

JOYCE WALTERS, MS., RN

– Henderson, NV 89012

• Activehealth2002@yahoo.com

Accomplished healthcare professional with extensive experience in community health education. Pairs with physicians to enhance the quality of patient management and satisfaction while promoting continuity of care and cost-effectiveness. Solid experience in home health nursing. Demonstrated success in building positive working relationships with medical professionals, patients, and family.

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- Change Management • Training / Development • Performance Management • Employee Engagement
 - Process Improvement • Needs Assessment • Risk Management • Regulatory Compliance
 - Public Health Evaluations • Health Focused Project Management
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PROFESSIONAL EXPERIENCE

Author – 2017- Generations Intertwine, The Rest of the Story - **2015 -** Lines of Listening – An Expose' of Generational Child Abuse and Marital Betrayal. A collection of life memories that shaped my destiny.

ACTIVE HEALTH, - Mississippi • 05/2012 – 2015

Offer and review with clients, wellness information and assist with decision making for local providers.

Health Care Educator

Deliver education to community translating complicated medical information concerning benefits and coverage details as well as the need for hospital re-admission by maintaining up to date research and resources, as well as demonstrating solid relationship management skills.

Achievements:

- Decreased number of uninsured citizens by pairing with patients exploring options for coverage by providing and reviewing printed material and web-based information.
- Facilitated long-term elderly client evaluation and completing a pre-printed health assessment.
- Ensure community member receives proper information by performing comprehensive research on CDC Guidelines and providing recommendations to the client.

MAYO CLINIC, Phoenix, Arizona • 01/2010 – 12/2011

Medical facility offering timely, appropriate and evidence-based health care to the general population.

Care Manager

Provided expert care for a patient requiring kidney transplant including securing the appropriate medical facility, locating and obtaining a matched donor, and onboarding additional caregiver for the donor. Maintained safe and high-quality care, as well as accompanying donor and recipient to all medical follow-up appointments ensuring full compliance with medical routine.

Achievements:

- Supervised optimized care by reviewing anti-rejection medication routine with organ recipient and leading consistent communication assessing compliance and the need for additional support/services.

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VETERANS ADMINISTRATION OF SOUTHERN NEVADA, Las Vegas, Nevada

• **05/2002 – 10/2009**

Provide general physical and mental health care to discharged and retired military personnel.

Registered Nurse / Care Provider

Delivered expert medical and mental health care to qualified military personnel driving full compliance with safety and nationally recognized healthcare guidelines.

Achievements:

- Served as diabetes care team member providing direct patient care to diverse veteran population identified as pre or diabetic.
- Slashed patient wait time and increased patient satisfaction in Foot and Ankle Surgery practice by monitoring and tracking daily patient flow determining areas in need of improvement.
- Facilitated streamlined inventory management by tracking supply usage and implementing new computer identification system for prosthetics utilization.
- Ensured accuracy of pharmacy stock by monitoring clinic medication use and coordinating with internal pharmacy team.
- Achieved optimized patient flow with limited appointment times for Podiatry clinic.

STATE OF NEVADA, Pahrump, Nevada • 01/2000 – 09/2002

Provide public health needs to the general population for the State of Nevada.

Health Nurse

Performed nursing services in remote and rural settings to the general population for health maintenance including public school student health screenings, assisted teachers in the evaluation of IEP systems and provided work site safety information.

Achievements:

- Ensure healthy population by providing age-appropriate immunizations against infectious diseases based on CDC guidelines by initially scheduling appointments and all follow-up routines including maintaining tracking registry for any adverse reactions or interrupted immunization schedules.

EDUCATION

Post Graduate Studies – Education – University of Nevada, Las Vegas – Las Vegas, Nevada
Master of Science – Community Development - University of California, Davis - Davis, California
Bachelor of Nursing - University of Hawaii at Manoa - Oahu, Hawaii
Associates Degree in Nursing - University of Hawaii at Manoa - Oahu, Hawaii

CERTIFICATIONS

University of Mississippi Health Summit
Maternal-Child Health – Nurses Association
Foot and Ankle Care Nurse

PROFESSIONAL AFFILIATIONS

Gold Star Wives Club, Military (Military organizations) •
California/Nevada State Nurses Association • American Nurses Association