

[0132 "Vice President of Patient Services 3"]

MARY JONES
123 Any Street
Any City, State 55555

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

A creative healthcare administrator with 20 years of progressive responsibility for directing patient care services and extensive experience in organizational assessment, program development and physician relations for multi-specialty groups, medical research centers and community hospitals.

- Converted a 32-bed, closed medical-surgical unit into a maternal-child health facility, with responsibility for the construction plans, physician research, equipment selection and operational planning.
- Reorganized patient care services, improving clinical resources and quality management at the department level. Saved \$58,000 in administrative expenses.
- Implemented a diagnostic breast clinic, improving mammography appointment availability and reducing the number of patient visits necessary for the diagnosis and treatment of breast lumps.
- Designed and implemented a telephone triage/advice system, reducing unnecessary same-day visits while improving both physician and patient satisfaction.
- Orchestrated a risk management plan to ensure the capture of potential risk management issues, reducing premium rates by \$40,000.
- Introduced a nursing care model that changed an all-RN staff to a skill mix using nurse extenders. Reduced labor costs by 17% per patient day.

An innovative leader who effectively interprets and communicates business strategies, fosters participative management, and excels at program development and implementation.

PROFESSIONAL EXPERIENCE

RX Health Hospital, Los Angeles, California

2001-Present

Director of Clinical Resources Department

Reports to the President/Chief Executive Officer of a 140-bed for-profit hospital with responsibility for the organization's quality improvement, risk management, utilization review programs and regulatory compliance, including JCAHO accreditation.

- Developed and implemented a clinical review program for the medical staff to monitor and measure patient care outcomes.
- Initiated a "Best Demonstrated Practices" quality improvement program, including the development and implementation of an administrative and managerial training program.
- Implemented a formal case management program targeted to reduce the top ten DRGS costs per case by 20%.
- Organized a leadership team to coordinate and prepare for a November 2002 JCAHO review, which resulted in an overall score of 96.

Los Angeles Memorial Medical Center, Los Angeles, California

2000-2001

Assistant Administrator of Clinical Support Services

Reported to the Executive Vice President of a 38-physician multi-specialty group with responsibility for the operations of two locations, including radiology and laboratory services. Managed a support staff of 170, including three nurse practitioners.

MARY JONES

Page Two

Los Angeles Memorial Medical Center, Continued

- Restructured the front office workflow, improving the retrieval of patient demographics, insurance eligibility and specialty authorizations for billing purposes.
- Developed and implemented a clinical competency program for the support staff.
- Designed a job performance/evaluation system for all employees.
- Developed a quality improvement/utilization management plan to ensure compliance with NCQA accreditation standards for all managed care plans.

Neighborhood Medical Center, Phoenix, Arizona

1998-2000

Associate Administrator of Patient Care Services

Reported to the chief executive officer of a 75-bed for-profit hospital with responsibility for an \$11.8 million budget, eight patient care departments and a staff of 200.

- Saved \$180,000 in registry costs by reducing vacancies from 35% to less than 1% in six months.
- Developed an action plan for the medical staff, which addressed specific concerns related to nursing care and implemented measurable standards.
- Restructured the nursing orientation program using self-learning packets. Saved \$26,800 in training costs in the first year.
- Interviewed new medical staff members and identified special requests for patient admitting orders and ancillary services support.
- Assisted business development efforts through marketing and physician recognition.

Southview Memorial Hospital, Encino, California

1996-1998

Director of Medical-Surgical Services

Directed the 24-hour operations of five services, including oncology, telemetry, medical-surgical and orthopedics, for a world-renowned research and medical center. Managed 64 full-time equivalents and a \$10.4 million budget.

- Designed and implemented a critical pathway for cerebral vascular accident patients and reduced the average length-of-stay from 6.8 to 3.5 days by involving an on-site rehabilitation program.
- Created a quality evaluation component that was added to the productivity measurement system, tracking organizational performance for service and financial outcomes.
- Cross-trained ancillary and support staff for the implementation of a patient-focused model of care delivery system with annual savings of \$180,000.

Coronado Hospital Medical Center, San Diego, California

1991-1996

Director of Acute-Care Services (1993-1996)

Nurse Manager of Medical Services (1991-1993)

Managed high-acuity level medical-surgical services for a 260-bed for-profit hospital. Oversaw quality improvement programs, recruitment and retention, and policy and procedure committees. Acted as Interim Director for the radiology department and interventional lab.

MARY JONES

Page Three

San Diego Hospital and Clinic, San Diego, California

1987-1991

Nurse Manager of Medical-Surgical (1989-1991)
Assistant Nurse Manager of Medical-Surgical (1988-1989)
House Supervisor/Staff Nurse (1987-1988)

PRIOR EXPERIENCE

Held staff nurse positions in a community hospital and skilled nursing facility.

EDUCATION

University of Arizona, Phoenix, Arizona

Master of Nursing Management

University of California, San Diego, San Diego, California

Bachelor of Science, Nursing

Northern College, Collegedale, Tennessee

Associate of Science, Nursing

PROFESSIONAL AFFILIATIONS

Medical Group Management Association
American Organization for Nurse Executives, Member
San Diego Nurse Managers Association, Co-founder

CERTIFICATIONS/LICENSES

American Nurses Association, Certified Nurse Administrator
Arizona Registered Nurse License, RN-000000
California Registered Nurse License, RN-000000