

## HEALTHCARE ADMINISTRATION INTERN

### Professional Summary

To find a position that will utilize my knowledge while working in tandem with in a highly-regarded setting. Skilled at communicating, organizing and solving problems to raise the stature and rankings of health care facilities.

### Skills

- Strong presentation skills
- Effective staff coach
- Strategic planning capability
- Planning and development
- Supervisory training
- Analytical thinker
- Supervisory training
- Quality improvement competency
- Independent judgment and decision making

### Work History

Healthcare Administration Intern , 01/2014 to 04/2014

Company Name " City , State

- Conducted a feasibility study on 12, 10 and eight hour shifts by compiling statistics.
- Handled detail work including make and maintaining a work schedule for 16 employees.
- Proposed new ideas for the holiday and schedule guidelines.
- Worked with a LEAN coach, Budget Director, Human Resource, Pay Roll Representative to get an overview of how things are ran in the department.
- Worked with tight deadlines.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.
- Interpreted and communicated new or revised policies to staff.
- Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.

Pulmonary Lab Technician , 04/2011 to Current

Company Name " City , State

- Performed 12-lead EKGs on patients throughout the health system using the GE MAC 5000 EKG Machine.
- Assumed responsibility for reading EKGs for normal and abnormal results and reporting these to the Doctor, Charge Nurse or Nurse.
- Extracted arterial blood for blood gas tests for patients using ABL800 Flex Radiometer and ran samples, reported and verified results.
- Identified abnormal results and report the results to the appropriate personnel; maintained the ABL800 Flex with changing out membranes, waste, calibration solutions and gas tanks.
- Maintained and ensured timely replenishment of supplies for the laboratory, especially those used to conduct EKGs and blood gas tests.
- Conducted monthly correlations and reruns of samples; organized EKG logs, credit logs and sample rejection logs.
- Compose the schedule for 24 lab employees.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.
- Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
- Educated staff on state and federal statutes, rules and regulations governing home care services.
- Interpreted and communicated new or revised policies to staff.

Laboratory Assistant , 11/2008 to 04/2011

Company Name " City , State

- Performed standardized laboratory tests to verify chemical characteristics or composition of specimen.
- Completed medical laboratory tests, procedures, experiments, and analyses to provide data for diagnosis, treatment, and prevention of disease.
- Conducted chemical analyses of body fluids, such as blood, urine, and spinal fluid, to determine presence of normal and abnormal components.
- Studied blood cells, their numbers, and morphology, using microscopic technique and performed blood group, type, and compatibility tests for transfusion purposes.
- Provided complex laboratory technical support and was responsible for the facilitation of a draw station lab including preparation of manuals, manifests and monthly reports.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.
- Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.
- Recruited, hired, trained and coached on average of 4 new employees per year.
- Established and maintained systems that safely met residents' needs.

Patient Educator , 08/2005 to Current

Company Name " City , State

- Conducted training for clients and their appointed caretakers on how to use complex PT-INR blood monitoring instruments.

- Instructed clients on usage and maintenance of instruments including quality control, cleaning, recording and reporting results and troubleshooting.
- Communicated with clients on the prevention of errors affecting test results and scheduled training to incorporate client time, preparation and submission of documents.
- Identified educational needs of patient and caretakers by collaborating with attending physicians, department heads, and staff.
- Encouraged participation in decision-making about health care options by facilitating the caretakers' understanding of patient's health status.
- Organized the department in accordance with administrative guidelines in order to provide specified nursing services to meet the legal, organizational and medical staff guidelines.
- Established and maintained systems that safely met residents' needs.

Patient Care Technician , 01/2003 to 01/2008

Company Name – City , State

- Functioned as a Phlebotomist that specialized in pediatric, geriatric and dermal venipuncture.
- Accomplished several types of indwelling venipuncture including Broviac, Hickman, PICC, Groshong, and CVC or CVL.
- Facilitated laboratory testing and maintenance including NOVA CCX and I-SAT and MonoSpot, Strep-A, bHCG, UA, Protine, Westergren Sedimentation Rate and Glucose.
- Coordinated patient appointments for MRIs, CT scans, and ultrasounds including pre-certification and verification of benefits.
- Maintained patient information such as medical history, results of tests and examinations and patient symptoms.
- Explained terminology and procedures, research inquiries, instruct on how to use home health care products and collect and prepare data for further research.
- Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.
- Established and maintained systems that safely met residents' needs.
- Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
- Reviewed customer survey information to prioritize areas of improvement.
- Investigated, provided and submitted information to Quality Department about special incidents, events and complaints.
- Facilitated an on-going assessment of patient/family needs and implementation of interdisciplinary team care plan.

#### Education

Bachelor of Science : Health Administration , Current

Eastern Michigan University - City , State

##### Health Administration

- Coursework in Health Services Administration
- Coursework in Business Management
- Coursework in Healthcare Administration
- Coursework in Health Services Administration and Business
- Coursework in Human Resources Management and Accounting

Associate of Art : 4 2014

Schoolcraft College - City , State

- Coursework in Health Services Administration
- Coursework in Health Services Administration and Business
- Coursework in Human Resources Management and Accounting

Associate of Science : Health Science , 5 2006

Schoolcraft College - City , State

##### Health Science

- Recipient of Canton Township's Scholarship
- Coursework in Community Health
- Coursework in Health Services Administration
- Coursework in Healthcare Administration
- Coursework in Health Services Administration and Business
- Coursework in Human Resources Management and Accounting

#### Accomplishments

- Microsoft Suite \* CareWeb \* Master Control \* PathNet \* Carelink \* EWS.
- U of M Online Reference Library \* LabWorks.

#### Affiliations

American Society for Clinical Laboratory Science, Member, 2012-Present Basic Life Support (BLS), American Heart Association, Nov 2011-Present Certified Anticoagulation Patient Self-Testing, University of Southern Indiana, Apr 2009 Certified Phlebotomist, American Society of Clinical Pathology, Nov 2001-Present Den Leader, Cub Scouts of America, September 2014

## Skills

benefits, Budget, calibration, coach, draw, credit, client, clients, decision-making, diagnosis, MAC, Director, personnel, quality control, reading, recording, reporting, research, SAT, statistics, technical support, troubleshooting, type, view, composition