Gina M. BURROWS RN, MSN, APRN

413 Mount Fair Drive

Watertown, Connecticut 06795

Cell Phone: (203) 509-8104

Email: gburrows@optonline.net

**PROFESSIONAL EXPERIENCE**

**Saint Mary’s Hospital, Waterbury, Connecticut**

180 bed non-profit acute care teaching hospital, caring for the greater Waterbury community.

2007 – present **Director of Women and Infants, NICU, Perinatology, and The Birthplace**

**Director of the Shift Clinical Supervisory Team**

Saint Mary's Hospital, Waterbury, Connecticut

Nursing Director responsible for the management of an 8 million dollar budget and 60 FTE’s.

Accomplishments:

* Maintained a voluntary retention rate of 93%
* Press-Ganey Patient Satisfaction Scores consistent averaging the 97th percentile
* Team Performance Plus multidisciplinary team care for patient safety/quality.
* National Perinatal Institute Database for patient safety scores, in regards to adverse outcomes, exceeded benchmark
* Implemented Patient Self-Administration of medication (SAM)
* Implemented a program for Discharge phone calls
* Staff rounding quarterly to recognize team members and receive process improvement feedback. Successfully improved staff satisfaction/engagement over tenure.
* Implemented a Unit Based Council to engage staff in developing policies and procedures based on evidenced based practice
* Manager rounding of patients to address concerns/complaints and recognize staff
* Baby Friendly Task Force pursuing designation
* Successful DPH and Joint Commission surveys
* Financial targets met
* Team Leader for the hospital-wide Patient Experience Team. Initiatives included the Saint Mary’s Hospital Logo Bag, The Patient Notepad, Service Mapping, Developed Words that Work, 911 Service Recovery program, Unit recognition of service scores monthly called the CEO’s “Chad Award,” Patient Name Campaign
* Incorporates patient and family centered care into the standards of performance along with the core values, for evaluation.
* Six Sigma yellow-belt trained. Participated in root cause analysis.
* As Co-Chair of the Hospital Ethics Committee, developed protocols for disposition of fetal remains in accordance to the Ethical and Religious Directives

2002 – 2007 **Shift Clinical Nursing Supervisor**

Saint Mary’s Hospital, Waterbury, Connecticut

* + - * Direct Supervision of over 100 Staff
      * Staffing
      * Bed Management
      * Rapid Response Team
      * Patient and Family Advocacy

1998 – 2002 **Adult Primary Care APRN**

DR. THOMAS GRECO & DR. ANN-MARIE CONTI-KELLY, Waterbury, Connecticut

1. Rheumatology
2. Internal Medicine

SOUTHBURY HEALTHCARE, DR. MICHAEL C. TRAGER, Southbury, Connecticut

* Internal Medicine

1990 - 1998 **Clinical Nursing Supervisor of Same Day Surgery and Postanesthesia Care Unit**

Saint Mary’s Hospital, Waterbury, Connecticut

* Staffing and Hiring
* Quality Improvement
* Policies and Procedures
* Performance Appraisals
* Joint Commission Compliance
* Budgeting

1985 - 1990 **Staff Nurse: Sacred Heart 4,** **Psychiatric Unit, and PACU**

Saint Mary’s Hospital, Waterbury, Connecticut

**EDUCATION:**

1997 – 1998 **Adult Primary Care Nurse Practitioner**

Post Graduate Degree

University Of Connecticut

1991 - 1994 **Master of Science in Nursing** **Administration**

MSN Program

Sacred Heart University

1988 - 1991 **Bachelors in Business Management**

Post University

1982 - 1985 **RN Diploma Degree**

Saint Mary’s Hospital School Of Nursing

**COMMITTEES:**

Nurse Executive Committee

Patient Safety

Regulatory Oversight

Patient Care Directors

Physician Relationship Management

ED Transformation

Patient Experience Team

Hospital Census Surge Committee

Co-Chair Hospital Ethics Committee

Baby Friendly Task Force

**ORGANIZATIONS:**

Connecticut Organization of Nurse Executives

AWHONN