

Stabilizing: NSI ↓ Patient Satisfaction ↑

Refining: Volume ↑ Magnet Des. ↑

Transformational leader recognized for leveraging strategic, cross-functional initiatives and data-driven strategies driving excellence in operational efficiency, patient flow, and throughput

Financial Impact

- Generated \$1M in annual cost savings by redesigning care coordination workflows and optimizing vendor contracts
- Decreased staffing vacancy rate by 65%
- Improved bed utilization efficiency, implementing an 18% predictive discharge model and reducing the Confirmed-to-Discharge metric by 11%

Notable Accomplishments

- Achieved 100% compliance with Tele Tracking Access Initiative, optimizing patient logistics and bed assignments across all departments
- Reduced MRSA rates by 17%
- Opened Discharge Lounge and 12-bed non-tele Surgical, GYN, Trauma unit, improving patient flow and throughput
- Improved employee engagement by 8%
- Boosted patient satisfaction scores by 10%
- Increased Nurse Leader rounds compliance by 50%
- Decreased CLABSI/CAUTI by 33%
- Led successful TJC survey in ED/Trauma with zero conditional findings
- Raised clinical staff retention by 10% in one year
- Achieved full compliance with CMS measures and hospital quality standards
- Increased patient satisfaction scores from 16th percentile to 60th percentile
- Secured Bronze and Silver Stroke Certification

Career Summary

- MSN, MBA/HCM-prepared with over 25 years of experience in diverse healthcare systems
- Demonstrated leadership expertise in critical care, large volume emergency departments and trauma units, patient flow, throughput, bed management, systems design, and integration
- Strong clinical foundation in ICU and ED nursing
- Proven in both for-profit and not-for-profit health systems, academic, unionized, Magnet-designated, Level I-III trauma centers, ranging from 75 to 800+ beds and 20K to 100K+ ED visits annually

Deliverable	Initial	Final
Quantified Financial Impact from Key Deliverables		
Patient Satisfaction	50%	97%
CAUTI	1.7	0.5
C. diff / CDI		↓ 58%

"[Leader #129860] was exceptional with problem solving interacting with the staff and patients. S/he had no problem with rolling up their sleeves and getting in and helping when help was needed."

— Superior Reference

Mission

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



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