

PW

Patricia Williams

Home Health Aide

CONTACT INFORMATION



(520) 555-0188



denise.whitfield@example.com



Tucson, AZ 12345

EDUCATION

- **Certified Nursing Assistant (CNA), Arizona State Board of Nursing, License Active since 2011**
- **Home Health Aide Certification, Pima Community College, Tucson, AZ, 2010**
- **Hospice and Palliative Care Aide Certification, National Association for Home Care & Hospice (NAHC), 2016**
- **BLS/CPR Certification, American Heart Association, Current through 2025**
- **High School Diploma, Tucson High Magnet School, Tucson, AZ, 2009**

KEY SKILLS

- End-of-life and hospice care
- Complex transfers and Hoyer lift operation
- Catheter, ostomy, and wound care
- Medication reminders and pill organization
- Vital signs monitoring and documentation
- Dementia and Alzheimer's de-escalation
- Family education and bereavement support

ABOUT ME

Home Health Aide and CNA with 14 years of experience across hospice, home care, and assisted living. Lead aide on a 9-person team, with a track record of low client turnover and clean state survey results. Specializes in end-of-life care, complex transfers, and family education.

PROFESSIONAL EXPERIENCE

LEAD HOME HEALTH AIDE | SAGUARO HOME & HOSPICE, TUCSON, AZ 2019 - PRESENT

- Oversee a team of 9 aides serving 32 clients across central and east Tucson, including 11 hospice clients
- Cut client complaint calls by roughly two-thirds after introducing a same-day shift handoff note shared with the on-call nurse
- Sit in on initial intake visits with the RN case manager to set up care plans, equipment needs, and family expectations
- Lead monthly skills refreshers on body mechanics, catheter care, and dementia de-escalation
- Stepped in as scheduler during a 4-month staffing gap, keeping visit fill rate above 96 percent

HOSPICE AIDE | MESA VERDE HOSPICE, TUCSON, AZ 2015 - 2019

- Provided end-of-life personal care to 6 to 8 hospice clients per week in private homes and group homes
- Repositioned bedbound clients every 2 hours and managed mouth care, perineal care, and skin breakdown prevention
- Coached more than 40 family members on safe transfers, hand-feeding, and what to expect in the final days
- Charted in HCHB at the bedside and flagged any change in condition to the hospice nurse within the hour

CERTIFIED NURSING ASSISTANT | COPPER RIDGE ASSISTED LIVING, MESA, AZ 2012 - 2015

- Cared for 14 to 18 residents per shift on a long-term care unit, including 4 residents on full assist
- Helped pass a state survey with zero deficiencies in resident care during the 2014 inspection
- Trained 6 new CNAs on the unit's transfer protocol and mealtime assistance procedures
- Picked up overnight shifts during flu season, holding the unit's call-out rate to one of the lowest in the building

HOME HEALTH AIDE | DESERT BLOOM CAREGIVERS, PHOENIX, AZ 2010 - 2012

- HCHB and electronic charting
- Specialized diet preparation (diabetic, renal, pureed)
- Infection control and PPE protocols
- Staff scheduling and shift coordination
- Bilingual: English and conversational Spanish

- Provided in-home personal care to a rotating caseload of 5 elderly clients, including two with Parkinson's
- Drove clients to medical appointments, grocery trips, and adult day programs using personal vehicle
- Prepared meals tailored to diabetic, renal, and pureed diets per RN instructions
- Maintained perfect attendance over 22 months of weekday morning shifts