



Frenchesca

RN, Clinical Ops Support, Healthcare QA Agent

We recently placed Frenchesca with a Florida-based home health clinic as a Clinical Ops Support at \$15/hr.

SUMMARY

Healthcare Quality Assurance leader and Registered Nurse (licensed in the Philippines and New York State) with 5+ years of experience in clinical audits, regulatory compliance, home health ops support, and QA team oversight. Proven ability to manage complex QA operations, coach staff, and implement corrective and preventive action plans (CAPA) to improve healthcare outcomes. An expert in clinical documentation review and standardizing care quality across multidisciplinary teams.

HIGHLIGHTS

- 5 years of dedicated experience in Healthcare Quality Assurance and clinical auditing within diverse healthcare settings.
- Dual Registered Nurse licensure, holding active professional credentials in both the Philippines and New York (US).
- Served as the Department Head for Quality Assurance at The Mobile Drs. California, leading audits of clinical records to ensure regulatory compliance.
- Recognized for leadership as an Acting Head Nurse at the Philippine General Hospital, coordinating patient care in a tertiary hospital environment.
- Managed occupational health services and preventive wellness initiatives for Silver Stage Productions.

CORE SKILLS

- Quality Assurance: Clinical Audits, Chart Review, Quality Metrics, Process Improvement
- Compliance & Risk: Regulatory Compliance, Root Cause Analysis, Risk Management, Patient Safety
- Leadership: QA Team Management, Performance Coaching, Cross-Functional Collaboration
- Documentation: Clinical Standards, Medical Records Management, CAPA Implementation
- Clinical Care: Occupational Health, Emergency Care, Evidence-Based Patient Care

TOOLS & CERTIFICATIONS

- Certificates: Registered Nurse (Philippines), Registered Nurse (New York State License)
- Education: B.S. Nursing – University of the Philippines
- Key Competencies: Performance Feedback, Health Risk Assessments, Wellness Programming

