

Manon Boisclair

Patient Care Manager

Profile

Dedicated Patient Care Manager with 5 years of experience in overseeing clinical operations, patient care, and staff management. Skilled in developing and implementing patient care plans, ensuring regulatory compliance, and fostering interdisciplinary collaboration. Proven ability to improve patient satisfaction and optimize resource utilization. Committed to delivering high-quality healthcare services and enhancing the patient experience.

Employment History

Patient Care Manager at Providence Health & Services, OR

May 2023 - Present

- Successfully implemented a patient care improvement program, resulting in a 25% reduction in patient complaints and a 15% increase in overall patient satisfaction scores within one year.
- Streamlined the patient discharge process, leading to a 30% decrease in average discharge time and contributing to a 10% increase in bed turnover rate, allowing for more efficient patient flow and increased capacity.
- Led a multidisciplinary team in the development and implementation of a new electronic health record system, which reduced medication errors by 20% and improved communication between healthcare providers, ultimately enhancing patient safety and quality of care.

Assistant Patient Care Manager at Kaiser Permanente, OR

Sep 2018 - Apr 2023

- Successfully reduced patient wait times by 20% through streamlining processes and implementing a new appointment scheduling system, resulting in improved patient satisfaction scores.
- Effectively managed a team of 30 healthcare professionals, including nurses, medical assistants, and support staff, achieving a 15% increase in overall team productivity and a 10% reduction in staff turnover.
- Spearheaded the development and launch of a comprehensive patient education program, leading to a 25% reduction in hospital readmissions and an increase in patient adherence to treatment plans.
- Implemented a new electronic medical records system, increasing data accuracy by 30% and improving communication between healthcare providers, ultimately leading to more efficient and effective patient care.

Education

Bachelor of Science in Nursing at Oregon Health & Science University, Portland, OR

Aug 2014 - May 2018

Relevant Coursework: Anatomy and Physiology, Microbiology, Chemistry, Nutrition, Nursing Fundamentals, Pathophysiology, Pharmacology, Medical-Surgical Nursing, Pediatric Nursing, Obstetric and Gynecological

Details

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Links

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Skills

Empathy

Organization

Communication

Problem-solving

Time-management

Decision-making

Delegation

Languages

English

German

Hobbies

Gardening

Photography

Cooking