**Shaylene S. Vance RN, MSn, PMHNP-BC**

San Antonio TX 78254

Ph: 210-364-4036

Kellys.2003@yahoo.com

Greetings,  
  
  
I am Shaylene, Board Certified Psychiatric Mental Health Nurse Practitioner seeking to utilize my acquired skills and experience to serve patients in need of behavioral health and wellness.   
  
I have been a Registered Nurse for over 18 years with knowledge based in Neurological Medicine, Mental Healthcare Coordination, and Utilization Management.  
  
I am also a prior United States Air Force Medic. My service mission involved the provision of care for fellow U.S. soldiers, veterans, and their families in team-oriented environments. The need for prioritization of mental health in patient care-planning sparked my desire to further my education in behavioral health for all life stages.  
  
I hope assist by applying skills I have obtained in the provision of quality and timely mental health care to meet the needs of your organization and those it serves. My CV/resume is attached for your review, please feel free to contact me to discuss details or clarify any questions you may have.   
  
  
Sincerely,   
  
  
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**OBJECTIVE**

This notice is to express interest in positions for a Psychiatric Mental Health Nurse Practitioner. I have obtained clinical hours in the evaluation, diagnosis, treatment, and management of mental health disorders in children, adolescents, and adults across the lifespan. Management included prescription, education, and treatment plans for conditions including, but not limited to depression, anxiety, Insomnia, ADHD, Bipolar Disorder, and Schizophrenia. I am licensed in Texas as an APRN with PMHNP Board Certification by the ANCC. I hope to utilize expand on my skills in psychopathology, psychotherapy, and medication management to meet the needs of your practice/organization to promote positive patient outcomes.

**EMPLOYMENT/ EXPERIENCE**

**January 2022 to August 2023- Psychiatric Mental Health Nurse Practitioner-S**

• Performed Psychiatric assessment and diﬀerential diagnosis consideration, application of diagnostic criteria, appropriate diagnostic testing/formulation for patients with various psychiatric mental health conditions. Delivery of safe, competent, quality, and cost-effective care and medication management. Interprofessional collaboration among patients and healthcare teams for effective psychotherapeutic outcomes

• Use of psychotherapeutic modalities combined with psychopharmacologic approaches to treat common psychiatric mental health conditions at various life stages. Consideration of legal and ethical considerations for working with clients across the lifespan. Application of evidence-based modalities for a wide range of psychiatric issues.

**2011 to 2022**- **Clinical Nurse Advisor/Health Care Coordinator**

**Humana Healthcare Inc., San Antonio, Texas**

• Utilization management-function (UM) both independently and collaboratively with a team to assist members/patients in obtaining the most appropriate level of care for various conditions. Knowledge of insurance plans, processes, and workflows.

• Daily patient healthcare guidance and coordination to include Behavioral/Mental Health and Social Service screening/assessments and referrals. Clinical COVID Response Team, COVID Outreach. Provision and coordination of medical, nutritional, and mental health support services via telephonic triage lines.

• Performed clinical review of patient treatment records, to ensure that patients received appropriate care administered with quality, cost efficiency, and within compliance

• Responsibilities included Prior authorization and clinical reviews for Medicare members within all U.S regions to include Medical, Home Health, and DME requests

• Answer associates questions, assist with ensuring timely/quality member and provider call/ inquiry resolution

• Process Medical Service Organization Denial requests, Member Continuity of care, Transition of Care, waivers, insurance network exception requests when needed.

• Identification and escalation of performance improvement opportunities to organizational leadership

**Team Lead for Florida Commercial Nurse advisors** prior to regional departmental/team realignment in addition to the following responsibilities:

• Served as a primary resource to team

• Answer associate’s questions, assist with ensuring timely/quality call resolution

• Associate Training /in-services/presentations

• Projects or assignments (i.e., Market Escalated Request/Resolution)

• Identification and escalation of performance improvement opportunities to management

• Day to Day monitoring of individual and team call volume/ Service Levels

• Work in collaboration with stakeholders to ensure associate/team operational excellence

**2008 to 2011**- **Staff/Clinical Medical-Surgical Registered Nurse** (contractor)

**Wilford Hall Medical Center, Lackland Air Force Base, Texas**

Established care planning, education, and evaluation of patients on a Medical Surgical Unit. provision of educational in-services for Lackland Gateway CDC, shift/team-leader responsibilities, discharge/nutritional education, postmortem care.

**2004 to 2008**- **Staff/Clinical Registered Nurse**

**Southwest Texas Methodist Hospital, San Antonio Texas**

Provided a wide variety of skills and services to meet patient care/staffing needs within the entire Methodist Healthcare system to include Methodist Specialty and Transplant, Northeast, and Metropolitan Methodist Hospitals. Service included care of Neurological Surgery and Medicine patients diagnosed with neurological and cerebrovascular pathologies, a variety of psychological conditions including those requiring high observation status, and suicidal monitoring/prevention.

**1995 to 1999**- **Emergency Medical Technician- Active-Duty Air Force**

**Wilford Hall Medical Center, 323rd Medical Training Wing, Lackland Air Force Base, Texas**

**CERTIFICATIONS & LICENSES**

MSN, PMHNP-BC, License # 1143780// Exp: 2/28/2025

RN BSN- Since 2004, Exp: 2/28/2025

BLS-American Heart Association, Exp: 4/2024

**EDUCATION**

1995 to 1999- Certificate, Medical Service Apprentice, Community College of the Air Force, Lackland Air Force Base, Texas

2000 to 2003- Bachelor of Science in Nursing, Armstrong Atlantic State University (AASU), Savannah GA

2020 to 2023-Walden University -Psychiatric Mental Health Nurse Practitioner Program (MSN). 640 Clinical Education hours completed.

**PROFESSIONAL EXPERIENCE**

**2012 to 2014**- Continuing Education Facilitator/ Humana Inc.

**2014 to 2015**- Medicare Expedited Training/ Humana Inc.

**2011 to 2014**- New Associate Clinical Review Training / Humana Inc.

**2008 to 2010**- Preceptor /SWT Med. Center/Wilford Hall Med. Center

**PROGRAM/ SOFTWARE PROFICIENCIES**

Kareo Data Entry

Simple Practice

Microsoft Word

Excel

Power Point

Microsoft Office Teams

InterQual -Clinical service level of care screening tool

Milliman Care Guidelines-Evidence-based guideline resource

Center for Medicare Service Guidelines (CMS)

Meditech Electronic Medical Record Application

Clinical Guidance Exchange (CGX) Electronic Medical Record Application

**ADDITIONAL PROFESSIONAL SKILLS**

-Monitoring patients pre and post-surgical anesthesia phases, provision and receipt of patient status reports, Monitor vital signs, perform basic life support, initiate and monitor intravenous access/fluids, dosage calculation, assist with medical examinations and procedures (e.g. lumbar punctures, tissue biopsies), tracheostomy care, wound care, transfer of immobilized patients, provision of safety for patients with special needs/limitations, Foley-catheter insertion, veni-puncture, specimen collection, maintain sterile field, perform isolation precautions, completion of pre/postoperative instructions, prep, checklist, and monitoring, apply/remove pneumatic/elastic devices for shock and bleeding management, post-mortem care,

-Patient record documentation/maintenance, word processing, appointment scheduling, answering multi telephone systems, new personnel orientation/training,

**HONORS/AWARDS**

**2020 & 2021- Star Award**- Clinical Nurse Advisor contribution recognition award/Humana

**2003- Cum Laude**- Armstrong Atlantic State University Academic Honors -GPA 3.6

**1999-Good conduct Medal**- United States Air Force Military service award

**LANGUAGES**

English-Proficient

**MEMBERSHIPS**

2003- Sigma Theta Tau International Honor Society of Nursing Inductee

2022-Psychiatric Advanced Practice Nurses of Texas

2023-American Nurses Association & Texas Nurses Association

**REFERENCES:**

**Kenneth Sterling LVN**- United Healthcare 210-289-7974 [Ksterling86@gmail.com](mailto:Ksterling86@gmail.com) (Former Humana Supervisor)

**Sandra Teniente Calhoun LVN**-WellMed Healthcare 210-935-1983 [Sandratcalhoun@gmail.com](mailto:Sandratcalhoun@gmail.com) (Former Humana Colleague)

**Mojdeh Sarrami RN**-WellMed Health Care 210-725-9545 (Former Humana Colleague)

**Latasha Dunn RN, MSN**-WellMed Healthcare (478) 396-6244 [Ta1she@aim.com](mailto:Ta1she@aim.com) (Former Wilford Hall Medical Center Supervisor, Ret Lt. Col USAF)

**Kolade Ajayi RN, PMHNP-BC**-Alamo Premier Mental Health 210-940-2764 info@alamopmh.com (Preceptor)