

**Emily B. Austin, MS, APRN, FNP - C**

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**PROFESSIONAL SUMMARY**

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- Family Nurse Practitioner certified by the AANP with experience in Family Medicine and Urgent Care
- Proficient in wound care and management of wounds of varying severity including pressure ulcers, stomas/ostomies, burn care and management
- Extensive knowledge of multiple state regulations, insurance practices, business ethics, principles of community health and management, and means of increasing patient satisfaction
- 300 + hours of Continuing Education in Critical Care, Home Care Management, Quality Indicators, State and Federal Regulations
- Proficient in high acuity, neurosurgical critical care patient support including assessment, management of medical interventions such as external ventricular drains, Camino bolts, Swan-Ganz catheters, central lines, and ventilators; medication administration, lab work, and documentation with care plan for diagnosis
- Appeared frequently in public speaking engagements to various audiences including physicians and facility administration to raise awareness of federal benefits available to patients and the healthcare team
- Dealt directly with US Department of Labor under the 2001 Congressional Entitlement Act for the Energy Employees Occupational Illness Compensation Program to increase and maximize benefits usage for claimants and beneficiaries
- Developed Quality Assurance program for nationwide home health agency by identifying areas for improvement, and implementing initiatives through education while utilizing multiple media sources and evaluating outcomes
- Abstract and poster selected for presentation at 20<sup>th</sup> Annual Rocky Mountain Regional Multidisciplinary Research and Evidence Based Practice Symposium (2009) for successful practice change implemented at local hospital

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**CREDENTIALS/CERTIFICATIONS**

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**Family Nurse Practitioner – AANP**

**Colorado APN and RXN**

**DEA license**

**Colorado RN License - Compact**

**Home Care Manager Certification (CAHSAH)**

**Advanced Cardiac Life Support (ACLS)**

**Basic Life Support (BLS)**

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## PROFESSIONAL EXPERIENCE

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### **AfterOurs Urgent Care, Denver, CO/Thornton, CO – January 2015 – present** *Family Nurse Practitioner*

- Provide primary and urgent care services to patients in busy locations as sole provider onsite for patients of all coverages including a 60% Medicaid and underserved population
- Triage patients appropriately based on medical need
- Accurately identify emergent situations requiring higher level of care and send out appropriately
- Point of care diagnostics – ECG, x-rays, laboratory interpretation
- Perform minor surgical procedures within the FNP scope of practice and educational instruction including wound repair with Dermabond, suturing, and stapling; nail removal; abscess incision and drainage; skin tag removal and other procedures applicable to the urgent care setting
- Train and develop staff via educational offerings and in-services
- Build network of referrals for underinsured and Medicaid patients in an effort to expand the clinic's visibility to the community

### **Front Range Primary Care, Denver, CO – January 2015 – August 2015** *Family Nurse Practitioner*

- Provide primary care for an underserved and 70% Medicaid patient base
- Care for newborns to geriatrics with complex needs on appointment and walk in basis as sole provider onsite for primary care practice
- Independently apply principles of primary care for the family through the lifespan, accurately assessing, diagnosing, treating patients with a holistic approach
- Give anticipatory guidance to patients in all stages of life
- Application of primary care concepts in the advanced health assessment of individuals and families
- Provide advanced diagnostic reasoning and therapeutic communication techniques for the primary health care management of individuals and families across the lifespan
- Complete appropriate documentation for each patient in EMR with appropriate coding/billing justification for each patient
- Integrate psychosocial, cultural, spiritual and socioeconomic influences for individualized plans of care for families and individuals
- Collaborate with the inter-disciplinary team to empower individuals and families to attain and maintain wellness, promote health and prevent disease
- Review laboratory results, diagnostic tests, and make appropriate clinical decisions based on known clinical data and diagnostics

### **RGA Home Healthcare Services, Denver, CO March 2013 – March 2014** *RN Manager*

- Developed Plans of Care appropriate to patient needs and oversaw implementation of ordered Plan of Care; provided RN oversight to LPNs, HHAs
- Collaborated with healthcare providers to meet short and long term care goals and completed OASIS per Medicare/Medicaid guidelines
- Assessed, recommended, and implemented wound care on all types of wounds with varying severity, including wound-vacs
- Administered IV infusions and maintained access sites in the home (PIV, PICC, ports)
- Managed enteral feedings, ventilators, drains and catheter care; managed and provided patient and caregiver education with focus towards independence
- Instructed RNs, LPNs, HHAs during company assigned in-services to promote continuing education and evidence based practice
- Provided case coordination with multidisciplinary team to promote excellent outcomes

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**Professional Case Management, Denver, CO August 2010 – February 2013**

*Clinical Operations Coordinator February 2011 – February 2013*

- Managed, supervised and provided support for Home Health Case Managers and field staff (including RNs, LPNs, CNAs, HHAs, and PCAs) in assigned regions
- Promoted agency services while focusing on client satisfaction and retention
- Developed education programs for staff and clients based on QA initiatives and agency needs
- Composed Letters of Medical Necessity for Department of Labor clients for physician signature
- Approved nurse generated Home Plans of Care for submittal to physicians and Department of Labor
- Collaborated with Marketing and Outreach team to meet client growth goals, increase profitability, and promote awareness of available services to target demographic
- Quadrupled client census resulting in 350% increase in billable hours through successful clinical outreach efforts
- Maintained 100% authorizations with no denials in all regions for all levels of service and acuity
- Raised awareness of program through public speaking engagements, physician and facility educational offerings

*Quality Assurance Administrator August 2011 – February 2013*

- Developed Quality Assurance/Performance Improvement program for all territories served by company nationwide to improve client outcomes and achieve standardization within the company's 9 national offices
- Ensured compliance with home health state and federal regulations for Colorado corporate headquarters
- Collected data using variety of methods: audits, record review, field data collection, historical analysis and community surveys
- Provided recommendations based on comprehensive data review
- Implemented initiatives and provided metrics for evaluation based on expected outcomes
- Completed multiple projects simultaneously while successfully meeting deadlines and organizational expectations
- Facilitated and moderated Professional Advisory Board meetings
- Appealed denied claims using thorough case review and presented write ups to governing board for escalation to federal Department of Labor office in Washington, DC
- Assisted claimants with adding Covered Conditions to their benefits via case review, medical research, clinical knowledge of disease management, treatment modalities/suites, and expected outcomes

*RN Senior Case Manager August 2010 – February 2011*

- Managed multiple cases simultaneously with focus on high acuity cases requiring 24/7 skilled nursing care and supervision
- Collaborated with worker's compensation external case managers to meet care needs and requirements based on medical need and available coverage
- Managed team of field nurses to maintain high client satisfaction with home nursing services
- Ensured durable medical equipment was maintained and appropriate supplies ordered for each client for adequate cost control
- Coordinated with healthcare team including physicians, social work, and physical therapy for total interdisciplinary care

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**University of Colorado Hospital Aurora, CO June 2009 – February 2011**  
*Clinical Nurse II, Neurosurgical ICU*

- Utilized nursing process to provide direct patient care for the critically ill and critically injured patients
- Managed ventilators, Camino bolts, external ventricular drains, Swan Ganz catheters, arterial lines and pressure tubing, central lines, CVVH, and vasoactive intravenous medications
- Followed best practice guidelines and participated in bedside procedures
- Maintained all charting and documentation per policy
- Vascular Access Committee member to improve patient outcomes and hospital wide infection rates
- Participated in Magnet Re-designation and BEACON certification for Neurosurgical ICU

**Professional Organization Affiliation**

- Northern Colorado Nurse Practitioner Coalition
- American Association of Nurse Practitioners
- Colorado Society of Advanced Practice Nurses
- American Nurses Association
- Colorado Nurses Association

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**EDUCATION**

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**Master of Science in Nursing, Family Nurse Practitioner, February 2015**  
Georgetown University - Washington, D.C.

**Bachelor of Science in Nursing, May 2009**  
Regis University - Denver, CO  
*Summa Cum Laude, With Honors*

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**RECOGNITION/AWARDS**

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**May, June, July, August, September 2015**

Multiple patient reviews with 4 and 5 star rating in internal survey with AfterOurs client relations department shared on AfterOurs website

**January 2012**

Featured in Amarillo Globe News during outreach efforts with Cold War Patriots and Professional Case Management

**June 2010**

Recognized throughout the organization for receiving Outstanding Nursing Care feedback from a patient during a monthly Press-Ganey Survey at University of Colorado Hospital

**May 2009**

Abstract and poster presenter at 20<sup>th</sup> Annual Rocky Mountain Regional Multidisciplinary Research and Evidence Based Practice Symposium for successful practice change implemented at Exempla St. Joseph Hospital in Denver, Colorado based on research conducted on neutropenic precautions

**March 2009, March 2008**

Recognized by Sigma Theta Tau Alpha Kappa Chapter-at-Large for Academic Excellence in the Regis University Nursing Honors Program