

Stabilizing: NSI ↓ Patient Satisfaction ↑

Refining: Throughput ↑ Volume ↑

*Experienced nursing executive with proven track record in bringing low-performing departments to top quartile performance, improving profitability and satisfaction*

## Financial Impact

- Led transformation of clinical teams (as CNO), to convert the facility from negative cash flow to a profitability margin of 14%
- Cut contract labor by 50% in first 6 months, with an annualized savings of \$248,000
- Project Manager for \$3.1 Million ED expansion, resulting in added annual net revenue of \$480K and pick-up of 5,000 ED visits

## Notable Accomplishments

- Increased RN retention by 78% and recruited and on-boarded 90 nurses in 90 days
- Streamlined admission/discharge processes on inpatient nursing units, improving facility throughput by 38% in less than 3 months, including design, build-out and implementation of Patient Logistics Center
- Improved employee satisfaction and engagement scores by 21%
- Led facility design and opened hospital's first Discharge Lounge: planned and executed in 30 days; reduced admit/discharge window by 3 hours and decreased ED holds
- Decreased hospital CAUTI rate by 66%
- Directed a \$2.4 Million build-out of Oncology-Palliative Care floor design and the build-out of new Cardiac Cath Lab and Cardiac Rehab Unit, a \$1.9 Million capital project
- Raised HCAHPS from the 2nd percentile to the 90th percentile

## Career Summary

- MBA, BSN, RN, CRRN, CPHQ prepared nurse executive with diverse experience in complex, acute, subacute/rehab, for-profit, nonprofit, academic, Magnet, and Trauma designated
- Background includes 19 years of leadership with 7 years serving as ACNO, CNO and Interim Leader in hospitals ranging from 40 beds to 700+ beds
- Led and participated in multiple new business acquisitions and through Lean/Six Sigma processes, has re-designed units, hospitals and organizations, improving EBITDA, while maintaining the highest level of service and quality

Deliverable	Initial	Final
<i>Quantified Financial Impact from Key Deliverables</i>		
Improve HCAHPS	12%	78%

“[Leader # 150313] was my top performing CNO. I promoted him/her every chance I got because of his/her ability to constantly move metrics and effectively manage projects. He/She drastically improved throughput and patient satisfaction at each hospital during his/her tenure with our health system.”

— Superior, System CEO Reference

### Mission

We are obsessed with transforming healthcare facilities into great places to work that always deliver elite patient care.



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