

PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

County. XXXXX is one of the busiest EDs in the area. It is a quality teaching facility with 288 acute care beds.

- Direct supervision of 120 Emergency Department employees.
- Change in patient service policy to better meet the needs of our customers, (pts, family, friends and staff).
- Keystone ED project leader.
- Press Ganey Customer Service Initiative lead.
- Achievement of Level II trauma verification.
- 78 FTEs, operating budget \$7,000,000.00 annually.
- Chest Pain Center accreditation.

2007 – 2009

XXXXXXX Hospital

XXXXXXXXXX

Director of Emergency Services

XXXXXXX located in northwest XXXXX, is a full-service community hospital offering expertise in emergency medicine, obstetrics/gynecology, and gerontology. XXXXXX is a 404 bed teaching hospital that treats more trauma patients than any other hospital in southeast XXXXX.

- Direct supervision of 160 Emergency Department employees.
- Change in patient service policy to better meet the needs of our customers, (pts, family, friends and staff).
- Design and initial fund raising for new state of the art ED to better meet the needs of our community.
- 87,000 patient visits per year.
- Operating budget succeeding \$14,000,000.00 per year.

2005 - 2007

XXXX Medical Center

XXXXXXXXXXXX

Director of Emergency Services

XXXXXXXX Medical Center is repeatedly named one of the top 100 hospitals and designated as a Magnet facility in 2006. XXXXXX is a regional referral center and a Level II Trauma Center, serving patients from 32 counties. With 391-inpatient beds, XXXXX is the largest hospital in northern XXXX.

- Construction, design and opening of 40,000 sq. ft., \$30 million, 43 bed, state of the art ED.
- Design and implementation of electronic documentation, FirstNet.
- Physician Order Entry development and implementation.
- Inpatient and Outpatient charging redesign with a 3 million dollar increase in revenue.
- Journey to Excellence initiative focusing on ED processes, staff satisfaction and patient satisfaction.
- 78 FTEs, Operating Budget of \$9,000,000.00 annually.
- Directly responsible for the Emergency Department and Regional 7 county Medical Control.
- 58,000 patient visits per year.

2002 – 2005

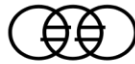
XXXXXXX Hospital

XXXXXXXXXX

Emergency Department Manager

XXXXXXX Hospital is the largest hospital on the XXXX coast and serves as a regional referral center. XXXXX is a 172 bed publicly owned acute care facility designated as a Level III Trauma Center. In 2005, treating 24,000 patients annually.

- Fiscal and Operational Responsibility
- Emergency Preparedness organizational and community based.
- Implementing change to improve patient care and customer relations.



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1992- 2002

XXXXXXX Hospital

XXXXXXXXXXXXX

ED Case Manager

XXXXXXX Medical Center is located in downtown XXXX and has 626 licensed beds. Designated as A Level I Trauma Center and a teaching facility training more than 240 physicians annually. In 2002, treating 72,000 patients annually in a 45 bed emergency department.

- Member of Hospital Patient Satisfaction Steering Committee and Task Force.
- Responsible for managing individual patients and populations across the healthcare continuum to achieve optimal clinical, financial, operational and satisfactory outcomes.
- Identifying and intervening as necessary to ensure efficient and cost-effective delivery of care services.
- Developing programs to benefit both the organization and the patients.

Staff Nurse

- Responsible for the initial screening, assessment, and prioritizing severity the treatment of patients involving stabilization and monitoring, surgical and medical specialty backup, and assisting in determining disposition of those patients.

CERTIFICATIONS & LICENSES

- Registered Nurse (RN) licensed in XX
- Completion – Mass Fatalities Incident Planning
- Completion – FEMA – IS00100 – Introduction to the Incident Command System
- Completion – FEMA – IS00200 – ICS for Single Resources and Initial Action Incidents
- Completion – FEMA – IS00700 – National Incident Management System
- Completion – FEMA – IS00800 – National Response Plan
- Certified – BLS – Basic Life Support Provider 08/11
- Certified – ACLS – Advanced Cardiac Life Support 08/12
- Certified – TNCC – Trauma Nurse Core Course 07/12
- Certified – ENPC – Emergency Nurse Pediatric Course 05/11
- Certified – APLS – Advanced Pediatric Life Support
- Certified – QI Team Leader Training