

# ZAC HOLLAND, MHA, MSN

(555) 555-5555 | [Email](#) | [LinkedIn URL](#)

## DIRECTOR OF NURSING

IMPROVES PATIENT VOLUMES, PATIENT SCORECARD RESULTS, REVENUES, AND COMPLIANCE



A **Director of Nursing** with a demonstrated history of leading healthcare and business operations for networks across expansive geographic regions. Delivers quality medical care, adheres to evidence-based practices, enhances patient outcomes, retains top talent, and ensures compliance with regulatory statutes (HIPAA, CMS, and HHS).

DEDICATED TO QUALITY NURSING CARE | COMPLIANCE | GROWTH | STRATEGIC PLANNING

Nursing Management | Forecasting | Budgeting/P&L | HIPAA | Quality Assurance | Clinical Leadership  
Talent Management | Marketing/Branding | Evidence-Based Practices | Infection Control | CMS | HHS  
Audits | Program & Project Management | Process Improvement | Board Relations | Patient Care Oversight

## PROFESSIONAL EXPERIENCE

### VICE PRESIDENT OF OPERATIONS

1/2016 – Present

#### CARDINAL HEALTHCARE

Directed the planning, design, deployment, and management of integrated nursing, healthcare, and business operations, including staffing, logistics, inventories, finance/budgeting, compliance, marketing, patient satisfaction, program management, and reporting, for 15 multi-specialty clinics throughout Midwest states (Iowa, Kansas, Nebraska, Missouri, Arkansas, and Oklahoma).

**Nursing Specialties: Bariatrics, Cardiology, Orthopedics, Dermatology, Nephrology, Pediatrics, Internal Medicine, Podiatry, and Vascular Medicine**

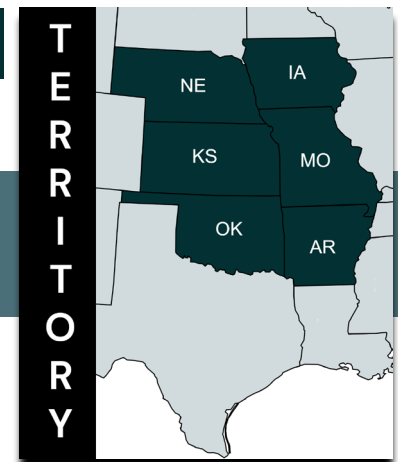
- Steered a Positive Turnaround of the Organization's Nursing Segment within 12 months of accepting and embracing the leadership role. *Results:*

- 19.1% YOY Improvement in Annual Budget Performance.
- 16.2% YOY Increase in Patient Volumes.
- 14.8% YOY Reduction in Medical Supply Costs.
- 11.7% YOY Decrease in Healthcare-Associated Infections (HAI).

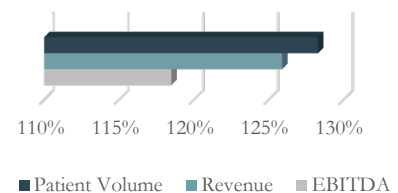
- Introduced Weekly Audits that raised compliance levels by 70%, leading the region to rank in the top 8.5% for CMS quality reporting.
- Achieved 98.7%+ Patient Satisfaction Rates by reshaping the service model and expanding staff training to include communication, empathy, and workflow planning.
- Reduced Times Between Patient Care and Documentation by 90% to Improve HIPAA and CMS Compliance.
- Rapidly Achieved Positive Returns Following the Opening of Two New Facilities in Nebraska. *Six-Month Results:*

- 128.3% of Patient Volume Goals.
- 125.9% of Revenue Goals.
- 118.5% of EBITDA Goals.

- Led Each Multi-Specialty Clinic to Pass CMS Audits with 100% Compliance Scores and 99.1% Treatment Scores, a company record.
- Implemented Professional Growth and Succession Planning Programs to transition top talent into advanced leadership roles. The initiative resulted in an employee turnover rate of 13.4%, drastically below the national 17.8% average.

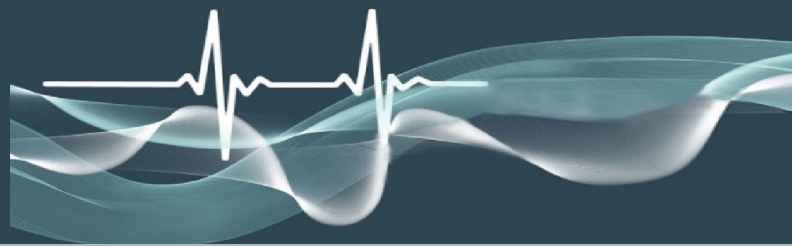


% ACHIEVEMENT OF GOAL: NEBRASKA



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## MANAGER OF HEALTHCARE AND BUSINESS OPERATIONS

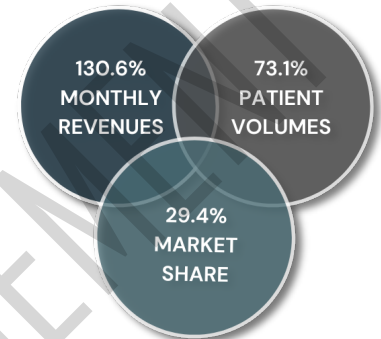
3/2012 – 12/2015

### NEBULA CARE

Recruited by a newly established long-term skilled nursing facility (SNF) to oversee nursing, patient care, finance, staffing, marketing, quality, project management, and compliance operations.

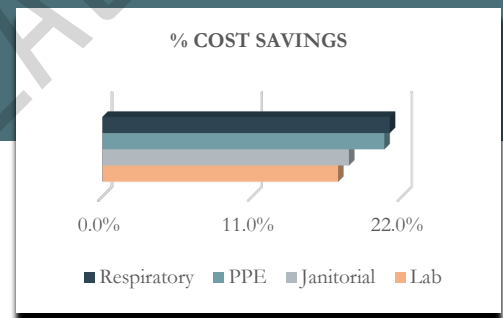
- **Transitioned the Startup Organization into a Recognized Long-Term Medical Care Provider Within Eight Months** using a multimodal marketing strategy that included digital, demand generation, and social media campaigns. *Results:*

- 130.6% Growth in Monthly Revenues.
- 73.1% Growth in Patient Volume Levels.
- 29.4% Growth in Market Share.



- **Scouted and Identified Optimal Real Estate Locations for the New Facility** based on growth patterns, demographics, demand, competitor footprint, and crime statistics/safety.
- **Renegotiated Vendor Contracts to Reduce Overall Expenses by an Average of 19.3%** through enhanced forecasting and bulk buying initiatives. *Specific Results:*

- 21.1% Reduction in Respiratory Care Products.
- 20.7% Reduction in Personal Protective Equipment (PPE).
- 18.1% Reduction in Janitorial/Cleaning Products.
- 17.3% Reduction in Laboratory Products/Equipment.



- **Built, Managed, and Empowered a Team of 60+** (*ten direct/50+ indirect*) through a servant leadership style. Sourced, interviewed, and hired top talent, measured key performance indicators (KPIs), facilitated training/coaching, and recognized successes.
- **Championed Patient-Centered Care Initiatives** to foster a nurturing and compassionate environment that exceeded satisfaction targets by 11.7%.

## NURSING SUPERVISOR

4/2010 – 2/2012

### NEBULA CARE

Oversaw clinical and nursing activities across an outpatient surgical center to maximize the use of organizational resources, deliver quality patient care, control risks, and support top and bottom-line growth.

- **Reduced Hospital-Acquired Infection Rates to 2.6%**, below the national average of 4%, through a complete shift in sanitation protocols, cleaning procedures, and employee safety/infection control training.
- **Instituted Standard Operating Procedures (SOP) that Increased the Efficiency of Nursing Operations.** *Results:*

- 17.8% Reduction in Shift Change Reporting Times.
- 14.3% Reduction in Overtime Hours.
- 12.1% Reduction in Logistics/Patient Transportation Times.



- **Promoted Synergy Among Diversified Teams**, including physicians, allied healthcare professionals, and cross-department nurses, while sharing patient progress, formulating treatment plans, and initiating healthcare program changes, as needed, to maximize patient outcomes.
- **Saved 12.7 % in Annual Supply Costs** by introducing organization-wide group purchase orders (GPO).

## EDUCATION

MASTER OF HEALTHCARE ADMINISTRATION (MHA) – [UNIVERSITY OF NEBRASKA](#)  
MASTER OF SCIENCE IN NURSING (BSN) – [IOWA STATE UNIVERSITY](#)  
BACHELOR OF SCIENCE (BS) IN BIOLOGY – [UNIVERSITY OF NEBRASKA](#)