audits, review transmission authority sheets, ensure transmission of IRF-PAI and maintain audit records

Admissions Liaison

HealthSouth Rehabilitation Hospital, Tallahassee, FL | June 2013 - December 2014

Served as the primary point of contact for prospective patients and families, coordinating admissions from initial inquiry through placement. Conducted clinical assessments, evaluated patient needs, verified insurance and eligibility and collaborated with interdisciplinary teams to ensure a safe, smooth, and patient centered admission process. Maintained compliance with regulatory standards and organizational policies while supporting quality outcomes and continuity of care.

- ◆ Complete clinical assessments and evaluations for prospective patients to determine appropriateness for 76-bed inpatient rehabilitation hospital
- ◆ Coordinate with 11 staff members to manage workflow, ensuring patients were processed into various health information software programs aimed at capturing, detailing, and compiling health information
- ◆ Establish and facilitate relationships with case managers, social workers, and physicians within the community to increase the referral rate and exceeded referral volume by 20%
- ◆ Initiate authorization requests with insurance companies, negotiate average daily rates and increase the conversion rate for commercial insurance approvals
- ◆ Act as key liaison in communication between internal and external departments for the timely turnaround of patient admission to the hospital

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Charge Registered Nurse

Capital Regional Medical Center, Tallahassee, FL | November 2008 - June 2013

Responsible for overseeing patient care and unit operations during assigned shifts. Coordinate staffing assignments, monitor patient acuity and ensure adherence to hospital policies, safety protocols and regulatory standards. Serve as the clinical resource for nursing staff, manage escalated patient situations and facilitate communication with interdisciplinary teams to support high quality, efficient and patient centered care.

- ◆ 7p-7a charge nurse of a 34 bed Hematology/Oncology Medical-Surgical Telemetry floor with 1:6 patient ratio
- ◆ Cross trained to progressive care unit for to cover staff shortages
- ◆ Manage nursing care plans which included assessment and intervention of rapidly changing patient status, including hemodynamic monitoring for patients with multisystem failure
- ◆ Administer oral, intravenous, sublingual, intramuscular, and/or rectal medications as prescribed
- ◆ Coordinate, supervise, and review progress and performance of LPN/CNA assignments

Travel Registered Nurse

Capital Regional Medical Center, Tallahassee, FL | May 2008 -November 2008

- ◆ Provide supplemental nurse staffing through All About Staffing, Inc. on a Medical-Surgical/Telemetry Unit
- ◆ Responsible and accountable for the assessment, planning, implementation and evaluation of nursing care for 6-7 moderate to high acuity adult patients
- ◆ Initiate and titrate various cardiac drips as ordered and according to facility policy
- ◆ Monitor, analyze, document cardiac rhythms and conduct nursing assessments every 2-4 hours depending on patient acuity, stability and diagnosis
- ◆ Collaborate with the interdisciplinary team to meet patient care needs
- ◆ Coordinate and provide education and resources for the patient, family and significant others to maximize the achievement of expected outcomes

ADDITIONAL NURSING EXPERIENCE AND CAREER PROGRESSION

RN, Community Hospice of Northeast Florida, Jacksonville, FL	09/07-04/08
RN, Baptist Medical Center, Jacksonville, FL	02/04-02/05
RN, Intelistaf Staffing Agency, Orlando, FL	10/03-01/04
RN, Medical Staffing Network, Jacksonville, FL & Baltimore, MD	09/01-09/03
RN, Starmed Staffing Agency, Jacksonville, FL	12/01-09/01
RN, Shands Jacksonville, Jacksonville, FL	01/00-12/00