

# WENDY RIVERA, DNP, AGAC NP

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## PROFICIENT CLINICAL OPERATIONS LEADER & HEALTHCARE PROVIDER

Accomplished board certified as an Adult & Geriatric Acute Care Nurse Practitioner with doctoral education in nursing practice. Extensive clinical/operational experience in many specialties and practice settings. Visionary by defining and implementing metrics, quality improvement, and innovation while calibrating innovations in technology, tele-medicine, medical devices, and clinical/operational expertise. Committed to patient-centered evidence-based medicine, inter-professional collaboration and transformational leadership. Over 20 years' experience in healthcare.

### CORE COMPETENCIES

- Geriatric/Adult Care, ICU, Neurology, Orthopedics, Plastics, Endocrinology, Telemedicine, Aesthetics, HRT, Dermatology, ADHD, LTAC, SNF, Chronic Condition Management, Infection Prevention, GLP-1 Weight Loss Occupational Medicine & other specialties
- Tele-medicine, EMR/EHR
- Medical Devices implementation/RPM
- Complex Wound Care, IVs
- Worker's Compensation Exams & Analysis
- Leadership/Clinical Operations
- Quality Assurance/Process Improvement
- Standards & Policy Creation
- Risk/Project Management
- Regional Coverage of over 300 Facilities
- Bilingual/Fluent: Spanish
- Root Cause and Trends Analysis
- Patient Safety Officer/Subject Matter Expert
- Legal Clinical Consultant

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## WORK HISTORY

### Clinical Operations Director/Lead Nurse Practitioner

#### Sage Wellness

**Las Cruces, NM (Hybrid) Nov 2014 – Present**

Provide leadership, supervision, performance improvement, and education for staff on policies, occupational medicine, procedures, evidence-based practice change programs, and technology use. Responsible for the development of the patient population through outreach and education. Serve as a consultant and trainer for practice management, medical procedures education, and medical-legal consulting. Knowledge of federal, and state regulations, HEDIS, QI, and more. Create and lead in optimizing the quality, efficiency, consistency of daily operations of the organization, including but not limited to budgets, projections, program development/implementation, creation of policies and procedures, infection prevention officer, and instituting/maintaining internal and external quality improvement measures. Chart review/analysis for accuracy, coding, quality/appropriate treatment, and completeness. Meet with C-Suite Level stakeholders for collaboration, monitoring, and execution of process improvement plans. Accountable for integrating the strategic plans and goals of critical stakeholders of the organization. Create new programs and sources of revenue and maintain relationships with key vendors and referral sources. Lead teams in data capturing, monitoring, and analysis of data. Project/Risk Management.

Accountable for patient care, assessment, diagnosing, prescribing, and implementation of treatments and procedures via in-person and telemedicine: chronic condition management, emergent care, lab review, diagnostic result review, weight loss (GLP-1, & other medication management), alternative therapies (HRT, HCG, Medical Cannabis Recommendations, and others), and aesthetic medicine (Botox, Fillers, Threads, Micro-needling, Peels, and more). Perform in-office medical and aesthetic procedures, medication administration, and complex wound care.

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### **Regional Clinical Lead AMI Healthcare**

**Pittsburgh, PA**

**Apr 2022 – Nov 2022**

Serve as the Regional Clinical Lead, responsible for LTCF recruitment, and engagement in the SW Pennsylvania Region covering over 300 facilities and 12 counties. Collaborated with and developed relationships with representatives from C-Suite Level members to the CDC, PA DOH, ACHD, and each facility administration members and owners for continued LTCF assessment, monitoring, ERT interventions, and quality improvement program implementation. Created SOPs, quality improvement metrics, and monitoring programs. Created and enhanced communication strategies to decrease care gaps across transitions of care. Assess LTCF capacity and resiliency, assist LTCFs in developing and implementing quality improvement projects, and deploy ERTs in case of an outbreak. Serve as lead for program governance with an emphasis on public health, infection prevention controls, and resiliency of long-term care facilities and staff through professional development and quality. Responsible for clinical governance of the program with an emphasis on public health, infection prevention controls, and resiliency of long-term care facilities and staff through professional development and quality improvement. Guide the overall program strategy to meet established KPIs. Engage with state and local Departments of Health and third-party partners to drive program scope of work, and drive engagement and adoption of quality improvement and professional development efforts. Develop, implement, and lead emergency response teams in COVID-19 mitigation and facility outbreak. Serve as advisor to the clinical educator for capacity building team. Responsible for clinical advisory information including medical protocol for case management call center. Able to collaborate and work with multilevel care providers in a diverse clinical environment. Provide occupational med care to staff. Review, compose and assist with the Implementation of SOPs regarding patient and staff safety. Ensure evidence-based practice guidelines and policies and procedures direct care models.

### **Encore Health/ADHD Online**

**Remote**

**Jan 2021 – Feb 2022**

Provide synchronous and asynchronous tele-medicine services via an e-visit platform to manage adult chronic/acute, mental health, weight loss, and other conditions. Maintain monthly communication and feedback to leadership. Partner with the leadership team to understand and execute the organization's goals. Perform interprofessional collaboration for the best implementation of evidence-based treatments. Maintain compliance with federal, state, and local employment laws and regulations and recommended best practices; review policies and procedures to maintain compliance.

### **Nurse Practitioner & Clinical Operations Officer**

#### **Tapestry Healthcare**

**Remote**

**Dec 2019 – Jan 2022**

Develop clinical operations program pathways for chronic condition management and home care via tele-medicine in alignment with regulatory guidelines. Executed project management through leading weekly internal meetings for problem identification and resolution. Provide financial analysis to key internal stakeholders for program profitability. Construct and implement policies and procedures to improve the productivity of day-to-day operations, including risk and utilization management. Hire, train, manage, and lead a team of growing clerical staff and clinician/provider team members. Establish and sustain internal and external measures for quality management and improvement of telemedicine and other programs. Cultivate key vendor and internal stakeholder relationships to align their needs for program growth. Adapt the program to market and regulatory

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changes. Analytically appraise current clinic practices and devise processes of repeatable care coordination. Increase revenue stream through the identification and creation of new programs that easily tie in with existing ones. Lead, develop, educate users, and coordinate the design and implementation of EMR software utilized to conduct telemedicine visits. Perform patient care for chronic disease management via telemedicine through assessment, diagnosing, prescribing, and follow-up. Train/educate clinical staff on using telemedicine platforms and patient care based upon the latest evidence-based research. Serve as the mentor for new clinical staff.

### **Nurse Practitioner & VP of Clinical Operations**

#### **VDEX**

**Las Cruces, NM      Nov 2017 – Feb 2020**

Responsible for the effective and efficient operation of the corporation, including management of the profit and loss, and leading the development and implementation of technology and process improvements to reduce administrative costs, augment customer satisfaction and enhance capabilities to enable exponential growth. Member of the CEO's senior leadership team responsible for hiring/terminations, coaching/development, rewards/recognition, performance management, and staff productivity. Developed and implemented policies and programs as necessary. Project Manager. Provided management oversight for the development of high-quality, cost-effective, and integrated clinical programs. Application of management responsibility, ensuring efficient services that are designed to meet the needs of patients, physicians, the public, and staff. Diagnose and treat patients with diabetes and other co-morbidities. Performed wound care. Collaborate with other providers and delegate to team members and staff to result in increased positive health outcomes.

### **Nurse Practitioner**

#### **MSLA & Veterans Evaluation Services**

**Las Cruces, NM      Oct 2017 – Feb 2019**

Conduct compensation and pension evaluation exams for veterans that included but are not limited to general medical, oncology, musculoskeletal, and neurological visits. Perform general medical physical evaluations and research online files to provide medical opinion on claimed conditions (DBQ's). Utilize online platform to submit evaluation within 24 hrs of veteran visits. Submit any corrections or answers to QA questions within 24 hrs. Provide education and referrals to veterans needing further treatment.

### **Nurse Practitioner**

**El Paso, TX      June 2016 – Oct 2017**

#### **Exam One and Texas Health Management**

Provided in-home assessments compliant with CMS requirements for participating plan members. Conducted appropriate preventive screening services review. Collected medical history, family history, medication review (with reconciliation and allergy review). Collected pertinent health information and performed a focused physical examination. Performed a thorough environmental and safety review, along with evaluation of the ADLs and IADLs during the member encounter. Referred all ongoing care to participating members' primary care provider. Performed wound care. Reported assessment findings and recommendations to the PCP. Contacted the PCP for any care issues that required immediate consultation. Provided patient/family education of disease management, medication administration, etc. Documented and submitted all acquired data into EMR and submitted information in a timely fashion for billing submission purposes.

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### **Nurse Practitioner and First Assist Fellowship      El Paso, TX      Mar 2016 – June 2016** **K. Johnson, MD, Orthopedic Surgery**

Assessed, diagnosed, and treated orthopedic patient populations in office and hospital settings. First-assist during surgical operations. Performed anesthetic and corticosteroid joint injections aspirations. Removed pins. Promoted health and well-being through patient/family education. Collaborated with physician and multidisciplinary team to promote rapid positive treatment outcomes. Performed wound Care. Provided leadership and training to office staff. Delegated and monitored in-office functions.

### **Nurse Practitioner, Clinical Operations Officer      El Paso, TX &      Oct 2015 – Oct 2017** **Elite Luxury Care      Las Cruces, NM**

Performed aesthetic services including neuromodulator dermal fillers, deep chemical peels, micro channeling, and others. Educator for physicians, and other healthcare providers in the use of micro-cannulas, injection techniques for dermal fillers and neuromodulators, and criteria to select the best product for patients' desired outcomes. Managed office and staff. Pursued marketing training for client retention strategies. Coordinated and oversaw planned expansions or new developments of aesthetic practice, including office layout, development of forms, policies and procedures, HIPPA/OSHA compliance, and selection of EMR system. Assisted with coordinating staff schedules and issues. Set up new accounts with vendors. Set up purchasing and monitoring of office medical/aesthetic supplies/products. Responsible for continued assessment of performance improvement to promote practice growth and development.

### **Registered Nurse & Practice Director      Houston, TX      July 2007 – Oct 2015** **ELC Med Spa**

Administered various cosmetic services, including neuromodulator injections (Botox, Dysport, Xeomin), Dermal Fillers (Restylane, Perlane, Juvederm, Voluma, Radiesse, Artefill), crystal-free microdermabrasion, dermal infusion, chemical peels, HCG diet, and other med spa procedures/treatments. Conducted consultations. Communicated effectively with the physician regarding initial patient assessments, and recommendations on a daily basis, either as needed or as evidenced by the patient's feedback. Created new forms and documentation to ensure office, staff, and patient compliance. Provided staff education/training. Maintained a clean, neat, and safe environment for the patient and staff according to OSHA Safety and Compliance standards. Adhered to all company standard policies and procedures. Ensured that supplies and equipment necessary for patient care were stored in an organized and efficient manner. Maintained and ordered procedure and medication supplies via proper vendors to ensure ideal cost and quality effectiveness.

### **Certified Mobile Research Nurse (CMRN)      El Paso, TX      June 2013 – Dec 2015** **PCM Trials**

Trained and certified to follow GCP and complete trial-specific training to provide alternate-site visits for subjects enrolled in clinical trials. Provided source documentation for each visit and a variety of clinical services including assessments, injections, infusions, and blood draws. Visited

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patients in their homes or destination of choice and collected data for clinical trials. Obtained vital signs, recorded pertinent information to trial, and performed in-home phlebotomy for lab-specimen collection. Monitored patient status on clinical-trial medications. Provided patient/family education. Collaborated with the patient, family, and PCM trials coordinator for best possible patient/clinical trial outcome.

### **Pre-OP, and PACU R.N. Kirby Surgical Center**

**Houston, TX**

**May 2013 – Dec 2015**

Reviewed consent forms and other documentation with patients and physicians. Started and discontinued IV pre/post-operative procedures. Processed patient prior to the procedure to ensure safe outcome. Monitored and assessed patients post-procedure. Wound Care. Administered appropriate medications to ensure safe and timely recovery from the procedure, while reducing discomfort. Provided educational, procedural, medication, equipment, and wound-care training to patients and family members. Discharged patients to their homes, or to overnight recovery areas for observation.

### **ICU, Pre-OP, PACU**

**Nationwide**

**Jan 2013 – Present**

#### **Parallon Staffing Agency / Medical Solutions / US Nursing**

Serve as a registered nurse in facilities such as level I & II trauma hospitals, oncology, and surgerycenters throughout the United States on per diem or travel-contract basis. Quickly adapts to new facilities/surroundings and protocols. Responsible for assessing, monitoring, and administering/titrating medications. Performed wound care. Collaborate with a multidisciplinary team for patient care management. Provide education to patient and family members. Duties include: start IVs, insert/discontinue Foley catheters, assist providers during procedures, draw blood, assess results, and either report to physician or administer electrolytes per protocols. Perform conscious sedation. Admit, transfer, and discharge patients.

### **ICU, OR, Pre-OP, Plastic OR, PACU R.N. Pulse Staffing Agencies**

**Houston, TX**

**Jan 2009 – Jan 2013**

Served as registered nurse in facilities throughout Houston & surrounding area in level I & II hospitals, oncology centers, and LTAC facilities. Admitted, transferred, and discharged patients. Circulated in OR, assisted MD with in-office procedures. Recovered patients after surgery. Performed full assessments including, but not limited to, level of consciousness, neuromuscular blockades, seizure activity, oxygenation and ventilation, edema, and fluid and electrolyte imbalances. Prepared patients and assisted physicians with surgical and bedside procedures. Performed complex wound care. Inserted foley catheters. Performed wound care. Titrated vasopressors, started IVs, and performed ABGs. Provided patient and family teaching. Collaborated with team members to ensure quality care. Demonstrated an incisive ability to handle emergency situations in a prompt, precise, and professional manner.

### **Nurse Educator Texas Health Spring**

**Houston, TX**

**Aug 2008 – Feb 2010**

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Performed monthly staff education meetings to maintain up-to-date quality of care standards. Conducted monthly patient education classes on pertinent co-morbidities or patient needs/want topics. Served as a liaison between physicians, staff, and patients. Conducted daily one-on-one patient education visits to teach on various topics. Performed routine visits to see hospitalized patients in order to obtain current status and plans of care. Maintained and update hospitalized patient data to ensure proper follow-up care post-hospital discharge. Performed wound care. Served as care coordinator manager for high-risk population of patients. Assisted clinical staff in translating, education of deficient areas, and assisting providers during office-visit procedures.

### **Clinical Physician Liaison**

#### **Cornerstone Hospital**

**Houston, TX**

**Dec 2006 – Aug 2008**

Facilitated exceptional patient care, by providing physicians with accurate assessment documentation for rounds. Trained, supervised, and evaluated staff, and coached improvement management skills that resulted in multilateral staff achievement of work objectives. Identified problems or deficiencies in performance and knowledge of patient care among RN, LVN, and CNA staff, researched subject matter related to problems/ deficiencies and developed educational activities/programs based on identified needs. Responsible for all areas of the hospital in the absence of departmental managers. Monitored staffing patterns house-wide and adjusted hospital personnel based on census and acuity. Rounded with physicians. Effectively intervened in crisis situations and promoted patient and physician satisfaction. Served as a liaison between patients, physicians, families, and hospital staff. Reviewed patients' laboratory results, MAR, and other pertinent information, and delegated appropriate interventions to staff. Ordered appropriate laboratory, radiological, and/or other special procedures. Worked collaboratively with an interdisciplinary team to develop a comprehensive plan of care and discharge plan, based on assessment and integration of the medical plan. Coordinated patient care conferences. Performed quality assurance of clinical objectives by a physician to include interventions needed or perceived. Demonstrated exceptional interpersonal skills while interacting with administration, patients, families, customers, vendors, and government agencies. Reported directly to CCO, and assisted with assigned duties. Represented company at community functions and professional organizations. Managed existing referral programs and strategies.

### **ICU, OR, Pre-OP, Plastic OR, PACU R.N.**

#### **Hunter and McKenzie Staffing**

**Houston, TX**

**June 2005 – Nov 2009**

Served as liaison between the patient, surgeons, anesthesiologists, operative nurses, office staff, and directors to ensure continued communication and patient satisfaction. Served as preceptor and education resource. Performed full assessments on patients including, but not limited to, level of consciousness, neuromuscular blockades, seizure activity, oxygenation and ventilation, edema, and fluid and electrolyte imbalances. Performed complex wound care. Inserted foley catheters, and NGT. Removed central and arterial lines. Administered medications to induce conscious sedation. Worked closely with the pain management team to monitor the efficacy of epidurals and pain relief. Utilized the latest equipment to monitor SVR, PVR, PAWP, and other vital data to adjust the management of care for the critically ill. Administered specialty blood products. Started IVs, drew labs, and collected tissue specimens. Provided patient and family teaching.

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### **ICU R.N.**

#### **Memorial Hermann Hospital**

**Houston, TX**

**June 2003 – July 2005**

Worked closely with physicians, other nurses, and multidisciplinary teams in utilization of treatments/protocols of two to three critically ill and injured patients. Rounded with physicians and residents. Served as liaison between physicians, patient, and other staff. Served as Charge Nurse; duties included continuous monitoring and assessment of vital signs, pain, labs, and interpretation of arrhythmias. Utilized and interpreted arterial and swan-gance lines during continual patient monitoring. Initiated/operated CVVHD machine while monitoring labs. Maintained accurate documentation in medical records and computerized charting.

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## **EDUCATION**

<b>Doctorate of Nursing Practice</b>	<b>August 2020</b>
Chamberlain University - Downers Grove, IL	Graduated Summa Cum Laude (4.0 GPA)
<b>Masters of Adult &amp; Geriatric Acute Care Nurse Practitioner</b>	<b>August 2015</b>
University of Texas at El Paso - El Paso, TX	
<b>Bachelors of Nursing</b>	<b>May 2003</b>
Baylor University – Waco, TX	

## **LICENSES**

<b>Nurse Practitioner (APRN)</b>	
California	June 2025
Colorado	August 2024
Nevada	Pending 2024
New Mexico	May 2025
New York	May 2025
Oregon	May 2025
Pennsylvania	April 2025
Texas	May 2025
Washington	Pending 2024

## **CERTIFICATIONS**

<b>American Nurses Credentialing Center (ANCC)</b>	<b>2025</b>
Adult and Geriatric Acute Care Nurse Practitioner - Board Certified	
<b>American Heart Association</b>	<b>2025</b>
BLS, ACLS, PALS	
<b>PDO Threads</b>	<b>2018</b>
<b>Medical Aesthetics Training</b>	<b>2010</b>

## **LANGUAGES**

Complete fluency, both spoken and written, in Spanish and English.

## **COMPUTER SKILLS**

Super user in a variety of software applications such as Cerner, Epic, Medi-Tech, Dr Kronos, Athena One and others. Microsoft Office: Excel, Word, Power Point, Teams. Doxy and more.