

[0057 "Healthcare Manager 2"]

MARY JONES
123 Any Street
Any City, State 55555

(213) 555-1234
Cellular: (213) 777-5678
e-mail: MaryJones@earthlink.net

A healthcare manager with more than 20 years of progressive hospital and nursing administration experience, including patient care and education as well as project and program management.

- Expanded services to support the needs of 30 hospital departments and saved \$525,000 per year by restructuring an education program.
- Redesigned and managed the quality assessment and improvement program for a nursing services division with 15 departments.
- Developed marketing strategies for acquiring managed care contracts, including outpatient, prenatal and critical care services.
- Managed the strategic planning and operations for ten clinical and ancillary departments with a \$6 million budget, saving \$500,000.

An innovative leader with a proven track record in evaluating, planning and organizing cost effective strategies for improving the delivery of patient care and education.

SIGNIFICANT ACCOMPLISHMENTS

- Provided 24-hour administrative coverage and shift supervision for a 400-bed acute-care hospital.
- Served as administrator for a 20-bed acute-care neuro-rehabilitation unit and directed the design of a 24-bed sub-acute unit.
- Responsible for the management and contract negotiations of an inpatient dialysis service. Reduced costs by 25% through the development of quality and financial indicators.
- Participated in the design and management of an in-house registry program and reduced temporary staffing costs by 35%.
- Designed a job description and performance evaluation tool to meet the JCAHO requirements for job specific criteria with the integration of mandatory education.
- Managed projects related to case management, recruitment and retention, work design, strategic planning, program evaluation and management by objectives.
- Developed business plans for education and neuro-rehabilitation. Participated with three other directors on the nursing division business plan.
- Redesigned, tested and evaluated a disaster response system. Coordinated the participation of 14 community and government agencies.
- Developed hospital-wide programs, including customer service, industrial wellness, collaborative education model, employee evaluation system and community outreach.
- Consistently achieved compliance to JCAHO Title 22, continuing medical education and OBRA regulations.
- Developed and managed the policy and procedure system for a 200-bed acute-care hospital.
- Served as an instructor in healthcare trends and issues, nursing administration and business planning.

MARY JONES

Page Two

EXPERIENCE

Valley Hospital, Roseville, California

1998-2007

Director of Nursing and Education Services

Held administrative responsibility for patient care, hospital-wide education, quality assessment and the improvement of nursing, dialysis, community outreach, computer design and the women & family center for a 270-bed acute-care hospital.

Folsom School of Nursing, Folsom, California

1990-1998

Director of Continuing Education and Faculty

Developed, implemented, evaluated and administered the continuing education program for the Department of Nursing. Taught in the nursing administration graduate track.

Los Angeles Health Center, Los Angeles, California

1985-1990

Assistant Director of Education Services

Held administrative responsibility for hospital-wide education, the hospital policy and procedure system, and the industrial wellness program for a 200-bed acute-care hospital.

CLINICAL EXPERIENCE: Charge-Head Nurse in intensive care, orthopedics and skilled nursing units at the Los Angeles Health Center

FACULTY POSITIONS: Folsom College

EDUCATION

University of the Pacific, Stockton, California

Master of Science, Nursing Administration

University of Arizona, Tempe, Arizona

**Master of Arts, Human Resources Management
Bachelor of Arts, Psychology**

Arizona Hospital School of Nursing, Phoenix, Arizona

Associate of Science, Nursing

CERTIFICATIONS

Board of Registered Nursing, License number RN XXXXXX, California

Board of Registered Nursing, License number RN XXXXXX, Arizona

AFFILIATIONS

American Society of Health Education and Training, Sacramento Chapter

Sigma Theta Tau, Gamma Chapter (Nursing Honorary Society)

American Organization of Nursing Executives

Affiliate Faculty for Advanced Cardiac Life Support of the American Heart Association