

Azriella Y. Mangum
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Strategic Registered Nurse and Case Management professional with over 10 years of healthcare experience, including trauma care, discharge coordination, and interdisciplinary team leadership. Skilled in remote patient management, utilization review, and care transitions for diverse populations. Combining an MBA in Healthcare Management with clinical expertise and 7 years of supervisory experience as a U.S. Navy Veteran, I excel at improving patient outcomes, streamlining workflows, and ensuring compliance with payer and regulatory standards. Experienced in Epic, telehealth platforms, and virtual collaboration with providers, social workers, and insurance teams to deliver patient-centered, cost-effective care.

EDUCATION

MBA, Health Administration – American Military University, Apr 2022 (Dean’s List)
BSN – Widener University, Dec 2024 (Dean’s List)
BS, Business Management – Eastern University, May 2017

CLINICAL & CASE MANAGEMENT EXPERIENCE

Jefferson Health | Trauma Case Management Nurse (Abington, PA) January 2025-Present

- Leveraged cross-trained emergency nursing background to effectively manage high-acuity trauma and complex case management workflows.
- Coordinated multidisciplinary teams, specialists, and ancillary services to facilitate timely treatment and safe patient discharge.
- Assessed complex clinical and psychosocial needs early to secure necessary rehabilitation, community resources, and follow-up care.
- Facilitated critical communication between families, physicians, and community networks to ensure seamless, continuous care.
- Educated high-risk patients and caregivers on post-discharge plans and medications to optimize recovery outcomes.

Multiple Employers | Patient Care & Case Coordination Support (Philadelphia, PA) September 2013-January 2025

(Employers include Abington Hospital, Nurse Partners Inc, Cheltenham Nursing & Rehabilitation Center, and private duty assignments)

- Trained and mentored new staff on patient care techniques, documentation, and safety protocols, ensuring consistent adherence to quality standards.
- Partnered with nurses and case managers to support safe discharges and continuity of care.
- Communicated patient updates and barriers to recovery to the interdisciplinary team.
- Assisted with EMR documentation and maintained compliance with facility protocols.
- Supported family education on care routines, follow-ups, and post-discharge needs.
- Trained and mentored new staff to promote quality and teamwork.

MILITARY EXPERIENCE

United States Navy | Departmental Supervisor & Case Manager (New Castle, DE) November 2017-Present

- Coordinated complex administrative and personnel cases within a Navy medical and operational environment, ensuring timely resolution of service member needs while maintaining compliance with military regulations and policies.

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- Served as a central point of contact for service members, healthcare personnel, command leadership, and external agencies to facilitate communication, coordinate resources, and address barriers impacting readiness and well-being.
- Conducted comprehensive assessments of individual circumstances to identify needs, provide guidance, and connect service members with appropriate military, medical, and community-based support services.
- Managed sensitive case documentation and maintained detailed records, ensuring accuracy, confidentiality, and compliance with federal and military requirements.
- Monitored case progression, tracked outcomes, and followed up with stakeholders to ensure continuity of services and successful resolution of identified concerns.
- Prepared reports, case summaries, and recommendations for command leadership to support decision-making, resource allocation, and operational readiness initiatives.
- Leveraged case management principles to coordinate services, monitor case progress, advocate for service members, and facilitate communication among multidisciplinary stakeholders within a military healthcare and operational setting.

PROFESSIONAL AFFILIATIONS & VOLUNTEER WORK

- Member, American College of Healthcare Executives: Focused on healthcare leadership development. (Membership Services Committee, Military Steering Committee)
- Member, Sigma Theta Tau International Honor Society: Recognized for academic excellence within the top 35% of the nursing graduating class.
- Volunteer Experience: Provides compassionate support as a Bereavement Counselor with AccentCare Hospice, assisting individuals grieving the loss of a loved one through proactive phone outreach. Additionally, serve in the Navy, delivering military funeral honors and assisting in flag and lay ceremonies to honor the sacrifices of fallen service members.
- Former Sexual Assault Prevention and Response Advocate, U.S. Navy: Dedicated to supporting service members as a victim advocate.
- Former Suicide Prevention Advocate, U.S. Navy: Committed to assisting veterans through advocacy and support.

LICENSES & CERTIFICATIONS

- Advanced Life Support (ACLS) & Pediatric Advanced Life Support (PALS) Obtained May 2025
- Registered Nurse: Obtained January 2025
- Social and Behavioral Research (CITI Program): Obtained February 2024
- Certified Nursing Assistant (CNA): Obtained May 2013
- Basic Life Support (BLS)/Cardiopulmonary Resuscitation (CPR): Obtained May 2013