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NURSING AND HEALTHCARE OPERATIONS EXECUTIVE

NURSING MANAGEMENT

ADMISSIONS

ACUTE CARE

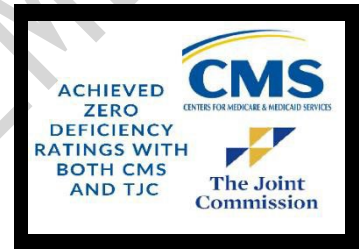
LEGAL COMPLIANCE

A healthcare executive integrating business, clinical, nursing, and technical expertise with a career history of designing, implementing, and managing policies/procedures, driving financial growth, mitigating risks, delivering quality patient care, and ensuring compliance with hospital procedures, regulatory standards, and industry protocols.



CORE COMPETENCIES | KEY STRENGTHS

Executive Healthcare | Nursing Leadership | Policy Development
Physician Relations | Standards of Nursing Practice (*Multiple States*)
Client Development | Budget Administration/P&L | Staffing | HIPAA
Contract Negotiation | Quality Control | Risk Management | Patient Care



CAREER HISTORY

NURSING, CLINICAL, AND ACUTE CARE OPERATIONS DIRECTOR

11/2019 – Present

HEALTHCARE PROVIDER SERVICE: Miami, FL

Directed the design, planning, implementation, and management of healthcare and nursing operations to drive organic growth for an acute care facility while mitigating operational, legal, and financial risks.

- **Developed Nursing and Healthcare Policies and Procedures** for a startup organization to launch into the market while improving efficiency and complying with the legal/regulatory standards set forth by multiple states. *Highlights Included*

STAFFING

QUALITY/RISK

PATIENT CARE

EMERGENCY

CONTRACTS/BILLING

- **Staffing Policies and Procedures**, including hazard pay, return to work, FMLA, performance evaluation standards, succession planning, and training/development.
- **Quality Control/Risk Management/Compliance Policies** to ensure adherence with *HIPAA, Centers for Medicare & Medicaid Services (CMS), The Joint Commission (TJC), Accreditation Commission for Health Care (ACHC), The Health and Human Services Commission (HHS), Center for Disease Control (CDC), World Health Organization (WHO), and The American Epidemiological Society (AES)*.
- **Patient Care/Clinical/Biomedical/Admissions Policies**, including those for treatment administration, patient prioritization, and medical equipment.
- **Emergency Response Systems**, including those related to COVID-19.
- **Contractual Response/Billing/Financial Management Policies** to secure new business and specify contractual conditions while maximizing financial returns and cash flow.
- **Negotiated and Sold a Multimillion-Dollar Contract** (*within 90 days of starting the role*) to **Establish Organizational Services Throughout Six Locations** of a nonprofit healthcare organization/hospital system.
- **Designed, Built, and Managed a Quality Control Program (QCP)**, including tracking tools, from the ground up.
- **Provided Servant Leadership, Coaching, and Mentorship to Teams of 40+** comprised of nurses (RN/LPN), nursing assistants (CNA), biomedical technicians, and recruiters.
- **Planned and Administered Budgets/Profit and Loss Statements (P&L)** to maximize the ROI of financial resources while directing nursing and healthcare operations at the executive level.
- **Expanded Market Share** by designing sales/marketing strategies, including customized healthcare packages, to position the organization competitively against more prominent and established organizations.



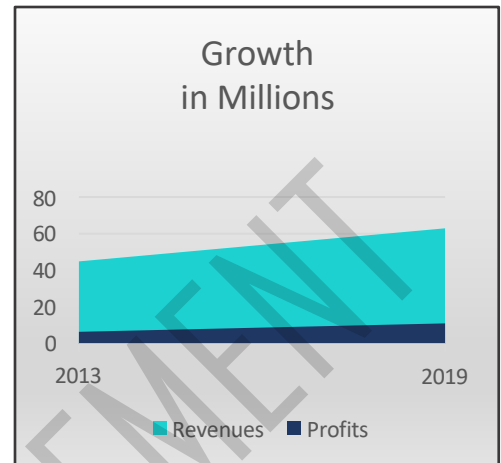
INPATIENT SERVICES MANAGER

2/2013 – 11/2019

HEALTHCARE FACILITY: Miami, FL

Managed multifaceted clinical, business, and healthcare operations, including financial metrics, staffing, retention (*staff/client*), customer service, and quality, for 22 locations.

- **Surged Annual Revenues from \$45MM to \$63MM**, a 40% increase.
- **Improved Profits from \$6.75MM to \$11.3MM**, a 67.4% increase.
- **Achieved and Maintained Zero Deficiency Ratings** with the *Centers for Medicare & Medicaid Services (CMS)* and *The Joint Commission (TJC)*.
- **Tapped to Serve on Executive Leadership Committees Dedicated to Designing, Implementing, Updating, and Managing Policies and Procedures** throughout the \$35B organization. *Highlights Included*
 - **Blood Transfusion Policy Updates/Enhancements**, including advanced training on blood products, administration, and documentation.
 - **Standardized Procedures to Integrate Healthcare Operational Data into the Acute Care Electronic System (ACES)**.
 - **Clinical, Staffing, Quality, Compliance, and Patient Care Best Practices** to meet regulatory, industry, and internal changes and advancements.
- **Directed the Design and Deployment of Strategies to Plan, Open, and Launch New Branch Operations Within Rapid Timelines (7-14 days)** and led each to full functionality and staffing within 30 days.
- **Gained Recognition** for exceeding metrics in productivity, quality, client retention, and employee satisfaction.
- **Formulated Emergency Response Strategies to Complete 100% of Treatments During a Category 4 Hurricane.**



“Susan Immediately Built Rapport Among a Diversified Team and Led Each One to Exceed Their Goals While Inspiring Creative Problem Solving, Professional Integrity, Autonomy, Teamwork, and Compliance.”

– Previous Manager, ABC Company



FACILITY ADMINISTRATOR

11/2008 – 2/2013

OUTPATIENT CLINIC: Orlando, FL

Managed clinical, business, and nursing activities to comply with federal/state regulations, maximize financial performance, and improve patient quality levels across five dialysis units, including peritoneal, in-center, and nocturnal modalities, while leading multidisciplinary healthcare teams of 50+.

- **Selected as the Primary Trainer, Mentor, and Coach to Assimilate New Managers into the Organization.**
- **Tasked to Serve as the Interim Facility Administrator for Additional Branch Locations and Business Segments** while concurrently completing regular Facility Administrator (FA) responsibilities.

EDUCATION

BACHELOR OF SCIENCE IN NURSING (BSN)

FLORIDA STATE UNIVERSITY: Tallahassee, FL

CERTIFICATIONS

REGISTERED NURSE (RN)

STATE OF FLORIDA



TECHNICAL SKILLS

Electronic Medical and Healthcare Records Systems (Epic, Cerner, Evident, and Allscripts), MS Office (Word, Excel, Outlook, and PowerPoint), and Kronos Payroll System