

# PRINCIPAL HEALTHCARE SOLUTIONS

Quality. Excellence. Leadership.

#### OBJECTIVE

To obtain a responsible and challenging position utilizing my extensive training and skills with an emphasis on employee relations, leadership and customer service, with the opportunity for growth and making a difference within the organization.

#### EDUCATION

2006	American Nurses Credentialing Center		
•	Board Certification in Nursing Administration, CNA-BC		
2001	University of XXXX	XXXXXXX	
•	Masters of Business Administration/HealthCare Management, MBA/HCM		
1997	University of XXXX	XXXXXXX	
•	Masters of Nursing/Management, MN/M		
1990	XXXXX College	XXXXXXXX	
•	Bachelor of Science in Nursing, BSN		
1990	XXXXX College	XXXXXXXX	
•	Bachelor of Arts in Social Psychology, BA		

#### PROFESSIONAL EXPERIENCE

2014 – present	XXXXXXXX Hospital	XXXXXXXXX		
Emergency Services Director, includes 30 bed Observation Unit				
XXXXX Hospital is a 35	0 bed full-service community hospital that is	part of a large system throughout the		
XXXX area. 52 bed Emergency Department preparing for Level II status.				

- Currently focusing on our Stroke, Sepsis and Stemi metrics to ensure great patient outcomes.
- Developed a Pull-it program in which the floor RNs come to the ED to pick up their admissions facilitating a great hand off of care and putting the patient at the center of that care
- Facilitating the Key 3 initiative focusing on Bedside Report, Purposeful Hourly Rounding and Clean and Clutter free Environment.
- Program development of the "Chief First Impression Officer" initiative to ensure the first encounter with the patient upon arrival is positive, includes rounding in the waiting room
- 155 FTEs, Operating Budget of \$15,000,000 annually, combined units
- 92,000 patient visits per year
- Reduced boarding hours by 50%

# 2009 - present

#### XXXXXXXXXXXXXX Medical Center

#### XXXXXXXXX

#### Quality Improvement Specialist

To abstract medical information and patient care specifics that allows the organization to make the changes that will lead to better patient outcomes (health), better system performance (care) and better professional development. Lead groups focused on process improvement and develop work plans related to CMS core measures and VTE initiative.

- Responsible for CMS Emergency Department Core measures
- Responsible for CMS Pneumonia Core measures
- Responsible for BCBS VTE initiative

#### Emergency Services Clinical Manager

XXXXXXX Medical Center is the first and only Level II Trauma Center in XXXXXX



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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

## XXXXXX Hospital

## XXXXXXX

## Director of Emergency Services

XXXXXX 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

#### XXXXXXXXXX

# Director of Emergency Services

XXXXXX 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

#### XXXXXX Hospital

# XXXXXXX

# Emergency Department Manager

XXXXXX 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

XXXXXX Hospital

XXXXXXXXXXXX

ED Case Manager

XXXXXX 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