**[RN Coordinator, Nephrology, Nurse Educator](https://www.postjobfree.com/resume/ad0ewr/rn-coordinator-nephrology-richmond-va)**

**Location:**Richmond, VA

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**Resume:**

CONNIE JACKSON, BSN, RN

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ADAPTABLE RN COORDINATOR

Patient Care Coordinator • Transplant Care • Case Management

Clinical Nurse Educator • Nephrology, CKD • Patient Advocacy

Successful Remote Worker

Excellence in Leadership Award

WORK EXPERIENCE

EUROFINS TRANSPLANT GENOMICS; Framingham, MA 2022 - present

Field Service Liaison Clinical Liaison (Remote)

Exceeded DC/MD/DE territory's commercial use & research enrollment by 100% in 2022 via innovative site training and better tracking. Achieved 147% of Q1 2023 plan.

Independently invented a novel tool for tracking patient data, adopted nationwide across the company.

Pioneered educational aid for transplant center teams and nephrology practices, emphasizing the clinical advantages of our kidney post-transplant tests for smooth integration into their workflow.

Expedited processing of financial assistance applications for patients under financial strain while initiating prior authorization when necessary.

Served as a key resource for study-specific requirements in clinical trials, assisting principal investigators and research personnel at sites.

Implemented patient education strategies for all patients on testing reasons, cadence, and process in clinical trials and commercial settings.

Maintained communication with clinics, implementing best practices tailored to each site's workflow.

Developed extensive understanding of all clinical locations in the DC/MD/DE region.

Attended SIVs; Instructed physicians, coordinators, and nurses on our product use in on-site training sessions, ensuring integrity in testing. Eduactaed office phlebotoists.

VCU HEALTH SYSTEM; Richmond, VA 2018 - 2022

Transplant Coordinator, Hume Lee Transplant Clinic (Hybrid)

Directed care for 400+ post-transplant patients, ensuring optimal health outcomes.

Completed patient admission for transplant during on-call hours, managing OR scheduling,

verifying donor and recipient records, ensuring timely order entry and patient communication.

Engaged directly with numerous patients in various clinic settings to address new or ongoing issues while meticulously reviewing labs and medications for accuracy.

Orchestrated outpatient care coordination, working closely with providers to assess, diagnose and treat patient responses to actual or potential health issues.

Bolstered the healthcare team's comprehensive efforts in illness prevention and wellness maintenance through active assistance and dedicated collaboration.

Scheduled necessary scans, infusions, tests/procedures ahead of patient visits while completing comprehensive assessments as needed to ensure preparedness.

VCU HEALTH SYSTEM; Richmond, VA 2017 - 2018

Mechanical Circulatory Assist Device Coordinator, Pauley Heart Center

Managed 24-hour coverage for implantation explanations, ER visits, and patient calls during rotational on-call periods; educated hospital staff about device usage.

Evaluated patient and family psychological readiness for VAD insertion, focusing on pre-operative bridge to transplant/destination patients.

Collaborated with team members in developing, implementing, reviewing policies/procedures/standards of care for MCD patient population.

Maintained MCD data integrity, reported findings to Data Coordinator for protocol compliance.

Participated in committee selection, providing essential assessment information.

Conducted thorough outpatient evaluations of VAD, TAH including interrogation, alarm checks.

Orchestrated post-op care coordination with physicians and healthcare team.

VCU HEALTH SYSTEM; Richmond, VA 2014 - 2017

Clinical Coordinator, Hume Lee Transplant Clinics

Led a 12-member clinical team of LPNs, RNs, CMAs, and phlebotomists.

Oversaw daily operations of multiple specialty clinics specializing in ESRD, kidney, liver, heart and islet cell transplants, surgery clinic, general hepatology, liver surgery, hepatocellular cancer, and NASH.

Managed infusion and procedure areas, ensuring high-quality general nursing care.

Ensured quality improvement measures met during CMS and Joint Commission audits; streamlined workflow for productivity.

Hired staff and created a streamlined on-boarding procedure for smooth team integration.

Executed liver elastography examinations.

Stepped in to manage procedure area and supplement staffing as required.

THORACIC SURGERY ASSOCIATES; Richmond, VA 2010 - 2014

Thoracic Nurse Coordinator

Engineered comprehensive objective creation and spearheaded extensive education for floor nurses on thoracic surgery patient care and chest tube management.

Pioneered and successfully sustained a thoracic surgery service at St Francis Medical Center, overseeing the comprehensive management of the program.

Managed database for clinical outcomes analysis of lung cancer patients; tracked survival rates, infection incidences, and recurrence patterns.

Bridged communication between inpatient, outpatient, patients, physicians, and all healthcare team members to ensure seamless coordination.

Directed daily clinic operations, independently rounded on inpatients, collaborated with providers.

Performed chest tube removals and lung irrigation under physician supervision for patient care.

VCU HEALTH SYSTEM; Richmond, VA 2007 - 2010

Clinical Coordinator, Pauley Heart Center

Managed daily operations of 20-bed cardio-thoracic surgery telemetry step-down unit, providing nursing care for pre and post surgical cardiac, heart transplant, thoracic / lung, heart failure, artificial heart, ventricular assist device, and pulmonary hypertension patients; engaging in direct patient care for at least 12 hours per week.

Led daily interdisciplinary rounds, handled emergencies, participated in throughput and discharge planning to ensure the healthcare facility's smooth operation.

Facilitated communication across the nursing unit, aided nurses as needed, and mentored new staff and students.

Executed daily charge nurse duties; staffing, scheduling, and bed assignment for efficiency.

Instructed patients on pre/post-surgery guidelines, including mechanical assist devices, discharge planning and teaching.

Orchestrated monthly scheduling for staff in the unit and telemetry monitoring unit.

Addressed patient or family issues promptly and effectively, ensuring resolution.

Collaborated with hospital CEO to plan and establish a new medical device unit.

LEGAL NURSE CONSULTING; Richmond, VA 2007-2023

Self-employed (Remote - Part time)

Medical record review, timelines, reports, merit review.

Interpret medical records, assist in the discovery process and identify missing records.

Provide education and clarification of medical / nursing issues to assist legal team.

Perform literature search.

General consult related to transplant services, medicine, therapies, devices.

Prior Experience: VCU HEALTH SYSTEM, Staff RN, Pauley Heart Center

EDUCATION

Virginia Commonwealth University Medical College of Virginia, Richmond, VA

BSN, Nursing (Cum Laude)

TECHNOLOGIES, CERTIFICATIONS, LICENSES, AFFILIATIONS

Technologies: Microsoft Office products, Google Workspace, Epic, Cerner, Salesforce, Veeva

Certifications: PCCN Alumnus • BLS • ACLS • FEMA trained volunteer

Licenses: Registered Nurse; VA Compact, #0001191808

Affiliations: Signa Theta Tau • ITNS (international transplant nurses) • AACN (association of critical care nurses) • AALNC (legal nurse consultants) • VCUHS Nurse Residency • National Student Nurses Association