

# Alicia Moreno

## RN Case Manager

📍 Phoenix, AZ    📞 (602) 555-0139    ✉ alicia.moreno@email.com    🌐 linkedin.com/in/aliciamoreno-rn

## SUMMARY

RN Case Manager with six years of hospital nursing, including more than three years in case management and discharge planning. Works with physicians, payers and families to move patients to the right level of care without avoidable days. Arizona compact RN license, BLS and ACM-RN.

## EXPERIENCE

### RN Case Manager

03/2023 - Present

Desert Sky Regional Medical Center

Phoenix, AZ

*Inpatient case management for medical and telemetry units.*

- Manage a caseload of 18-22 inpatients on medical and telemetry units, from admission review through discharge.
- Plan discharges with physicians, social workers, home health agencies and families, helping cut average stay from 5.1 to **4.4** days.
- Complete admission and continued-stay reviews with InterQual, securing payer authorization within 24 hours for 95% of cases.
- Track avoidable days and readmissions in Excel; 30-day heart failure readmissions on my units fell 15% in 2025.

### Registered Nurse

07/2020 - 02/2023

Camelback Valley Hospital

Phoenix, AZ

*Cardiac step-down unit, 12-hour shifts.*

- Cared for 4-5 step-down patients per shift, monitoring cardiac rhythms and reporting changes in condition to providers.
- Administered medications and treatments as ordered and documented care in Epic before end of shift.
- Served as unit discharge champion, building patient education packets used across **30** beds.
- Joined daily huddles with physicians and therapists to flag barriers to discharge two days ahead.

## SKILLS

- Case Management
- Discharge Planning
- Nursing Process
- Utilization Review
- InterQual Criteria
- Care Coordination
- Epic
- Microsoft Excel
- Time Management Skills
- Communication

## EDUCATION

### Bachelor of Science in Nursing (BSN)

Arizona State University  
Nursing

Phoenix, AZ

05/2020

## CERTIFICATES

### Registered Nurse (RN) License, Multistate Compact

Arizona State Board of  
Nursing

07/2020

### Basic Life Support (BLS)

American Heart  
Association

09/2025

### Accredited Case Manager (ACM-RN)

American Case  
Management Association

11/2024