

RAVEN LAWSON

Healthcare Operations | Clinical Informatics | Clinical Training & Compliance

[Email](#) | [LinkedIn](#) | [Website](#)

PROFESSIONAL SUMMARY

Healthcare operations professional and Certified Nursing Assistant with 12+ years of experience across skilled nursing, long-term care, rehabilitation, acute care, telemetry, and restorative care environments. Graduate student pursuing an M.S. in Health Informatics, combining frontline clinical expertise with experience in workflow optimization, systems implementation, clinical data validation, data integrity, regulatory compliance, staff training, and competency assessment. Proven ability to translate clinical and regulatory requirements into practical workflows, including development of digital tracking systems supporting a 200-bed skilled nursing facility and corrective system redesign that contributed to the vacating of an IDPH regulatory penalty. Experienced with PointClickCare, Epic, Cerner, Sorian, Excel-based clinical tracking, and multidisciplinary healthcare operations.

CORE COMPETENCIES

Clinical Informatics & Operations: Clinical Workflow Optimization | Data Integrity | Clinical Data Validation | Systems Implementation | Audit Trails | Process Improvement | Documentation Compliance | Regulatory Readiness | PointClickCare (PCC) | Excel Tracking & Reporting | EHR Documentation

Clinical Care: Activities of Daily Living (ADLs) | Restorative Care | Patient Mobility & Transfers | Mechanical Lift Operation | Repositioning & Skin Integrity | Vital Signs | Specimen Collection | Nutrition & Hydration | Patient Transport | Infection Prevention | Isolation Precautions | Long-Term Care | Rehabilitation | Medical-Surgical Care | ICU Support | Oncology | Alzheimer's & Dementia Care

Training & Compliance: Staff Training & Onboarding | Clinical Competency Assessment | Skills Validation | Workforce Compliance | Policy Reinforcement | Injury Prevention | Risk Mitigation | Survey Preparation | HIPAA Compliance | Annual Skills Training

Clinical Systems: PointClickCare (PCC) | Epic | Cerner | Sorian | Microsoft Excel

PROFESSIONAL EXPERIENCE

Citadel Healthcare (formerly Ascension Casa Scalabrini) — Northlake, IL

Aug 2023 – Present *Restorative Aide*

Digital Transformation & Workflow Optimization

- Digitized the Restorative Care department within the first 30 days, replacing inefficient tracking processes with a suite of custom Excel-based clinical tracking tools designed to improve workflow efficiency, documentation visibility, data integrity, and resident-level reporting.
- Designed, implemented, and continuously optimized a facility-wide Attendance & Compliance Tracker covering all 200 beds, capturing resident participation, refusals, isolation periods, hospitalizations, and PT/OT timelines while accounting for documentation gaps and inactive treatment periods.
- Established an independent clinical data validation framework to reconcile restorative services against PointClickCare documentation, strengthening the department's ability to identify cross-charting, overwritten entries, missing documentation, and discrepancies affecting the accuracy of resident treatment records.

Regulatory Compliance & Risk Mitigation

- Re-engineered restorative tracking systems following an IDPH survey finding, adding retrospective audit trails and historical date-tracking capabilities required to substantiate resident services during regulatory review; enhanced documentation supported successful corrective action and the complete vacating of the associated IDPH penalty.
- Strengthened facility survey readiness by creating a traceable source of truth for restorative activity across the building, enabling leadership to account for attendance, refusals, clinical exclusions, hospital stays, therapy involvement, and other reasons for apparent gaps in resident participation.

Clinical Training & Workforce Gatekeeping

- Lead onboarding and competency validation for newly hired CNAs, delivering hands-on instruction in mechanical lift operation, safe patient transfers, turning/repositioning, skin-integrity protection, injury prevention, and safe meal assistance; require successful demonstration of all mandatory competencies before staff advance to floor orientation.
- Co-lead the Restorative Care division of the facility's mandatory annual Skills Fair, retraining and evaluating employed CNAs on facility policies, transfer techniques, mechanical safety, and required clinical competencies; enforce remediation and removal from active scheduling when competency requirements are not met to reduce resident risk, employee injury, and organizational liability.

U.P. Health Dec 2022 – Jan 2023 CNA — *Travel Contract*

- Delivered direct patient care in a fast-paced clinical environment, supporting hygiene, mobility, ambulation, nutrition, comfort, and other activities of daily living while maintaining patient safety and dignity.
- Performed delegated clinical procedures including specimen collection, patient weights, bladder scanning, IV removal, and post-mortem care in accordance with nursing direction and facility protocols.
- Coordinated safe patient transfers and discharge activities with nursing and interdisciplinary teams, supporting continuity of care across clinical settings.

Brighton Gardens Jan 2022 – May 2022 CNA — *Travel Contract*

- Collected and documented blood pressure, temperature, pulse, respirations, intake/output, and daily weights in the electronic medical record, maintaining timely and accurate clinical data.
- Conducted purposeful rounding to identify changes in patient condition, comfort, safety, and care needs and escalated relevant findings to registered nursing staff.
- Served as a communication link between patients, families, and nurses, promptly relaying clinical concerns and requests requiring nursing intervention.

Providence Park Hospital May 2021 – Oct 2021 CNA — *Travel Contract*

- Delivered comprehensive ADL and mobility support while managing nutritional care requirements, including diet verification, meal setup, safe positioning, and feeding assistance.
- Protected skin integrity through scheduled repositioning, hygiene, pressure-injury prevention measures, and ongoing observation for changes requiring nursing assessment.
- Applied and maintained prescribed supportive equipment, including TED hose and sequential compression devices, in accordance with clinical orders and patient-safety protocols.

Heritage Manor Feb 2021 – Apr 2021 CNA — *Travel Contract*

- Delivered direct resident care while adhering to aseptic technique, transmission-based precautions, isolation procedures, and infection-prevention protocols.
- Maintained accurate and timely clinical documentation of care activities, observations, and resident status in accordance with facility policy and regulatory requirements.
- Supported safe daily care delivery through consistent application of established clinical, infection-control, and resident-safety procedures.

UCM-Ingalls Memorial Hospital Feb 2020 – Sep 2020 CNA

- Collected, labeled, handled, and transported urine, stool, and sputum specimens for diagnostic and point-of-care testing while maintaining patient identification and specimen-integrity requirements.
- Supported nursing-unit operations by monitoring and replenishing clinical inventory to maintain availability of essential patient-care supplies.
- Cleaned and sanitized reusable clinical equipment in accordance with infection-prevention and safety protocols.

Advocate South Suburban Hospital Feb 2018 – Oct 2019 *Telemetry Technician / CNA*

- Continuously monitored and interpreted ECG/telemetry tracings, recognizing arrhythmias and abnormal cardiac rhythms and promptly escalating significant findings to licensed nursing staff.
- Coordinated cardiac patient admissions, transfers, and discharges while maintaining accurate communication and continuity across nursing and ancillary teams.
- Troubleshoot central telemetry monitors, transmitters, lead placement, and patient cables to maintain reliable signal quality and uninterrupted cardiac surveillance.
- Combined telemetry surveillance with direct CNA support, contributing to safe care delivery for patients requiring continuous cardiac monitoring.

Lexington Rehab May 2015 – Feb 2021 *CNA — Per Diem / Agency*

- Provided flexible per-diem clinical support across rehabilitation and long-term care operations, adapting rapidly to varying resident assignments, workflows, and staffing requirements.
- Collected and documented vital signs, weights, intake/output, mobility status, and routine care information, escalating significant changes to licensed nursing staff.
- Assisted residents with ADLs, mobility, transfers, nutrition, hygiene, and safety while supporting individualized care plans and rehabilitation goals.

Glenshire Nursing & Rehab Apr 2014 – May 2015 *Restorative Aide / CNA*

- Delivered restorative nursing interventions designed to preserve resident mobility, functional independence, range of motion, and participation in activities of daily living.
- Applied and monitored prescribed supportive devices, including braces, splints, and slings, ensuring proper positioning and resident tolerance.
- Measured and documented range of motion and resident functional performance to support evaluation of restorative progress and therapy outcomes.
- Collaborated with nursing and rehabilitation staff to reinforce individualized mobility and restorative plans between formal therapy sessions.

EDUCATION

M.S. in Health Informatics | University of Illinois-Springfield Expected Graduation: Fall 2027

B.S. in Biology | Livingstone College 2013

CERTIFICATIONS

Certified Nursing Assistant (CNA) — TLC Healthcare Institute 2014 **American Heart Association Basic Life Support (BLS)**
Active

TECHNICAL & CLINICAL SYSTEMS

Electronic Health Records: PointClickCare (PCC), Epic, Cerner, Sorian

Data & Productivity: Microsoft Excel

Clinical Documentation: EMR/EHR Documentation, Clinical Data Validation, Audit Trails, Documentation Compliance, Resident Tracking, Regulatory Reporting Support