

Jessica K.S. Stevens

GOV. MSG. NO.

Aloha,

I am excited for the opportunity to apply and serve on the Hawaii State Council on Mental Health and the Hawaii Service Area Board. In 2017 my family and I relocated from Las Vegas to Hilo, Hawaii. I am so privileged to serve my community as a healthcare professional. I have a Master of Science Degree in Nursing from the University of Arizona with a focus on Clinical Systems Leadership that provided education on evidence-based practice improvement, systems management, leadership, healthcare technology, quality and safety, integrative therapies, and nursing practices focusing on health promotion and healing.

My leadership background stems from my time with the State of Nevada Psychiatric Hospital, Department of Veteran Affairs, DOH – Adult Mental Health Division, and Hilo Medical Center. I am experienced in providing leadership in a variety of practice environments and able to influence the delivery of complex healthcare to patients across the trajectory of illness to achieve optimal health outcomes. My work experience allows me to adapt quickly to new systems and organizations. I have experience in working with multiple regulatory bodies such as The Joint Commission (TJC), The Office of Inspector General (OIG), Commission on Accreditation of Rehabilitation Facilities (CARF), CMS, DOH-Division of Health Care Assurance. My knowledge attained from education and previous work experiences will be resource if I am able to serve as a member of the committees. Your consideration is greatly appreciated.

Mahalo,

Jessica Stevens MSN, RN

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Hawaii Health Systems Corporation – Hilo Medical Center

Position Held: Inpatient Behavioral Health Unit, Nurse Manager- RN V

Hours/Week: 40 - Full Time

Employees Supervised: 26

Dates: April 2020 - Current

Supervisor: Joyce Murata – Clinical Director

Reason for Leaving: Currently employed, seeking position with DOH.

May we contact this employer? Yes.

Duties Summary: Managed 26 employees and supervised and monitored the care provided on the 12 bed Inpatient Mental Health Unit. Responsible for ensuring that subordinate personnel provide timely nursing care which complies with generally accepted standards of clinical practice. Also included the authority to accept amend or reject the work of subordinates. Plans work to be accomplished by subordinates, setting priorities, and preparing schedules for completion of work. Assigns work to subordinates based on priorities, selective consideration of the difficulty and the requirements of the assignments and the capabilities of subordinates.

Evaluates the performance of subordinates. Made recommendations for appointments, advancements or reassignments of subordinates. Provided advice, counsel, or instruction to subordinate personnel on work and administrative matters. Heard and resolved complaints of subordinates and referring more serious complaints not resolved to higher level supervisors. Recommended and/or took disciplinary action where appropriate. Identified developmental and training needs of subordinates and provided or made provision for such development and training. Complied with the recommendations of quality management, patient safety, Chief Nursing Officer, and Clinical Director of Nursing to discuss, plan and implemented improvement to the inpatient mental health unit. Tracked and trended performance measures that are required by regulatory bodies. Implemented change to areas of improvement. Participated in areas of leadership such as the Nurse Management Meeting and CDT Meeting. Collaborated with other areas such as facility maintenance, environmental maintenance, biomedical, supply, and patient education to ensure that the unit met all standards required by agencies that provide the facility credentials (TJC).

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Position Held: Quality Management Coordinator- RN V

Hours/Week: 40 - Full Time

Employees Supervised: 0

Dates: August 2017 – April 2020

Supervisor: Gregory Keane - Hawaii Branch Program Manager (retired)

Reason for Leaving: Currently employed

May we contact this employer? Yes

Duties Summary: Plans, designs, implements, and evaluates a quality improvement program for the Branch that continuously improves the quality of services provided by the Community Mental Health Centers (6 clinics – Hilo, Pahoa, Ka'u, Kona, Waimea, Honokaa) located on Hawaii Island. Develops policies that align with mission/vision of the Adult Mental Health Division (AMHD) and regulatory requirements. Plans and develops the Quality Management/Performance Improvement infrastructure to monitor direct care practice through the development of performance indicators in order to monitor and measure service delivery quality. Collects and tracks outcome data generating information for analysis and provides summary reports and recommendations to the Branch Leadership Team. Chairs the Branch Performance Management Committee. Directs Performance Measurement Committee activities within the branch and provides reports and recommendations for approval by the Branch Chief. Collects and records data from all sections of the branch, which includes quarterly management performance measurement reports for performance improvement, personnel/training, and health/safety, and presents a report and recommendations to the branch leadership for approval. Maintains sentinel events and critical incident report data and provides a quarterly report to the branch chief, section heads, and makes recommendations to prevent future occurrences. Monitors and maintains all licensing, accreditation, certification, and other external requirements for the Branch, serves as coordinator for certification and incidents/complaints for CMS, Commission on Accreditation of Rehabilitation Facilities (CARF), and Clubhouse International surveys. Created and manages the AMHD dashboard and the Community Mental Health Clinics (CMHC) statewide dashboard.

Jessica K.S. Stevens

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[REDACTED]

[REDACTED]

[REDACTED]

Department of Veteran Affairs

[REDACTED]

[REDACTED]

[REDACTED]

Position Held: 2E Inpatient Mental Health - Nurse Manager

Hours/Week: 40 - Full Time

Employees Supervised: 44

Dates: May 2011 - August 2017

Supervisor: Pius Atu - Associate Executive Nurse [REDACTED]

Reason for Leaving: [REDACTED]

May we contact this employer? Yes

Duties Summary: Managed 44 employees and supervised and monitored the care provided on the 20 bed Inpatient Mental Health Unit. Responsible for ensuring that subordinate personnel provide timely nursing care which complies with generally accepted standards of clinical practice. Also included the authority to accept amend or reject the work of subordinates. Plans work to be accomplished by subordinates, setting priorities, and preparing schedules for completion of work. Assigns work to subordinates based on priorities, selective consideration of the difficulty and the requirements of the assignments and the capabilities of subordinates.

Evaluates the performance of subordinates. Made recommendations for appointments, advancements or reassignments of subordinates. Provided advice, counsel, or instruction to subordinate personnel on work and administrative matters. Heard and resolved complaints of subordinates and referring more serious complaints not resolved to higher level supervisors. Recommended and/or took disciplinary action where appropriate. Identified developmental and training needs of subordinates and provided or made provision for such development and training. Filled in for Associate Nurse Executive for Mental Health when necessary.

Complied with the recommendations of quality management, patient safety, and other areas that monitor the quality and safety of care. Collaborated with the Mental Health Executive Leadership to discuss, plan and implemented improvement to the inpatient mental health unit. Utilized the VHA Handbook 1160.01 to guide practice and ensure that services provided was aligned. Performed Labor mapping of the inpatient MH unit. Tracked and trended performance measures incorporated within SAIL (Oryx, continuity of care, mental health experience of care, mental health population coverage, and patient satisfaction). Implemented change to areas of improvement. Participated in areas of leadership such as the Nurse Executive Committee, and Mental Health Executive Leadership Committee. Collaborated with other areas such as facility maintenance, environmental maintenance, biomedical, supply, and patient education to ensure that the unit met all standards required by agencies that provide the facility credentials (TJC, CARF, OIG). Facilitated initial/biennial surveys and investigations for The Joint Commission, The Office of Inspector General, CMS, VA-Patient Safety and VA-Quality Management.

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[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]

State of Hawaii -Adult Mental Health (Outpatient Clinic-
Makaha) 84-1150 Farrington Hwy
Waianae, HI 96792
808-697-7880

Position: Registered Nurse III Full

Time Hours/Week: 40 - Full Time

Employees Supervised: 0

Dates: May 2009 - January 2011

Supervisor: Kimberly Fuke, Clinic Manager

Reason for Leaving: [REDACTED]

[REDACTED]

[REDACTED]

May we contact this employer? Yes

Duties Summary: As a Registered Nurse III my general duties of nursing care while assigned to the clinic was to function as a fully independent nurse, provide care to patients with a minimum of guidance and supervision, and served as the only nursing staff while performing other related duties as assigned. My nursing duties were to administer daily medication and monthly/weekly intramuscular injections to mentally ill patients that lived in the community. Patients were monitored closely by working closely with the group homes and family within the community. I provided patients with medication education with a focus on the importance of medication compliance. Within the first month at Makaha Mental Health Clinic, I organized medications and established a trusting relationship with our clients. I had to remain flexible, and problem solved when placed in a temporary office not designed to provide nursing services. I was a member of an interdisciplinary team and contributed meaningful recommendations in the treatment of severely impaired mentally ill consumers

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[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Sunrise Hospital - Inpatient Mother/Infant Unit

[REDACTED]

[REDACTED]

[REDACTED]

Position: Registered Nurse Per Diem

Hours/Week: 12 - Per Diem

Employees Supervised: 2

Dates: July 2006 - May 2007

Supervisor: Sharron Quarantello, Nurse Manager

Reason for Leaving: [REDACTED]

[REDACTED]

May we contact this employer? Yes

Duties Summary: Provide nursing care to mothers and newborn infants. As a fully independent nurse, I provided care to patients with a minimum of guidance and supervision, and performed other related duties as assigned. Provided education on the care of a newborn to mothers and fathers.

Summerlin Hospital - Mother/infant Unit

[REDACTED]

[REDACTED]

[REDACTED]

Position: Registered Nurse

Hours/Week: 36 - Full Time

Employees Supervised: 2

Dates: September 2005 - July 2006

Supervisor: Betina, Nurse Manager

Reason for Leaving: [REDACTED]

[REDACTED]

May we contact this employer? Yes

Duties Summary: Provide nursing care to mothers and newborn infants. As a fully independent nurse, I provided care to patients with a minimum of guidance and supervision, and performed other related duties as assigned

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[REDACTED]
[REDACTED]

Desert Springs Hospital (Med/Surg)

[REDACTED]
[REDACTED]
[REDACTED]

Position: Nurse Apprentice

Hours/Week: 24

Employees Supervised: 0

Dates: November 2004 - September 2005

Supervisor: unknown (can't remember)

Reason for Leaving: [REDACTED]
[REDACTED]

May we contact this employer? Yes

Duties Summary: Provided and nursing care to patients on the medical/surgical unit. Functioned as a nurse apprentice with limited functions, I provided care to patients with the guidance of a Registered Nurse, and performed other related duties as assigned.

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EDUCATION

School Name: University of Arizona Graduate School - College of Nursing

Address: Tucson, AZ

Major/Minor: **Clinical Systems Leadership** - Translating theory and knowledge into applied practice as to effectively design, coordinate, and evaluate patient care systems. Become a valued member of an interprofessional team who can incorporate technology, design nursing solutions, and lead innovative patient-centered care initiatives. Evaluate performance measures, and business acumen.

Degree: Master of Science in Nursing - **MSN**

Units Completed: 47

Unit Type: Semester

Did you graduate? Yes, 8/2015

School Name: College of Southern Nevada (formally known as Community College of Southern Nevada)

Address: Las Vegas, NV

Major/Minor: Nursing

Degree: Associate Degree

Units Completed: 108

Unit Type: Semester

Did you graduate? Yes, 8/2005

AWARDS

Hilo Medical Center - National Daisy Award Recipient

October 2020 – Escorted a Behavioral Health Patient from Hilo, Hawaii to Oklahoma. Patient suffered from severe mental illness and a debilitating tumor. Patient's wish was to return home to be with family and hospice services.

Department of Veterans Affairs – Certificate of Excellence

July 2017 – Assisting Executive Leadership with meeting their annual proficiency with helping another VA Hospital.

Department of Veterans Affairs – “ICARE” Award

February 2016 – A Veteran wrote a very heart felt letter and acknowledged the quality of care he received during a very difficult time for him.

LICENSE

State of Hawaii - Registered Nurse

License: RN-64384 Status:

Active

Expiration Date: 06/30/2025

Discipline Against Nurse: No

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[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

PROFESSIONAL REFERENCES

Dr. Raymond Emanuel- Medical Director of Psychiatry
Hilo Medical Center

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Dr. Lori Ann Wong – ICU Nurse Manager
Hilo Medical Center

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Joyce Murata- Director of Nursing
Hilo Medical Center

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]