

Gavin Belson

RN, CCM • Acute Care Hospital Case Manager

gavin.belson@email.com • (415) 555-0182 • Chicago, IL • linkedin.com/in/gavinbelson

LICENSURE & CREDENTIALS

CCM — Commission for Case Manager Certification | Valid through September 2027

RN — Illinois DFPR | License #: 041-389204 | Active

BLS — American Heart Association | Valid through March 2026

PROFESSIONAL SUMMARY

CCM-certified RN case manager with 5 years of experience at a 420-bed Level II trauma center, managing a daily caseload of 18 to 24 medical-surgical patients across discharge planning and utilization review. Proficient in Epic and InterQual; reduced average length of stay by 1.2 days over 12 months and maintained observation-status denials below the hospital benchmark for 3 consecutive quarters. Experienced in leading interdisciplinary rounds and coordinating post-acute referrals for high-complexity patients.

SKILLS

Case Management: Discharge planning, utilization review, care transitions, interdisciplinary rounds, post-acute referral management, patient education, risk stratification, patient advocacy

Software & Technology: Epic (care management & discharge planning modules), InterQual, MCG criteria, Microsoft Office Suite

Regulatory & Payer: Medicare & Medicaid coverage rules, Two-Midnight Rule, observation vs. inpatient status, CMS CoPs for discharge planning, commercial authorization, HIPAA, Joint Commission

Communication: Rounds facilitation, family conferences, payer & physician communication, SNF / home health referral coordination, denial management

PROFESSIONAL EXPERIENCE

RN Case Manager | **Northwestern Memorial Hospital** | Chicago, IL • Feb 2022 – Present

- Managed a daily caseload of 18 to 24 acute medical-surgical patients, reducing average length of stay by 1.2 days over 12 months by initiating post-acute referral processes 48 to 72 hours earlier than the prior departmental standard.
- Completed InterQual-based utilization reviews for 20 to 28 cases daily, maintaining observation-status denials below the hospital benchmark for 3 consecutive quarters through proactive physician documentation queries.
- Coordinated 150+ SNF, home health, and inpatient rehab referrals annually with an average referral-to-placement turnaround of 1.4 days; led daily interdisciplinary rounds on two 28-bed units.
- Served as departmental InterQual super-user and trained 4 incoming case managers on criteria application and denial prevention documentation during onboarding.

Staff RN – Medical-Surgical / Telemetry | **Rush University Medical Center** | Chicago, IL • Jun 2019 – Jan 2022

- Cared for 5 to 6 acute medical-surgical and telemetry patients daily, collaborating with the case management team on discharge planning and flagging barriers to timely discharge during interdisciplinary rounds.
- Served on the unit patient education committee; contributed to a revised post-discharge instruction packet that reduced 30-day readmission follow-up calls by 14% in a pilot evaluation.
- Precepted 3 new graduate nurses over 2 years in clinical skills, documentation standards, and interdisciplinary communication.

EDUCATION

Bachelor of Science in Nursing (BSN) — Magna Cum Laude | **DePaul University** | Chicago, IL • May 2019