BETHEL UNIVERSITY

Career Development and Calling

Student Name

3900 Bethel Drive ● St. Paul, MN 55112 ● 651-638-1234 ● student@bethel.edu

SUMMARY

Healthcare Manager with a proven track record of accomplishments in providing quality care and cost efficiency. Experience includes managing an operations budget of $13 million and a capital budget of $130,000, daily operations of 120 hospital beds and the emergency department with a staff of 15 managers and 500 employees.

ACCOMPLISHMENTS

LEADERSHIP AND MANGAGEMENT

- Supervised a staff of 10 nurses, 15 nursing assistants, and 10 medical technicians by scheduling an efficient work schedule and ensuring quality patient care
- Instituted a computerized cardiac registry to compare clinical outcomes to national norms. Enabled the hospital to provide data to multiple payors with differing quality indicators.
- Resolved transition problems as the hospital liaison to Medica when ABC became their exclusive Minneapolis, MN, hospital. Patient surveys show above average satisfaction.
- Collaborated with other managers to write a cardiac business plan focused on effiency. Execution of the plan will make United attractive in the era of integrated service networks.
- Established the Clinical Monitoring Team to assist physicians with invasive procedures. Physicians value the team's expertise and elimination of expensive outside agency.
- Established alternative treatment protocols for dialysis and ventilator patients. Reduced cost and length of stay in intensive care.
- Collaborated with physicians and hospital staff to develop clinical pathways. Quality of care is maintained. Cost and length of stay have decreased.
- Proposed a new philosophy which involved families in cardiac rehabilitation. Received corporate approval for the construction of an exercise and education family center.

MARKETING

- Solicited philanthropic support from the Twin Cities community. Raised $500,000 for the Family Birthing Center.
- Marketed the Health ABC Program (i.e., EKG over-reading service for rehabilitation programs in remote hospitals). Program has expanded and currently operates at capacity.
- Interviewed as clinical expert in cardiac rehabilitation for community service videos produced by XYZ Laboratories.
- Presented the topics of "Healthcare Reform" and "Children in Healthcare" at education symposiums.

Some parts adapted from: Asher, D. (1997). Asher's Bible of Executive Resumes. Berkeley, CA: Ten Speed Press.

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HUMAN RESOURCES

- Empowered work groups to function as self-directed work teams. Received a Key Contributor Award for mentoring others.
- Instituted Deming principles of continuous quality improvement in ten departments. Employees are trained and actively resolving problems.
- Merged work groups, policies, and procedures because of multiple hospital consolidations.

OPERATIONS

- Represented nursing administration on the hospital steering committee to redesign care delivery. The patient-centered care model was selected and implementation is underway.
- Coordinated the nursing department preparations for the Joint Commission accreditation survey. Accreditation was received without citation.
- Established selection criteria for a $1 million monitoring system. Involved staff in decision process and negotiated purchase terms.
- Directed several reconstruction projects involving remodeling of patient rooms. Assured that architectural plans met clinical needs and budget.
- Coordinated the hospital's response plan for emergencies. Developed strategies for all hospital departments and personnel.
- Negotiated external contracts for dialysis. Service has improved and cost per treatment has decreased 15%.

WORK EXPERIENCE

Assistant Manager, Intensive Care Unit and Emergency Department 2010-Present
XYZ Hospital Minneapolis, MN

Registered Nurse, Medical/Surgical Unit 2007-2010
XYZ Hospital St. Paul, MN

Nursing Supervisor, Intensive Care Unit 2005-2007
ABC Hospital Minneapolis, MN

Registered Nurse, Intensive Care Unit 2000-2005
ABC Hospital Minneapolis, MN

EDUCATION/CERTIFICATION

Master of Arts in Business Management Expected Completion: May 2014
Bethel University St. Paul, MN

Bachelor of Arts in Nursing May 2000
Bethel University St. Paul, MN

Minnesota Registered Nurse's license

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