

[REDACTED]
Aurora, IL 60504

Phone [REDACTED]

Terri E. Voitik

Objective

To be appointed to City of Aurora's Sustainability Committee

Professional experience

09/10 – 1/16 Cigna Insurance – Cigna Onsite Health RN Onsite WellNurse

Worked with dedicated client and managed the health insurance incentive program of 800 employees. Set & met goal to engage employees and create "Culture of Health" in the workplace. Responsible for the identification of customer health education needs through biometric values and health assessment activities. Assessed readiness to change and implemented actions to assist customers in reaching their goals. Provided 1:1 health coaching and goal setting with customers and assisted customers to progress toward behavior that improve health status, reduce health risks and improved quality of life. Coached employees on how to prevent chronic diseases and move toward improved health and wellness. Provided health and wellness education utilizing a multitude of methods including but not limited to group presentations, newsletters, educational seminars and health fairs. Designed and implemented health promoting activities such as Weight Watchers ongoing healthy lifestyle Campaigns and Stop by Booths. Documented all customer coaching interactions and interventions as appropriate. Exceeded company metric completion rates and health improvement outcomes.

06/09 – 09/10 Season's Hospice Willowbrook, IL
Hospice Care Liaison

Liaison between contracted hospitals and hospice team. Makes inpatient visits and performs assessments and pre-admission evaluation and initiates admission process. Meets with family members and answers and educates to hospice and services. Obtains informed consent, provides for initial plan of care and interventions, is consultant for pain and symptom management, coordinates the discharge plan which optimized patient and family comfort and quality of life. Process requires communication with the patient, family members, physicians, discharge planners and hospital staff. Also responsible for networking, building key relationships within

the community and with medical providers. Provides medical in-services and other educational opportunities.

09/07 – 6/09 DuPage Convalescent Center – Rehab at DuPage, Wheaton, IL
Admission Nurse Liaison

Responsible for developing new resources of referral to Medicare sub-acute unit, making regular visits to referral sources, evaluations done of medical information of referrals, determining the appropriate rehabilitation level of care, completes preadmission screening for level of care, obtains demographic, medical and financial information and determines medical stability for transfer. Process requires communication and coordination with physicians, discharge planners patients and families. Maintains ongoing customer service & positive relationships with key contact and networks when appropriate.

10/05 – 9/07 The Hartford, Aurora, Illinois
Drug Review RN

Responsible for reviewing prescription medicines that fall outside of formulary in Workers Compensation cases. Evaluations include review for appropriateness and relatedness, non FDA use/off label status. Process involves contact with providers and contact & collaboration with claim handlers and nurse case managers.

10/03 – 10/05 The Hartford, Aurora, Illinois
Utilization Review Nurse

Responsible for providing Utilization Review management including review for medical necessity according to jurisdictional and URAC guidelines and meeting all timelines.

07/02 – 10/03 The Hartford, Aurora, IL
Nurse Case Manager

Telephonic case management in a worker's compensation environment. Evaluates, develops and manages appropriate treatment plans and file strategies adhering to jurisdictional guidelines and utilization criteria. Follows up medicals, addresses timely return to work, negotiates and balances cost and indemnity savings with quality care. Maintains communication with employer, adjuster, provider and patient on an ongoing basis. Strategizes with and is medical resource for claim handlers.

04/01 – 2/01 CorSolutions, Inc., Woodridge, IL
Disease Manager/Case Manager

Telephonic management and coordination of care to patients enrolled in Cardiovascular risk management program by utilization of nursing skills to triage, assess, monitor, evaluate, instruct, intervene and document care achieving program goals and outcomes. Maintains knowledge of current developments in Cardiac pharmaceuticals, interventions, and guidelines.

06/94 – 04/01 DuPage County Convalescent Center, Wheaton, IL

Charge/Staff Nurse

Responsible for the care of 56 residents, supervised 6 CNA's and 3 RSA's. Charge nurse duties on weekends. Prior responsibilities include service on the ventilator, subacute and rehab units. Managed acute and chronic diseases, and their accompanying systemic complications. Liasoned with physicians, O.T. and P.T. Carefully monitored recording of charges to comply with Medicare and insurance company requirements. Skilled in EKG, Phlebotomy, and IV.

01/96 – 04/01 Pediatric Services of American, Inc. Downers Grove, IL

RN Field Nurse

Provided in-home, private duty pediatric nursing care. Patients are medically fragile infants and children. Assessed patient care needs in compliance with physician treatment plans. Initiated care plans, making revisions based on current patient needs. Implemented rehabilitative and preventative nursing programs. Fully documented all patient conditions, assessments and treatments and reported to Care Coordinator and physicians. Handled patient and family teaching to insure full compliance with treatment regimens.

4/84 – 4/94 Pheasant Run Resort

Restaurant and Banquet Server

Worked as a food server, is restaurant and banquet experienced. Know the importance of providing good customer service, accurate order taking and delivery of food in a timely manner. Excellent communication skills, experienced in serving a wide variety of guests and understands and trained in diversity. Works closely as a team player with other wait staff and kitchen staff. Has a wide variety of experience and knowledge of serving both casual and upscale and enjoys providing the guest with an excellent dining experience. Flexible and willing to take on additional duties.

Participates in a continuing series of in-services, programs & workshops on insurance, disability nursing care and medical advances. Remains current on supervisory, motivational, and personal topics, as well as Medicare, Insurance, and Jurisdictional requirements.

Associate of Applied Science, Nursing, College of DuPage, Glen Ellyn, IL, 1994.

GPA 3.67/4.00.

Excellent personal and professional references available once a serious mutual interest has been established.

2017 Current Community and Volunteer Endeavors: I am a resident of Aurora, IL/ Cinnamon Glen Community since 1996. I am an RN by profession and am also active in my community. I am current president of the Cinnamon Glen Homeowners Association, Member and past chairman of the Sierra Club – Valley of the Fox, Current Steward of the DuPage County Forest Preserve District's Big Woods Forest Preserve, and Vice Chair of the Big Woods School Foundation, NFP., with our purpose being to save an historic one room school house that is located on the corner of Eola and Butterfield. Past Fermilab volunteer service includes having served on The International Linear Collider Citizens Task Force and also served for several years on Fermilab's Citizen's Advisory Board.