



Ida Madsen

Caregiver Specialist

Dedicated to improving daily living support for home-based clients, with 6 years of experience completing ADL tasks across bathing, grooming, mobility, and nutrition guidance. Raised client satisfaction scores from 64% to 90.4% by restructuring morning routines around individual preferences and physician-recommended schedules, while holding a First Aid/CPR/AED certification and an AAS in Human Services.

CONTACT INFORMATION

 (775) 555-0111

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 Elko, NV

KEY SKILLS

- ADL Assistance and Mobility Support
- Care Plan Development
- HIPAA Compliance
- Electronic Visit Documentation System
- Safe Lifting Equipment
- Client and Family Education
- Schedule Coordination
- Nutrition and Hygiene Guidance
- Condition Change Reporting
- Microsoft Word

PROFESSIONAL EXPERIENCE

2023 - Present

Caregiver Specialist | Silver Sage Home Services, Elko, NV

- Complete an average of 23 ADL tasks per shift, including bathing, dressing, grooming, toileting, and mobility support for 4 clients daily.
- Raised client satisfaction scores from 64% to 90.4% by restructuring morning routines around individual preferences and physician-recommended schedules.
- Shortened average service delay from 34 minutes to 12 minutes per visit by building individualized care timelines and aligning arrival windows with each client's medication schedule.
- Prepare and maintain daily progress records in the electronic visit documentation system, flagging condition changes for the supervising nurse within 2 hours.

2021 - 2023

Personal Care Assistant | Copper Basin Senior Care, Spring Creek, NV

- Delivered 18 ADL tasks per shift for 3 home-based clients, covering transfers, skin care, and ambulation using safe lifting equipment.
- Improved client satisfaction survey scores by 23.1% over 9 months by introducing a weekly preference review and adjusting grooming and meal timing to each client's feedback.
- Instructed 7 family members on bedside repositioning techniques and fall-prevention strategies, reducing after-hours calls by 4 per month.
- Documented nutritional intake and hygiene observations in Microsoft Word templates shared with care coordinators each Friday.

2020 - 2021

Home Care Aide | Lamoille Creek Wellness Group, Elko, NV

- Assisted 2 elderly clients with 13 ADL tasks per shift, including oral care, feeding, and wheelchair transfers.
- Advised clients on household cleanliness routines and nutrition planning, contributing to a client satisfaction score increase of 19.9%.
- Logged daily service notes on a smartphone, maintaining HIPAA-compliant records and submitting reports to the supervisor within 45 minutes of each visit.

EDUCATION

AAS, Human Services

Great Basin College, Elko, NV | 2018 - 2020

CERTIFICATIONS

First Aid/CPR/AED, American Red Cross, 2025