

[CLIENT NAME]

[Street Address, City, State]

[Email Address]

[Phone Number]

CERTIFICATIONS

Board Certified Patient Advocate (BCPA) - #[Redacted] (2025-2028)

Certified Case Manager (CCM) - #[Redacted] (2016-2026)

PROFESSIONAL EXPERIENCE:

Regional Director of Nursing, [Regional Behavioral Health Network] 4/2024 - Present
[City, State]

- x Complete oversight of nursing operations at facilities in [City A], [City B], and [City C]
- x Mentor nurse managers in the leadership realm, provide support for issue resolution, staff conflicts, and professional development
- x Conduct ongoing assessments for regulatory compliance, operational efficiency, and quality indicators
- x Develop and implement standardized improvement processes to facilitate optimum patient care delivery and outcomes
- x Maintain knowledge of state, federal, and local rules and regulations
- x Receive and investigate all incident reports, grievances, and significant events

Director of Nursing Acute Care Services, [Regional Acute Care Hospital]
8/2023 - 3/2024
[City, State]

- x Lead the telemetry, progressive care (step-down), medical surgical, orthopedic trauma, float pool, outpatient infusion, and vascular access specialist teams with a total of 180 FTEs
- x Assist in the organization and administration of patient care services within the acute care service line
- x Oversee assigned budgets, including projections and reconciliation; manages fiscal activities to produce results to support business decisions
- x Identify areas where costs per unit can be optimized, prioritize projects according to return potential
- x Facilitate patient throughput to optimize volume and patient outcomes
- x Ensure regulatory compliance
- x Create, revise, and implement nursing policies and procedures to ensure high-quality patient care
- x Provide leadership and guidance to nurse managers and nursing staff including hiring, training, firing, and disciplining staff as appropriate
- x Collaborate with other department leaders to enhance patient and employee experience
- x Responsible for service recovery process and procedures
- x Committee work: Fall Prevention Committee, Chair; Patient Experience Committee, Chair

Director of Nursing, [Nonprofit Skilled Nursing Facility] 3/2023 - 8/2023
[City, State]

- x 24/7 oversight of nursing staff and nursing operations
- x Direct, oversee, and evaluate all nursing personnel (including ADON, CNAs, LPNs/RNs, scheduler)
- x Ensure complete nursing compliance with all local, state, and federal regulations
- x Monitor and implement changes to nursing best practices
- x Evaluate performance of all clinical staff
- x Promote census growth
- x Guide staffing procedures
- x Monitor and coordinate admissions and discharges of patients
- x Resolve issues and deficiencies when needed

Executive Branch Director, [National Home Health Agency] 6/2022 - 3/2023
[City, State]

- Responsible for planning, organizing, directing, and evaluating branch operations to ensure the provision of adequate and appropriate care and services
- Supervision of off-site clinical and office-based staff, recruiting and retention, development, and implementation of program policies
- Ensure deficiencies are identified during internal or external surveys and audits are addressed and corrected
- Responsible for the delivery of care for all patients served by the Branch by providing supervision and support to the Clinical Manager
- Focus on business development through community relations, marketing, and networking to build a scalable pipeline
- Lead branch to achieve business growth

Senior Clinical Practice Manager, General Internal Medicine

12/2021 - 6/2022

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

- x Manage/lead 60+ direct reports including front/back-office staff, medical assistants, nurses, medical records, and diabetic educators
- x Responsible for supervision of daily clinic operations for the largest hospital-based clinic in the health system
 - o Collaborate with over 100 practicing physicians; 105 patient visits per day; 27,375 patient visits per year; annual revenue 2021 approximately 6 million dollars
- x Identify and remedy deficiencies related to clinical competencies
 - o Clinical competencies for clinical staff not completed in previous year(s); created and executed the completion of competencies for all employees
- x Identify and remedy deficiencies related to equipment sterilization
 - o Overhauled the high-level disinfection process for gynecological instruments reducing the risk of patient infection and harm/ and an immediate jeopardy tag
- x Policy creation and implantation
 - o Process outlining physician and medical assistant daily huddle implemented resulting in increased staff and patient satisfaction
- x Mentor new staff leaders and facilitate promotion of high performing employees
 - o Promoted 6/10 medical assistants and 2/7 clinic RNS
- x Foster employee engagement
 - o Employee engagement scores increased by 35% in a 6-month period
- x Manage staff productivity, patient flow, and patient access
 - o Decreased patient lag time for new appointments from 31 days to 7 days
- x Staff hiring, onboarding, development, and evaluation
- x Unit/departmental operational duties
- x Service recovery specializing in crisis communication

Nurse Manager, Oncology Progressive Care Unit

7/2018 - 12/2021

[Regional Oncology Hospital], [City, State]

- x Manage/lead 30+ direct reports
- x Utilize evidence-based practice to achieve optimal patient outcomes
- x Promote interdisciplinary collaboration
- x Staff hiring, onboarding, development and evaluation
- x Budget preparation and management
- x Educational development and implementation
- x Supervision of clinical staff
- x Conflict resolution
- x Time keeping and payroll
- x Census and scheduling/staffing management
- x Support staff by facilitating shared governance and the unit-based professional practice

Committee Work

- > Patient Experience Committee (Chair)
- > Fall Prevention Committee

- o Identified and implemented targeted interventions to decrease unit/hospital fall rate, including pink "previous fall blankets" and nurse/MA fall rounds (reduced unit fall rate by 70%)
- > Mortality Review Committee
- > Medication Safety Committee
 - o Implemented RN double check policy for high-risk intravenous drip medications i.e. heparin, Cardizem
- > Resuscitation Committee
- > Regulatory Readiness Committee
- > Patient Safety Committee
- > Magnet Leadership

RN Unit Manager 8/2016 - 6/2018

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

- x Responsible for overseeing care management of residents on 32 bed skilled nursing unit
- x Coordinate resource utilization
- x Implement timely and appropriate care interventions
- x Participate in interdisciplinary communication to facilitate resident and family satisfaction
- x Maintain compliance with all clinical safety standards
- x Promote professional practice models
- x Coordinate admission, transfer, and discharge of residents
- x Responsible for hiring, disciplining, and termination of employees

RN High Performance Network Case Manager 1/2015 - 8/2016

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

- x Function as the main case management resource for 15 High Performance Network (HPN) physician practices
- x Extensive HPN report research/preparation focusing on members with high ER utilization and those with high driving costs
- x Intervention to identify and close member HEDIS/STARS gaps in care
- x Extensive Collaboration with each HPN to increase member compliance, reduce costs, and increase satisfaction
- x Extensive collaboration with internal medical directors and other corporate staff
- x Responsible for the development and delivery of case management PowerPoint Presentations to a corporate audience
- x Responsible for the training/mentoring of new case managers
- x Utilize Motivational Interviewing to help members elicit positive behavior change

RN Embedded Case Manager 02/2014 - 1/2015

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

- x Function as a resource for HPN physicians and staff to address complex members
- x Provide various case management services
- x Facilitate follow-up physician apt within 7 - 14 days of member discharge from a facility
- x Coordinate with home care, social services to prevent readmissions
- x Perform member outreach to prevent avoidable ER encounters

RN Hospital Liaison 10/2012 - 01/2014

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

- x Development and growth of referral base
- x Perform on site clinical assessments to ensure criteria is met
- x Meet with patient and patient families explaining services
- x Top sales performer
- x Continuously met and surpassed goals set forth by organization
- x Formal IMPACT sales training completed

Professional Staff Nurse/Charge Nurse 10/2010 - 09/2012

[Academic Medical Center], [City, State]

- x Effectively supervised staff of up to 12 registered nurses
- x Trained and supervised new hires
- x Evaluated and monitored patient care through assessment and direct rounds

Public Speaking Instructor 09/2005 - 06/2007
[University], [City, State]
x Taught six sections of Fundamentals of Speech each quarter

Research Assistant 09/2005 - 03/2006
[University], [City, State]
x Facilitated focus groups
x Assisted the Director of Undergraduate Studies

PUBLICATIONS:

Co-authored publication (In Press) in a Sage-published health communication journal on online support group dynamics.

EDUCATION:

Master of Science in Nursing Leadership August 2020
[Accredited Online University]

Bachelor of Science in Nursing February 2019
[Accredited Online University]

Registered Nurse Program Diploma June 2010
[Hospital-Affiliated School of Nursing]

Master of Arts in Communication March 2008
[Public Research University]
x Full Scholarship
x GPA: 3.8/4.0
x Research emphasis: Leadership, Health Communication, Organizational and Interpersonal Communication

Bachelor of Arts in Communication August 2005
[Public Research University]
x Departmental GPA: 3.9/4.0; University GPA: 3.57/4.0

References Available Upon Request