**Dahlma Alicia Osborne**

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**Nursing & Healthcare Executive Profile**

Seasoned, compassionate, and patient-focused professional with extensive nursing and management experience in diverse settings. Committed to enhance quality of healthcare services being delivered women and children. Proven track record of success in personal continuing development and service improvement initiatives. Expertise in strategic analysis and ability to identify areas of strength and weakness and implement company policies, standards, changes in operations. Exhibit flexibility and adaptability and respond effectively in emergency situations. Very strong critical thinking and analysis skills gained while managing complex projects.

**Areas of Expertise**

|  |  |  |
| --- | --- | --- |
| * Health Care Management | * Client Satisfaction & Retention | * Issues & Conflicts Resolution |
| * Patient-Centric Focus | * Project Management | * Time Management |
| * Physical Examination * Staff Mentoring & Leadership | * Communication Skills * Relationships Building | * Health & Safety Compliance * Medical Terminology |

**Experience Highlights**

**Saint Mary Medical Center Long Beach**, 2019-Present

**Perinatal Clinic Manager / Project Manager Baby Friendly Re-designation** (Present)

**Pediatric/NICU Manager** (Jan/2020 - June/2020)

**L&D/Mother Baby Manager** (Jan/2019-June/2019)

Provide clinical and health care support to several patients during the pandemic. Task to keep emergency unit ready at all times. Perform a variety of other HR and accounting tasks i.e. recruiting new employees and handling budget. Communicate on an ongoing basis with employees regarding specific performance expectations. Educate and improve skills of staff members through training and mentoring. Maintain and order new equipment as well as assure availability at all times. Liaise with service provider and other departments to ensure seamless delivery of patient care and services.

***Key Contributions:***

* Accomplished in increasing overall productivity by leading highly-qualified staff.
* Increased patient satisfaction level by delivering exceptional services.

**Memorial Hospital Of Gardena**, 2012-2019

**Childbirth and Lactation Educator / Baby Friendly Project Coordinator / Interim Director of Perinatal Services**

Conveyed lectures on health care, labor, and delivery in both Spanish and English language to patients. Designed a curriculum to be used for hospital wide education and training. Managed the training for perinatal staff and OB providers for project survey. Controlled overall project from start till finish and prepared reports to be presented in front of the OB/PEDS committee members and senior management. Defined new set of standards to further improve environment for patient care and safety. Reported directly to the Chief Nursing officer.

***Key Contributions:***

* Improved satisfaction level of pregnant women, which ultimately resulted in increasing the delivery number.
* Served as an interim Director of Perinatal Services with duties included, staff assessment and evaluation, nursing care and unit management, and budget control.
* Contributed efforts in enhancing operational efficiency of the designated department.
* Collaborated with the Director of Quality Management for performance improvement initiatives.

**Carl Moy M.D. Inc Los Angeles, CA,** 2016-2017

**Clinica del Alma Gardena**, CA, 2000 - 2010

**Midwifery Care**

Performed duties under the supervision of an obstetrics and gynecology specialist, including complete physical examinations such as pap smears and breast/ abdominal/pelvic examination. Held responsibility for taking medical care of patients throughout the maternity cycle, including postpartum, antepartum, and gynecological periods. Adhered with standardized procedure, protocols, and policies while dealing with patients. Recommended appropriate laboratory examinations, genetics, and mental health services to clients.

***Key Contributions:***

* Gained extensive knowledge of medical, obstetrical, gynecological, and psychosocial history throughout the entire working tenure.
* Utilized nurse-midwifery management process to help pregnant woman and others seeking family planning or gynecological services.

Career Note:

**Job Title** | Santa Rosa Medical Clinic Los Angeles, CA**Job Title** | Harbor UCLA Medical Center

**Education, Training & Certifications**

**Master of Health Care Administration |** Institute Name, Location

**Master of Science in Nursing |** UCLA

**Bachelor of Science in Nursing |** Loma Linda University

High Reliability Training

International board Certified Lactation Consultant

**Nurse Midwife Certificate** | UCI/UCLA Board Certified

**Public Health Nurse Certificate** |Loma Linda University

**Childbirth Educator Certificate** | HUCLA County

**Professional Licenses**

**International Board Certified Lactation Consultant** (#L-89032) | 2015-Present

**Nurse Midwife** (#1185) | 1996-Present

**Nurse Midwife Furnishing** (#1185) | 1996-Present

**Public Health Nurse** (#47910) **|** 1991-Present

**California Registered Nurse** (#445055) | 1989-Present

**Professional Affiliations**

California Nurse-Midwives Association (CNMA)

The American College of Nurse-Midwives (ACNM)

California Nurses Association (CAN)

International Lactation consultant Association

National Center for Education for Maternal and Child Health (NCEMCH)

Perinatal Advisory council Los Angeles County (PAC-LAC)

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