

MICHAEL TURNER

RN Case Manager

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PROFILE

Compassionate RN case manager committed to optimizing patient care outcomes at scale

Registered nurse with eight years of progressive experience in clinical case management, patient advocacy, and discharge planning across fast-paced healthcare environments. Proven ability to improve treatment adherence and reduce preventable readmissions through proactive care coordination and utilization review. Skilled in managing complex chronic disease populations while maintaining compliance with payer guidelines and accreditation standards. Committed to translating clinical expertise into measurable, system-level patient outcomes.

KEY SKILLS

- Patient advocacy and care coordination
- Discharge planning and post-acute care transitions
- Utilization review and payer compliance management
- Chronic disease management and care protocol adherence
- Interdisciplinary team collaboration and clinical communication
- Readmission reduction and preventive intervention planning
- HIPAA compliance and clinical documentation standards
- Insurance authorization and benefits verification
- Evidence-based care plan development for complex patients

PROFESSIONAL EXPERIENCE

RN Case Manager

Beacon Health Systems, Boston, MA | May 2019 - Present

- Improved discharge efficiency by 15% through streamlined care coordination processes, reducing average patient length of stay by 1.2 days across a 200-bed acute care unit
- Managed care coordination for 200+ chronic disease patients monthly, enhancing treatment adherence by 25% through personalized follow-up protocols and patient education initiatives
- Conducted utilization reviews ensuring compliance with payer guidelines for 100+ cases monthly, reducing claim denials by 10% and recovering an estimated \$180,000 annually in previously denied claims
- Developed and implemented post-discharge follow-up program for high-risk patients, reducing 30-day readmission rates by 18% across congestive heart failure and COPD populations
- Collaborated with interdisciplinary teams including physicians, social workers, and physical therapists to develop individualized transition-of-care plans for 40+ complex patients per month
- Educated patients and caregivers on disease management, medication adherence, and community resources, achieving a 92% patient satisfaction score on post-discharge surveys
- Trained three new RN case managers on utilization review standards, documentation protocols, and care coordination best practices

Registered Nurse

New England General Hospital, Boston, MA | June 2017 - May 2019

- Delivered compassionate bedside care to a diverse patient population in a high-acuity medical-surgical unit averaging 8-10 patients per shift
- Assisted case management team in developing individualized discharge plans for 15-20 patients weekly, improving documentation accuracy and transition planning timelines
- Identified high-risk patients for case management referral, contributing to a 12% improvement in early intervention rates across the unit
- Maintained compliance with Joint Commission standards across all clinical documentation and patient safety protocols during biannual accreditation reviews

EDUCATION

Bachelor of Science in Nursing (B.S.N.)

Northeastern University, Boston, MA

CERTIFICATIONS

- Accredited Case Manager (ACM) , American Case Management Association, August 2021
- Certified Case Manager (CCM) , Commission for Case Manager Certification, September 2020
- Basic Life Support (BLS) , American Heart Association, November 2023