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Career Summary

Extensive knowledge and experience in Emergency Services. Through experience, has developed a wide-ranged experience managing multiple medical nursing units including all clinical modalities of clinical care from pediatric to oncology as well as day surgery and the post operative recovery areas. Programmatic experience has been a hallmark of my career with the development of a cardiac rehabilitation and ambulatory care services construction and emergency services construction projects. Creativity, resourcefulness, excellent communication skills and keen analytical abilities have been successfully integrated into demanding leadership and project coordination.

Professional Experience

June 1990 to Present

Advocate Good Shepherd Hospital, Barrington, IL

May 2000

Director Emergency Services

- Coordination and directional responsibility for Emergency Services
 - Level II Trauma Center
 - Emergency Department Approved for Pediatrics (EDAP)
 - Emergency Preparedness and HICs and NIMS compliant
- Coordination and directional responsibility for other departments including Nursing Resources, Administrative Supervisors, Bed Coordination, Medical ICU, Rapid Response Team and Central Cardiac Telemetry Monitoring Department until April 2009.
- Budgetary responsibilities for revenue and expenses based on volume.
- Mentoring and coaching front line leadership with over 200 associates.
- Coordinate the development of new 56,000 sq. ft. Emergency Department.
- Facilitate process changes to improve patient satisfaction.
- Work with many other hospital departments to improve care provided to patients across the continuum of care.
 - Laboratory: Point of Care testing for cardiac patient with a decrease in turnaround time from 60 minutes to 20 minutes
 - Patient Intake: Bedside registration
 - Patient Relations: Greeting and Patient Satisfaction to the 90th Percentile
 - Inpatient Units: Rapid admission process for all admitted patients
- Implements evidence based practice in all departments.
 - Rapid Response Team
 - CMS Bundle compliance
- Multiple leadership responsibilities for JCAHO preparation
- Collaboration with Emergency Medical, Trauma and Intensivist group physician groups to produce high quality patient care.
- MVP Partnership and Equality 2nd Quarter 2007
- Awarded the Exceptional Leadership program 2001-2003

- Improved Patient Satisfaction from 2nd percentile to 90th percentile for the Emergency Department.

1999-2000 *Clinical Director of Ambulatory and Recovery Services*

- Budgetary responsibilities for revenue and expenses for three departments.
- Supervise 60 associates. Promoting progression for two clinical leaders in advancing their management skills to promote a positive work life environment.
- Group Leader for Patient Satisfaction and Service Recovery for the entire hospital. Organizing hospital units to ensure compliance with new and old standards.
- Coordinated activities surrounding the construction of a new outpatient building for Endoscopy and Ambulatory Services. Remodeling Day Surgery and relocation of Recovery. Developing plans to improve efficiencies within the surgery department and outpatient services including restructuring the holding process, increasing endoscopy capabilities, organizing ambulatory services.

1995-1999 *Supervisor of Medical Surgical Nursing*

- Responsible for the daily activities for 88 beds and the supervision of 150 staff members on the medical surgical units including telemetry, surgical step down, oncology, orthopedics, pediatrics and general medical surgical nursing.
- Chosen for Excellence in Leadership Program by Advocate Healthcare, a program that recognized leaders within the organization and provides enhancement opportunities for future growth.
- Coordinated the restructure of the medical surgical nursing units staffing. Restructured positions, policies and programs to improve the patient care delivery of three nursing units including the Partnering Program, vacation and scheduling policies and the communications network.
- Developed the Nursing Intern Program for Clinical Technicians who have completed their nursing education providing associate satisfaction and quality nursing care starting in 1997.
- Coordinated the 4th Floor Shared Governance Program to facilitate the continuum of care across the medical units 1995 to present.
- Assisted with JCAHO Accreditation Process with unit preparedness and coordination with management needs with attainment of three year accreditation.
- Written IONL Region 2B articles for State Newsletter resulting in increased membership and awareness in local programming, public relations and events, Current Secretary/Treasurer

1993-1995 *Critical Care Supervisor*

- Responsible for the supervision and coordination of 47 staff members and their activities on a 28 bed telemetry unit. Responsible for the budget

including monitoring and development annually. Monitored the quality assurance within the department.

- Developed the business plan and implemented the cardiac rehabilitation Phase I, II and III program resulting in new revenue for the hospital – 1995.
- Supported the Critical Care and Cardiovascular Service line with program development education's series for third graders and adults and the coordination of the Heart Fair to support the cardiovascular needs of the community 1993-1993.
- Good Shepherd Distinguished Service Award winner for the development of Cardiac Rehabilitation 1995.
- Nominated for Mission, Value and Philosophy Awards for Excellence and Partnership for cardiac rehabilitation and ventilator critical pathway 1995.

1990-1993 Staff Nurse, MSICU

- Responsible for the care of medical surgical patients.
- Participated in unit and hospital Shared Governance Program.

1988-1990

St. Anthony Medical Center, Rockford, IL

Staff Nurse, Post Surgical.

- *Responsible for the care of eight to twelve patients on the 2300-0700 shift unit charge nurse.*

Education and Professional Organizations

- *Keller Graduate School, Vernon Hills, Illinois*
 - *MBA 2007*
- *Rockford College of Nursing, Rockford, Illinois*
 - *Bachelor of Science in Nursing – 1990*
- *St. Anthony School of Nursing, Rockford, Illinois*
 - *Diploma in Nursing 1988*
- *Nursing Spectrum Excellence in Nursing Award in Management – Chicagoland Chapter - 2008*
- *IONL, region 2B Member 1993-Present*
 - *Secretary/Treasurer 1999 and 2000*
 - *Kellogg Nursing Leadership Seminar, Northwestern, Illinois*

References available upon request