

[0092 "Nurse Executive/Patient Care"]

MARY JONES
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A healthcare executive with 15 years' experience in hospital operations and nursing leadership roles for major healthcare systems, including tertiary medical centers, government facilities and specialty hospitals. An expert in improving labor/management relations, creating new clinical services and programs, and improving patient care delivery systems.

A self-motivated, versatile administrator with exceptional interpersonal skills and a proven ability to collaborate with colleagues and staff, cultivate an environment of customer service, and impact organizational success.

PROFESSIONAL EXPERIENCE

CSE Health System, Corona, California

2000-Present

Chief Nurse Executive/Patient Care Leader (2006-Present)

Lead patient care and nursing operations across a 500-bed tertiary medical center, an ambulatory surgery center, and a 68-bed acute-care psychiatric facility and associated partial hospital program. Manage a \$145 million budget and 1,400 staff.

Director of Hospital Operations/Chief Nurse Executive (2000-2006)

Reported to the Chief Executive Officer/Senior Vice President, with responsibility for hospital-wide daily operations. Acted as a liaison with the executive team of leaders for continuing care, marketing, public affairs, information technology, pharmacy, support services and human resources in coordinating operations.

- Built relationships and increased management credibility with the business agents and officers representing the labor union. Successfully addressed concerns related to staffing, resources and recognition. Secured funds from the labor union for the creation and design of a shared governance model that formed councils for quality, education, clinical practice and recruitment.
- Reduced the number of contract traveling nurses from 150 to 10 through an aggressive recruitment program that resulted in the hiring of 300 registered nurses in two years and decreased the vacancy rate to 3%.
- Restructured nursing management and negotiated with the labor union for the transition of the charge nurse position to a nurse manager role across all hospital units, combining clinical oversight and administrative responsibility for performance reviews, staff development, and quality improvement.
- Established an overflow unit for medical-surgical patients, increasing bed availability and averting patient admissions to out-of-network hospitals.
- Co-chaired the nurse executive leadership group representing 12 Southern California facilities, with responsibility for system-wide policies, patient care initiatives and liaison activities with ancillary services.

Marina Medical Center, Marina del Rey, California

1993-2000

Chief Nurse Executive (1995-2000)

Directed nursing and hospital operations for a for-profit medical center with a 240-bed acute-care trauma center, a 110-bed skilled nursing facility and a 50-bed rehabilitation center. Served on the executive team and managed a \$130 million budget.

Marina Medical Center, Continued

- Initiated a nurse recruitment and retention plan, reducing overall nurse vacancies from 25% to 8% within nine months and saving \$350,000 in registry costs.
- Restructured nursing management across three hospital campuses to achieve savings of \$1.3 million without adverse effects on patient care.
- Improved patient care satisfaction ratings from 60% to 95% for obstetrical services through management changes, staff coaching and facility improvements.
- Led patient care services in the successful completion of JCAHO and OBRA accreditation and licensing surveys.

Site Administrator (1993-1995)

Served as the administrator of a 90-bed psychiatric hospital and reported to the system CEO. Held concurrent responsibilities as the system associate director of nursing services. Oversaw operations for the skilled nursing facility and rehabilitation center.

- Developed a contract in partnership with the medical director and initiated psychiatric services for HMOs, yielding a \$300,000 profit margin after one year.
- Streamlined the management structure without a layoff, saving \$250,000 per year.

Good Samaritan Hospital, Los Angeles, California

1992-1993

Clinical Nurse V (1993)
Clinical Nurse III (1992)

Managed the nursing services of a 24-bed inpatient psychiatric unit for a 240-bed acute-care county trauma center and hospital. Oversaw a staff 75.

PRIOR EXPERIENCE

Began career as a registered nurse in emergency, critical care and psychiatric services, providing direct patient care and serving as a charge nurse for major medical centers.

EDUCATION

University of San Francisco, San Francisco, California

Master of Public Administration (MPA), Health Services Administration

Evansville University, Evansville, Indiana

Bachelor of Science, Nursing

CREDENTIALS

California Registered Nurse License
Public Health Nurse Certification

PROFESSIONAL ASSOCIATIONS

American College of Healthcare Executives
American Nurses Association of California