

**JOYCE K. WALTERS R.N., M.S., CFCN**  
**(702)588-2739**  
**Petal, Mississippi 39465**

**EDUCATION:**

- Affordable Care Act Perspective – University of Southern Mississippi - 2013
- Certified – Community Forestry – University of Southern Mississippi - 2012
- Certified - Foot and Nail Care (2008/2013) – Wound, Ostomy, Contenance (American Board of Nursing Specialities (ABNS) – (#2005453802)
- Post Graduate Studies - Education – University of Nevada, Las Vegas
- Masters Degree – Community Development – U. of California, Davis
- Associate/Bachelor – Nursing – University of Hawaii, Manoa

**HONORARY:** - NURSE OF THE YEAR – Nominee, March of Dimes  
-L.D.I. (Leadership Development Institute) Applicant – V.A.

**ADVISORY:**

- United Way of Pioneer Territory – Nevada
- Advisory Board – Family To Family Connection – Nevada
- Board of Directors – Nevada Nurses Association

**PUBLICATIONS:**

- *Ruralite* – “Camping With Wildfire”
- *HT*–The Magazine for Healthcare Travel Professionals–“Burning Memories”

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**EXPERIENCE:**

**ACTIVE HEALTH** – Group presentations for health education and wellness  
Free lance researcher focusing on health issues - CURRENT

**CARE MANAGER** - Mayo Clinic – Phoenix, AZ - 1/2010-12/2011  
– Caregiver for daughters undergoing kidney transplant

**CARE MANAGER** – Veterans Administration – Surgery Care Line (Foot and Ankle Clinic)  
Member of an interdisciplinary healthcare team managing a defined but dynamic caseload. Participant in ongoing unit level quality improvement initiatives. Developed and maintained expertise in evidence-based area of practice. Served as mentor and/or preceptor to new and less experienced staff. Delivered care that preserve/protects patient autonomy, dignity and rights. Used group process for decision making in multi-disciplinary problem solving. Coordinated unit-level Quality Improvement reports for nursing process, pain assessment and patient education. Resolved workflow problems as appropriate.

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**NURSE – II** - Veterans Administration, NV

Accountable as a primary care nurse and team leader. Alternate charge in an isolated, rural, community health setting with high risk population. Team leader for Goal Sharing Project. Assisted nurse practitioner to initiate Women's Health program.

**CARE MANAGER** - Veterans Administration, NV

Demonstrated leadership and applied the nursing process in a disease care management model. Referred and educated a high risk, high volume, high cost and problem prone patient population. Provided and coordinated educational care to veterans, families and groups regarding healthy lifestyle options, disease processes, medication and side effects and non-pharmacologic treatment options. Optimized independence, and enhanced patient and family satisfaction in motivating patients by developing a shared plan of care. Reduced ER readmissions through patient-focused health education.

**ACTIVE HEALTH** - Henderson, NV

Completed insurance physicals for life and long-term care. Freelance writer focusing on wellness issues for traveling health care workers.

**COMMUNITY HEALTH NURSE** - State of Nevada

Provided public health nursing to isolated, rural, culturally diverse population. Supported nursing services for the tuberculosis and immunization programs. Provided health monitoring to senior citizens. Supported nurse practitioner in Communicable and Sexually Transmitted Disease programs.

**NURSING SUPERVISOR** - Pahrump Medical Center, NV

Management team member in planning, policy formation and resource management. Liaison between county fire and rescue service for patient transports and "flight for life" procedures. Monitored medical inventory. Monitored patient care, resources and fiscal management related to nursing services. Secured resources for geriatric patients.

**BUYER ASSISTANT** - Central Management, State of Illinois

Corresponded with vendors and user agencies pertaining to commodity needs. Processed purchase orders, requisitions and bid applications. Collected statistical data pertaining to purchasing specifications. Prepared "bid" tabulations.

**PATIENT CARE COORDINATOR** - New Hope Hospice, NV

Completed patient admission. Presented information seminars to hospital staff/physician groups. Administered direct nursing care to geriatric patients.

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**HEALTH CARE FINDER** - Triwest Health Care

Certified HMO beneficiaries with appropriate health services. Coordinated services for military retirees transferring from traditional HMO's services to Medicare coverage. Completed Case Management duties in the least restrictive, most cost-effective manner.

**MANAGER – DONOR SERVICES** - United Blood Services

Supervised daily operations. Administered employee pre/post exposure program. Implemented staff training programs. Coordinated staff meetings. Resolved donor reactions. Supervised Quality Control program

**SINGLE PARENT PROJECT** - Clark County School District

Developed courses on parenting, wellness and child welfare. Managed and directed patient services with teens for health assessment, child development and career options. Trained nursing staff and supervised support staff. Coordinated staff activities.

**REFERENCES**

- Representative Chuck Gatschenberger, Missouri House of Representatives – 201 West Capital Avenue, Room # 234 – Jefferson City, MO – (573) 751-3572
- Donna Kelly, R.N. – E.R Charge Nurse – St. Rose Hospital Campus, Henderson, NV – (775) 513-8985 (C) - (702) 727-7535 (W)
- Elizabeth Sumner, R.N., A.P.N., - Pahrump CBOC – Veterans Administration  
P.O. Box 2059 - Pahrump, Nevada 89041 – (775) 727-1001
- Dr. Michael Federico – Diplomat, ABPS, Fellow, ACFAS – Veterans Administration  
P.O. Box 360001 – N. Las Vegas, Nevada – 89036 - (702) 280-6960
- Bill Guerrero, R.N. – Veterans Administration Southern Nevada – Medical/Surgical  
875 Silverado Ranch Boulevard – # 1136 – Las Vegas, NV – 89183  
(702) 265-3405