



Olivia Martinez

Nurse Case Manager

Dedicated nurse case manager with a track record of improving patient compliance and reducing readmissions

Experienced registered nurse with five years in case management, specializing in chronic disease coordination, patient advocacy, and post-acute care transitions. Proven ability to reduce hospital readmissions and improve treatment adherence through proactive follow-up programs and patient education initiatives. Skilled in managing high-volume chronic care populations while maintaining compliance with clinical protocols and payer requirements. Committed to delivering patient-centered care that improves long-term health outcomes across complex disease populations.

Location

San Antonio, TX, LinkedIn

Phone

(123) 456-7890

Email

email@example.com

Education

University of Texas, San Antonio, TX
| May 2019
Bachelor of Science in Nursing (B.S.N.)

Key Skills

- Client advocacy and empowerment strategies
- Community outreach and stakeholder engagement
- Needs assessments and service eligibility determination
- Case documentation and compliance reporting
- Public assistance program navigation (Section 8, SNAP, Medicaid)
- Multi-agency collaboration and partnership development
- Mentorship program design and youth intervention

Professional Experience

Nurse Case Manager, Alamo Healthcare | San Antonio, TX
July 2021 - Present

- Reduced hospital readmissions by 20% through implementation of a proactive post-discharge follow-up program, including 48-hour phone check-ins and care transition planning for high-risk patients
- Managed care plans for 100+ chronic disease patients monthly across diabetes, COPD, and heart failure populations, achieving a 95% compliance rate with treatment protocols
- Conducted interdisciplinary care conferences for complex cases, streamlining communication between physicians, social workers, and discharge planners and reducing transition planning time by 25%
- Developed patient education materials on medication adherence, nutrition, and symptom monitoring, improving self-management competency scores by 30% on post-education assessments

Registered Nurse, Mission General Hospital | San Antonio, TX
August 2019 - July 2021

- Delivered bedside care for 8-10 patients per shift in the surgical recovery unit, maintaining compliance with post-operative protocols and achieving a 96% patient satisfaction rating
- Collaborated with the case management team to create individualized post-discharge care instructions for 15+ patients weekly, improving adherence to follow-up appointments by 18%
- Identified 25+ patients at high risk for readmission and escalated to case management team, enabling proactive intervention and reducing surgical complication-related readmissions by 10%

Certifications

- Certified Case Manager (CCM), Commission for Case Manager Certification, August 2022
- Accredited Case Manager (ACM), American Case Management Association, September 2023
- Basic Life Support (BLS), American Heart Association, March 2024