

[0130 "Vice President of Patient Services"]

**MARY JONES, RN**  
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A nurse executive with more than 20 years of experience in directing patient and resident care, improving services and restructuring clinical operations, as well as holding responsibility for up to 192 full-time equivalents and the financial performance of healthcare programs for hospitals with up to 500 beds.

- Led the implementation of case management pilots on medical-surgical nursing units, increased census by 40% and reduced the average length-of-stay by six days, saving \$940,000.
- Converted a traditional obstetrical department into a new \$7 million facility within five months, instituting single room maternity care and directing support systems redesign.
- Directed the adaptation of the Marker Model to organize and delineate division operations in preparation for a Joint Commission on Accreditation of Healthcare Organization (JCAHO) system survey of ten hospitals, achieving the highest score in the history of the organization.
- Increased long-term care resident census by 25% and expanded a sub-acute unit from 22 to 34 beds.

An innovative leader who has a proven track record in problem solving, staff development and physician relations, with a strong background in special projects as well as program planning and implementation.

#### **ACCOMPLISHMENTS**

- Improved physician and community relations by implementing a participatory process of decision making. Successfully addressed employee drug diversion problems within a facility.
- Trained more than 80 patient care services department heads in budgeting, scheduling and staffing techniques. Implemented variable budget-based staffing and scheduling.
- Restructured and directed the implementation of a patient-centered model of care.
- Integrated non-nursing clinical services into the patient care services division.
- Designed and opened a comprehensive medical clinic in five months for uninsured and indigent obstetrical patients in a community with one of the highest infant morbidity and mortality rates.
- Served as the technical advisor for the addition of nine LDRPs using existing space. Saved more than \$250,000 in new equipment.

#### **EXPERIENCE**

**Memorial Hospital District**, Banning, California

2004-2007

##### **Vice President of Patient Care Services**

Responsible for acute-care, outpatient and long-term care nursing, anesthesia, cardio-pulmonary, and inpatient and outpatient rehabilitation services. Oversaw employee education and patient registration. Accountable for 192 full-time equivalents and an expense budget of more than \$12 million. Successfully achieved re-licensure of long-term care and sub-acute resident care areas.

**Flower Hospital**, Akron, Ohio

2003

##### **Independent Consultant/Interim Assistant Vice President**

Consulted on the marketing strategies and operational issues for a suburban hospital's obstetrical service that experienced a birth rate doubling within one year.

**MARY JONES**

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**Continental Medical Systems Inc.**, Los Angeles, California

2001-2003

**Subcontractor**

Responsible for drafting and collaborating on the design of a patient-centered case management model of service delivery for a client hospital. Organized and prepared materials to successfully obtain accreditation for a long-term care retirement community.

**Zenith Medical Center**, Los Angeles, California

2001

**Independent Consultant**

Served as a management consultant for a hospital-based obstetrical service with 3,500 deliveries per year. Developed a perinatology program and antepartum testing clinic. Assessed patient care flow, staffing guidelines and acuity tools.

**San Gabriel Valley Medical Center**, San Gabriel, California

1997-2000

**Administrative Director of Maternal-Child Health**

Directed the design and development of a maternal-child product line, targeting the introduction of obstetrical services for a 300-bed acute-care hospital.

**St. Joseph's Medical Center**, Knoxville, Tennessee

1993-1997

**Director of Patient Care Services**

Directed seven medical-surgical and maternal-child nursing units. Supervised ten shift supervisors with budget accountability for \$5 million. Assisted in the conversion of a clinical ladder to a credentialing process with peer review.

**Central Hospital**, Seattle, Washington

1986-1993

**Regional Nurse Administrator**

Advanced from staff nurse to regional nursing administrator for a 310-bed tertiary hospital. Responsible for a \$16 million budget and six clinical services.

**EDUCATION**

**St. Joseph's College**, Windham, Maine

**Master of Science, Health Services Administration**

**City University**, Bellevue, Washington

**Bachelor of Science, Nursing**

**Richard Bland College and Southside Regional School of Nursing**, Petersburg, Virginia

**Associate of Science, Nursing**