

**SUMMARY**

Goal directed, results oriented healthcare professional with over 10 years of experience in nursing management and over 24 years of clinical nursing experience. Demonstrated ability to reorganize departments, including fiscal outcomes in resource-sensitive, highly competitive, and heavily regulated environments. Skilled communicator, persuasive and adaptable. Self-motivated, with high energy, initiative and focus. Keen insight into the needs and views of others, able to listen and identify issues or problem areas and form innovative solutions. Excellent at attaining goals in complex, matrixed organizations. Skilled at fostering capabilities in others to successfully navigate and lead change. Expertise includes:

- Unit/department interactions, staff retention
- Staff Competency
- Procedure turnaround times
- Physician relationships
- Collective bargaining relationships
- Fiscal management

**PROFESSIONAL EXPERIENCE****WILCOX MEMORIAL HOSPITAL (HPH)****2012-present****Nurse Manager of Critical Care Service Line (ED/ICU/RT) & Stroke Coordinator—Primary Stroke Center, Level III Trauma Center**

- Responsible for financial planning and budget of these two units
- Responsible for all employee related functions, hiring, discipline, annual training needs
- Developed a competency based process for continuing education in rural setting
- Oversee Core Measure benchmarks for OP AMI, Stroke, Sepsis
- Program Coordinator for our Primary Stroke Center—awarded Gold + Elite status 1<sup>st</sup> year
- Chair WMC Stroke Committee
- Co-Chair WMH Labor Management Committee
- Committee member—P&T, Medical Staff, Falls, Hazard vulnerability, HCAHPS, Revenue Cycle, POCT, ED ASAP, Executive Operations, Critical Care, Capital allocation, Blood Utilization, Trauma, Physician Wellness,
- Developed strategies to improve patient care between EMS and Facility
- Union Negotiations, sitting member on LMC board
- Community partner, serve on 10+ community groups/boards/committees to improve relationships and enhance patient care. Adult mental health, suicide prevention, drug prevention and Domestic Violence task force
- Governor's appointment to Child Death Review Board and Mental Health Service Board

**KAPIOLANI WOMENS AND CHILDRENS MEDICAL CENTER (HPH)****2008-2012****Nurse Manager of Peri-Operative Services (2009-present)**

- Reviewed cost per unit of recovery phase times, instituted established criteria for charging of minutes of Phase I & Phase II, as well as extended observation periods
- Developed staffing process for Sedation area to use PACU RN for patient safety
- Inventory control by assessing and developing PAR system, reducing expired items
- Resolved budget variances
- Created/implemented proposal to merge units for patient centered care model

- Implemented PANA call system to supplement and improve PAV process. All patients phoned prior to day of surgery to initiate encounter and to assess for medical history that could impede, delay or prevent surgery to reduce cancellation rate, improve outcomes and schedule for correct length of procedures
- Implemented patient discharge follow-up phone call process
- Filled vacancies and maintained full complement of staff
- Assisted with implementation of standards of excellence
- Union contract negotiations team
- Roll out of EMR (EPIC)
- Scheduling of all staff
- Daily, bi-weekly and quarterly processing of payroll with justification of any overage

**Nurse Manager Surgical Services (2008-2009)**

- Reviewed cost/case, case/room, case & unit/provider, to maximize room availability and increase revenue
- Resolved budget variances with a total operating budget of \$63 mil.
- Responsible for 125 staff
- Filled existing vacancies and maintained full complement of staff
- Participated in the development of a new grad peri-operative program
- Goals established to standardize equipment and supplies to achieve 20% increase in department savings
- Goals established to increased staff engagement scores by 25%
- Goals established to increased patient satisfaction surveys to 90<sup>th</sup> percentile
- Product standardization involvement between four hospitals for financial savings and preferred contractual pricing
- Roll out of EMR (EPIC Optime), participated on the build team
- Developed processes to minimize 'flash' sterilization and involved in conversion from Steris to Sterrad
- Union contract negotiations team
- Assisted in process to cross train staff which allowed RNs to circulate and scrub cases to facilitate schedule and minimize downtimes during meals/breaks.
- Oversaw 4 different Union groups, HNA, Teamsters, ILWU & UPW and abided by contractual stipulations while managing a 20% turnover rate/open positions the 1<sup>st</sup> year.
- Served on Peri-Op committee and worked closely with Chair to institute new processes
- Converted scheduling system from time requested to time demonstrated model to improve efficiency of rooms
- Developed and maintained a 24/7/365 staffing plan to always have a team in house and ready
- Cross-trained from Adult & Ped ORs to have staff be competent to work in both areas
- Collaboration on developing a OR/Procedural room (later housed the robot)

**Organ Donor Center of Hawai'i**

**2008**

- Worked with Organ and Tissue Procurement teams
- Managed patient care awaiting procurement of organ
- Assisted with tissue cases

**QUEENS MEDICAL CENTER**

**2007-2008**

**Travel RN Same Day Surgery**

- Scrub/circulated General, Ophthalmology, OB/GYN, Orthopedic, Plastics and Urology cases.

**HILO MEDICAL CENTER**

**2005-2007**

**Travel RN Emergency Department/OR Float per diem**

- Rotating charge RN in busy 15-bed ER
- Held Education Days to update staff on current procedures

**MISSOURI VETERANS HOME**

**2005**

**RN House Supervisor**

- Supervised staff and patients in a 240 bed veteran's facility
- Managed staffing

**MISSOURI SURGERY CENTER**  
**Staff RN OR/PACU**

**2002-2005**

- Scrub/Circulate General, Ophthalmology, OB/GYN, and Plastics cases

**OPTION CARE**  
**Director of Nursing**

**1999-2003**

- Director of Home Infusion company
- Fiscal budgeting
- Pharmaceutical budgeting/ordering
- Management of all staff, including all human resource responsibilities
- Community physician relations
- Hospital relations
- Created, implemented and maintained standards of practice

**AIR-EVAC FLIGHT SERVICES**  
**Lead Flight RN**

**1992-2000**

- Lead flight RN responsible for initial assessment, stabilization, care and transport of critically ill and trauma patients throughout the tri-state area
- Extensive clinical trauma experience
- Also provided BCLS/ACLS instruction, as well as a course in reading EKG's

**ST. FRANCIS MEDICAL CENTER**  
**RN Charge Nurse Emergency Department**

**1991-2004**

- Charge RN for busy ER department

**RN, Open-Heart Surgery Team**

- Scrub/Circulated open heart surgical cases

**RN, House Supervisor**

- House supervisor for 275 bed facility

**RN, Radiology Special Procedures**

- RN for all special procedures, i.e. sedation, assisting physician, post-procedure monitoring and discharge

**EDUCATION**

**Excelsior College**

- BS to MS Health Care Management Program

**University of the State of New York**

- ADN to MSN Program

**University of the State of New York**

- AD in Nursing

**HONORS**

Police Recognition for community partners

2010-2019 Leadership Incentive Program (based on efficiency and savings demonstrations in my departments)

2009 HSCFN Nursing Leadership Academy

2009 Studer Group Nurse Leadership attendee

**PROFESSIONAL ASSOCIATIONS**

- American Nurses Association
- AORN

### **CERTIFICATIONS/PROFESSIONAL/CLINICAL SKILLS**

- ACLS
- BCLS
- PALS
- TNS
- Flight Nurse Certification (prior)
- PICC Certification (prior)