

[CLIENT NAME], MSN, RN, BCPA, CCM

[City, State] | [Phone] | [Email] | [LinkedIn URL]

EXECUTIVE SUMMARY

Nursing executive with **15+** years of leadership across acute care, behavioral health, post-acute, home health, and managed care case management. Steers high-risk clinical operations at scale, including **180-FTE** acute care service lines, multi-site regional behavioral health operations, a **27,375**-visit hospital-based clinic, and embedded case management across **15 High Performance Network** physician practices. Specializes in regulatory recovery, operational stabilization, and patient experience transformation during periods of transition and elevated scrutiny. Signature results include engineering an immediate jeopardy turnaround at a flagship academic medical center clinic, reducing new-patient access time by **77%**, increasing employee engagement by **35%** in six months, and lowering unit fall rates by **70%** at a regional oncology hospital. Board Certified Patient Advocate and Certified Case Manager with applied graduate research in health communication.

SELECT ACHIEVEMENTS

- Eliminated immediate jeopardy regulatory risk at a flagship academic medical center's largest hospital-based clinic (**105 daily visits, \$6M annual revenue**) by overhauling high-level disinfection protocol for gynecological instruments within a single survey correction window
- Led 180-FTE acute care service line across seven specialty units at a regional acute care hospital, chairing Fall Prevention and Patient Experience Committees concurrently
- Anchored case management across 15 High Performance Network physician practices at a national health insurance payer, executing HEDIS/STARS gap closure and high-ER-utilization intervention
- Shortened new-patient access time from 31 days to 7 days across a clinic handling 27,375 annual patient visits and 100+ practicing physicians
- Cut unit fall rate 70% at a regional oncology hospital's progressive care unit through targeted intervention design (pink "previous fall" blankets and nurse/MA fall rounds)

SPECIALTY FOCUS AREAS

Operations & Leadership: Multi-Site Nursing Leadership • Regional Clinical Operations • Executive Team Development • Crisis Communication • Service Recovery

Quality & Regulatory: Regulatory Survey Readiness • Joint Commission Compliance • Immediate Jeopardy Resolution • Quality Improvement • Patient Safety

Clinical Domains: Patient Experience Transformation • Behavioral Health Operations • Acute and Post-Acute Care

PROFESSIONAL EXPERIENCE

REGIONAL DIRECTOR OF NURSING

[Regional Behavioral Health Network] | [City, State]

April 2024 – Present

Behavioral health and substance use services operator across a Western US state, with crisis, detox, inpatient, and outpatient programs.

- Oversee nursing operations **across [METRIC: number of sites]** behavioral health facilities spanning substance use, crisis, and behavioral health services for **[METRIC: daily census or annual patient volume]**
- Coach nurse managers through staff conflict resolution, leadership escalations, and operational decisions affecting **[METRIC: total clinical staff headcount]** nurses and clinical personnel
- Audit regulatory compliance against state, SAMHSA, and CMS behavioral health standards, addressing **[METRIC: deficiency count or survey pass rate]**
- Design and deploy standardized care delivery protocols across regional sites to drive consistency in AMA discharge workflow, medication reconciliation, and incident response
- Investigate incident reports, grievances, and significant events region-wide, authoring corrective action plans and tracking resolution through closure with senior leadership

DIRECTOR OF NURSING, ACUTE CARE SERVICES

[Regional Acute Care Hospital] | [City, State]

August 2023 – March 2024

Acute care service line for a regional health network member hospital.

- Led acute care service line of 180 FTEs across seven specialty units: telemetry, progressive care, med-surg, orthopedic trauma, float pool, outpatient infusion, and vascular access
- Chaired Fall Prevention Committee and Patient Experience Committee concurrently, guiding regulatory readiness and HCAHPS-oriented service recovery for the service line

- Owned service-line budget across projections and reconciliation, identifying per-unit cost optimizations and prioritizing initiatives by ROI potential
- Redesigned nursing policies and procedures to remediate compliance gaps flagged during internal audits, then partnered with department leaders on patient throughput improvements

DIRECTOR OF NURSING

[Nonprofit Skilled Nursing Facility] | [City, State]

March 2023 – August 2023

- Ran **24/7** nursing operations at a nonprofit skilled-nursing and rehabilitation community, spanning ADON, CNAs, LPNs, RNs, and scheduler reporting lines
- Grew facility census through revised admission protocols and discharge coordination, monitoring quality of care during each resident transition
- Maintained full clinical compliance with state, CMS, and Joint Commission regulations, correcting **[METRIC: specific deficiency counts or survey performance]**

EXECUTIVE BRANCH DIRECTOR

[National Home Health Agency] | [City, State]

June 2022 – March 2023

- Recruited, retained, and developed off-site clinical and office-based staff through structured policy rollout and performance management
- Directed branch operations for a payer-owned home health agency serving **[METRIC: patient census or daily visit count]** patients across **[METRIC: service area or counties covered]**
- Drove branch business growth through community relations, marketing, and referral network development, creating scalable pipeline for patient referrals and clinician recruitment
- Closed regulatory deficiencies identified during internal and external surveys, stewarding care delivery standards with Clinical Manager across every patient served

SENIOR CLINICAL PRACTICE MANAGER, GENERAL INTERNAL MEDICINE

[Large Academic Medical Center] | [City, State]

December 2021 – June 2022

Largest hospital-based clinic in the health system.

- Managed 60+ direct reports (front/back-office staff, medical assistants, nurses, medical records, diabetic educators) with oversight of **100+** practicing physicians, 105 daily patient visits, **27,375** annual patient visits, and \$6M annual revenue
- Resolved immediate jeopardy regulatory risk by rebuilding high-level disinfection protocol for gynecological instruments, removing patient infection exposure within the correction window
- Lifted employee engagement scores **35%** in six months through physician-and-MA daily huddle policy, service recovery protocols, and direct mentoring
- Promoted 6 of 10 medical assistants and **2 of 7** clinic RNs into elevated positions, establishing internal pipeline for emerging talent and trimming open-requisition timelines

NURSE MANAGER, ONCOLOGY PROGRESSIVE CARE UNIT

[Regional Oncology Hospital] | [City, State]

July 2018 – December 2021

- Dropped unit fall rate **70%** through targeted intervention design (pink “previous fall” blankets, nurse/MA fall rounds) as Patient Experience Committee Chair
- Supervised **30+** direct reports on an oncology progressive care unit, handling hiring, onboarding, performance evaluation, conflict resolution, and scheduling
- Prepared and administered unit budget across census shifts and staffing fluctuations, tracking time-keeping and payroll integrity
- Served on Mortality Review, Medication Safety, Resuscitation, Regulatory Readiness, and Magnet Leadership committees, contributing to a high-risk IV drip medication double-check policy adopted unit-wide

RN UNIT MANAGER

[Skilled Nursing and Rehab Facility] | [City, State]

August 2016 – June 2018

- Coordinated care management for residents on a 32-bed skilled nursing unit, executing admission, transfer, and discharge workflows
- Implemented timely clinical interventions through interdisciplinary rounds, protecting resident and family satisfaction across **[METRIC: census or family satisfaction score]**
- Conducted hiring, discipline, and termination decisions for unit staff while upholding clinical safety standards

RN CASE MANAGER, HIGH PERFORMANCE NETWORK AND EMBEDDED

[National Health Insurance Payer] | [City, State]

February 2014 – August 2016

- Anchored case management across **15 High** Performance Network physician practices, steering HEDIS/STARS gap closure, high-ER-utilization intervention, and cost reduction for **[METRIC: member panel size]**
 - Collaborated with internal medical directors and corporate staff on case management referrals and seamless care coordination, applying motivational interviewing to elicit positive behavior change in members
 - Delivered case management presentations to corporate audiences, translating network-wide best practices into member-facing execution
 - Trained new case managers entering embedded assignments with partner HPN practices
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EARLIER CAREER

RN HOSPITAL LIAISON

[Home Health and Hospice Agency] | [City, State]

October 2012 – January 2014

Top-performing territory development across a four-hospital regional footprint, building referral pipelines with hospital-based clinical teams.

PROFESSIONAL STAFF NURSE AND CHARGE NURSE

[Academic Medical Center] | [City, State]

October 2010 – September 2012

Charge responsibility over 12 RNs and support staff on a 36-bed pulmonary transplant step-down unit.

EDUCATION

Master of Science in Nursing Leadership | [Accredited Online University]

August

2020

Bachelor of Science in Nursing | [Accredited Online University]

February

2019

Registered Nurse Diploma | [Hospital-Affiliated School of Nursing]

June 2010

Master of Arts in Communication | [Public Research University]

March 2008

Full Scholarship. Research concentrations: Leadership, Health Communication, Organizational and Interpersonal Communication.

Bachelor of Arts in Communication | [Public Research University]

August 2005

CERTIFICATIONS

Board Certified Patient Advocate (BCPA) | Patient Advocate Certification Board | 2025–2028 ([Redacted])

Certified Case Manager (CCM) | Commission for Case Manager Certification | 2016–2026 ([Redacted])

PUBLICATIONS

Co-authored publication (In Press) in a Sage-published peer-reviewed communication journal, examining communication dynamics in online support group networks. Accepted for presentation at a regional communication association annual conference.