

Catherine Norman

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SUMMARY

Registered Nurse and senior **quality monitoring** professional with nine years of nursing experience across **long term care**, clinical quality, and nursing facility operations. Holds an active Texas RN license in good standing, a valid **Texas driver's license**, and extensive experience evaluating resident health, safety, and welfare through observation, interviews, record reviews, policy analysis, and performance reports. Conducts independent facility reviews, coordinates rapid response activity, mentors nurse reviewers, and provides practical technical assistance grounded in evidence based nursing practice and CMS expectations. Develops monitoring reports, in service education, policy resources, and peer training for licensed and **non licensed staff**. Uses clinical analysis, conflict resolution, consensus building, prioritization, public speaking, Microsoft Office, SharePoint, and Teams to support safer systems and clearer improvement decisions.

EXPERIENCE

Senior Nurse Quality Monitor

June 2022 - Present

Red River Clinical Quality Partners

Denton, Texas

Leads senior level quality monitoring across geographically dispersed long term care nursing facilities. Conducts independent reviews, coordinates rapid response activity, mentors nurse reviewers, and translates clinical findings into practical technical assistance, education, reports, and system improvement recommendations.

- Reviewed **facility systems** through observation, interviews, records, policies, and **performance reports**.
- Directed **rapid response** visits around **resident health**, safety, welfare, and highest risk systems.
- Presented monitoring findings and recommendations to administrators, nursing leaders, and frontline staff.
- Delivered **in service education** for licensed and non licensed facility personnel.
- Mentored nurse reviewers on interviews, evidence evaluation, reporting, and regulatory application.
- Researched CMS guidance and nursing literature for updated **technical assistance** materials.

Nurse Quality Consultant

April 2020 - May 2022

Prairie Oak Long Term Care Consulting

Fort Worth, Texas

Managed concurrent quality consulting assignments for **long term care** facilities across North Texas. Combined clinical review, regulatory interpretation, education, facilitation, and secure communication to help facility leaders address resident care risks and improve operational systems.

- Evaluated nursing systems through records, **observations, interviews**, and policy comparisons.
- Analyzed incidents, documentation, staffing, and performance reports for broader system concerns.
- Prepared reports linking findings with evidence based practice and **CMS** expectations.
- Delivered focused education for nurses, nursing assistants, and department leaders.
- Facilitated consensus among **administrators**, clinical leaders, and operational staff.
- Managed travel, assignments, records, SharePoint files, Teams communication, and **Microsoft Office** workflows.

Registered Nurse Supervisor

August 2018 - March 2020

Willow Bend Nursing and Rehabilitation

Lewisville, Texas

Supervised shift based nursing operations in a **long term care** setting. Guided resident care, reviewed clinical documentation, mentored nursing staff, supported quality meetings, and coordinated responses to changing resident conditions with independent clinical judgment.

- Supervised assessments, medication administration, documentation, and condition change escalation.
- Reviewed care records and shift reports for recurring clinical and documentation concerns.
- Mentored RNs, LVNs, and nursing assistants on resident centered care practices.
- Summarized clinical events and resident trends for quality meeting priorities.
- Resolved care concerns with residents, families, providers, and interdisciplinary staff.
- Organized urgent clinical responses and accurate follow up documentation.

Registered Nurse

June 2017 - July 2018

North Texas Regional Medical Center

Grapevine, Texas

Provided direct nursing care for adults with complex medical needs in a hospital setting. Applied systematic assessment, care planning, medication safety, documentation, patient education, and clinical **prioritization** while supporting newly oriented nurses as a peer resource.

- Delivered direct care through assessment, planning, medication safety, and documentation.
- Identified condition changes through assessment and record review for timely intervention.
- Maintained electronic records for treatments, education, assessments, and care response.
- Educated patients and families on medications, safety, and discharge needs.
- Prioritized treatments, reassessments, admissions, and communication around patient risk.

- Supported newly oriented nurses as a peer resource after consistent clinical practice.

PROJECTS

Long Term Care Rapid Response Review 📅 2024

Quiet signals often reveal larger system risks. Coordinated rapid response review methods that organized observations, interviews, records, and performance information around resident safety priorities.

Evidence Based Technical Assistance Library 📅 2023

Useful guidance earns trust when staff can apply it quickly. Researched CMS materials and nursing literature, then shaped findings into practical education resources for facility teams.

LEADERSHIP & AWARDS

- Senior Nurse Quality Monitor leadership recognition for rapid response coordination and peer mentoring.
- Peer mentor recognition for supporting nurse reviewers during field orientation and quality monitoring visits.
- Clinical education leadership for delivering resident safety and documentation training to varied staff groups.

EDUCATION

Bachelor's Degree in Nursing

2017

Texas Woman's University GPA: 0

Denton, Texas

Coursework: Nursing principles, long term care operations, clinical analysis, evidence based practice

CERTIFICATIONS

- Registered Nurse, Texas, Active and in Good Standing 📅 2026
- Basic Life Support, American Heart Association 📅 2026
- Valid Texas Driver's License 📅 2026

TECHNICAL SKILLS

- **Clinical Nursing:** Nursing principles, patient care standards, clinical assessment
- **Long Term Care:** Nursing facility operations, resident safety, care systems
- **CMS Compliance:** CMS requirements, federal regulations, quality expectations
- **Quality Monitoring:** Facility reviews, performance reports, monitoring reports
- **Review Methods:** Observation, interviews, record review
- **Policy Practice:** Policy interpretation, procedures, practice standards
- **Education Delivery:** In service education, technical assistance, peer training
- **Communication Tools:** Microsoft Office, SharePoint, Teams
- **Clinical Research:** Nursing literature, evidence based practice, clinical updates
- **Leadership Methods:** Rapid response coordination, mentoring, consensus building
- **Risk Management:** Resident welfare, health risks, safety concerns
- **Regulatory Knowledge:** Local laws, state laws, federal laws
- **Professional Communication:** Public speaking, conflict resolution, staff counseling
- **Operational Analysis:** Performance analysis, system evaluation, data review
- **Transportation Readiness:** Texas driver's license, personal motor vehicle, travel readiness

SKILLS

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|--------------------------|------------------------|-----------------------------|-------------------------|
| • Quality monitoring | • Facility evaluation | • In service education | • Public speaking |
| • Long term care nursing | • Clinical analysis | • Peer mentoring | • Conflict resolution |
| • CMS requirements | • Record review | • Rapid response | • Data driven decisions |
| • Resident safety | • Technical assistance | • Regulatory interpretation | |

PROFESSIONAL AFFILIATIONS

- Long term care quality collaboration with nursing facility administrators, clinical leaders, and frontline staff.
- Peer mentoring partnership with nurse reviewers, newly hired nurses, licensed staff, and nursing assistants.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST