



# ALIYA JACKSON

LVN Case Manager

An accomplished LVN case manager with 10 years of experience, specializing in patient-centered care, discharge planning, and chronic disease management. A proven track record of developing individualized care plans, advocating for patients, and collaborating with multidisciplinary teams to reduce readmission rates by up to 20%.

## PROFESSIONAL EXPERIENCE

August 2017 to Present

### LVN Case Manager | Valley Health Network | Burbank, CA

- Manage a caseload of over 50 patients and develop and implement care plans for chronic conditions, post-hospitalization needs, and long-term care strategies, resulting in a 20% reduction in readmission rates
- Increased patient adherence to care plans by spearheading education initiatives and delivering personalized follow-ups
- Perform comprehensive patient assessments to evaluate psychological, medical, and social needs and identify appropriate resources to drive positive clinical outcomes

July 2014 to August 2017

### LVN Case Manager | Sunrise Care Coordination Services | Pasadena, CA

- Oversaw more than 40 active cases, managed complex discharge planning and home health referrals for patients with diverse medical conditions, and increased positive clinical outcomes by 12%
- Reduced average discharge processing time by 25% by streamlining documentation and communication workflows while maintaining compliance with hospital standards
- Developed individualized care plans to address the needs of diverse patient populations and leveraged community resources to provide financial and emotional support

## EDUCATION


### Certificate in Vocational Nursing

Pacific College of Nursing, Long Beach, CA | 2014

## CERTIFICATIONS

- Certified Case Manager (CCM), Commission for Case Manager Certification | 2016
- Licensed Vocational Nurse (LVN), California Board of Vocational Nursing | 2014

## CONTACT

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## KEY SKILLS

- Patient-centered care
- Case management
- Chronic disease management
- Patient education
- Treatment planning