

Maddalena Caires

Clinical Coordinator

Profile

Detail-oriented and dedicated Clinical Coordinator with 2 years of experience in overseeing clinical operations, ensuring compliance with regulatory requirements, and providing exceptional patient care. Proven ability to manage clinical staff, coordinate training and development programs, and maintain accurate documentation. Strong communication and interpersonal skills, with a track record of fostering collaborative relationships to enhance patient outcomes and overall clinic performance.

Employment History

Clinical Coordinator at KentuckyOne Health, KY

Feb 2023 - Present

- Successfully implemented a new patient scheduling system at KentuckyOne Health, KY, which increased appointment efficiency by 20% and reduced patient wait times by 15%.
- Streamlined communication between clinical staff and administration, resulting in a 25% reduction in errors and miscommunications and improving overall patient care quality.
- Developed and executed a comprehensive staff training program for clinical coordinators, leading to a 30% increase in employee retention rates and a 10% improvement in overall job satisfaction.

Assistant Clinical Coordinator at Norton Healthcare, KY

Jul 2021 - Dec 2022

- Implemented a new patient scheduling system that increased appointment booking efficiency by 35% and reduced patient wait times by 20%.
- Streamlined the coordination of clinical services, resulting in a 15% increase in overall patient satisfaction scores and a 10% decrease in patient complaints.
- Successfully managed a team of 30 clinical staff members, achieving a 25% reduction in employee turnover rates and improving staff engagement scores by 20%.
- Collaborated with cross-functional teams to develop and implement a comprehensive training program for new hires, reducing onboarding time by 40% and increasing employee competency levels by 30%.

Certificates

Certified Clinical Research Coordinator (CCRC)

Apr 2022

Certified Case Manager (CCM)

Jan 2021

✉ maddalena.caires@gmail.com

☎ (861) 057-2336

📍 123 Main Street, Lexington, KY 40507

Education

Bachelor of Science in Nursing at University of Kentucky, Lexington, KY

Aug 2017 - May 2021

Relevant Coursework: Anatomy and Physiology, Pathophysiology, Pharmacology, Medical-Surgical Nursing, Pediatrics, Obstetrics and Gynecology, Mental Health Nursing, Community Health Nursing, Nursing Research, and Nursing Leadership and Management.

Links

[linkedin.com/in/maddalenacaires](https://www.linkedin.com/in/maddalenacaires)

Skills

Time management

Communication

Organization

Problem-solving

Leadership

Microsoft Office

Electronic Health Records

Languages

English

Urdu