1600 Westchester Drive, Ennis, TX 75119

(281) 636-1921

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**QUALIFICATIONS**

* Possess strong commitment to team environment dynamics with the ability to contribute expetise and follow leadership directives at appropriate times
* Resourceful problem solver with a talent for identifying needs and presenting effective solutions
* Proficient in computerized charting
* Culturally competent care for ethnically diverse populations
* Active mentoring skills
* Marketing skills
* High ethical standards and professional integrity
* Self-starter who is organized, disciplined, and goal oriented

**RELEVANT CAREER HISTORY**

*Methodist Charlton Medical Center- Dallas, TX 6/2016- 4/2017* **Education Specialist II**

* Develop, coordinate, implement, and evaluate on-boarding training/needs for new employees and student nurses
* Assist with educational projects and programs
* Assist with ongoing skills training for technological updates or staff development
* Coordinate training exercises with outside vendor
* Collaborate with nursing colleagues and other disciplines to provide appropriate learning experiences for new employees and nursing students
* Foster an environment that was conducive for learning
* Assisted with simulation setup, breakdown and running of simulations
* Notified appropriate authority of employees or nursing student who did not meet performance expectation and collaborated with appropriate authority to create a remediation plan for employee or student nurses.

*Methodist Health System- Dallas, TX* 2/2014- 5/2016

**Clinical Regulatory Affairs Coordinator**

* Research, review, and write clinical and non-clinical policies and forms
* Assess compliance of all four hospitals with Joint Commission, Centers of Medicare and Medicaid Conditions of Participation, Texas Department of Health, Occupational Safety and Health Administration (OSHA) and National Fire Protection Agency (NFPA) through medical record review, onsite roundings and inspections
* Develop ongoing reports of MHS Survey Readiness including tracer deficiencies, compliance to standards and regulations
* Facilitate accurate completion of an annual Focus Standards Assessment
* Led multiple Joint Commission and Center for Improvement in Healthcare Quality (CIHQ) Surveys
* Assumed role responsibilities for Director of Regulatory Affairs in their absence
* Promotes organizational learning concerning healthcare regulations in order ensure organizational understanding of compliance responsibilities
* Performs other duties as assigned

*Parkland Health and Hospital System* – Dallas, TX 6/2013 – 1/2015

**Patient Safety and Risk Manager II**

* Identifies and investigates unanticipated outcomes, incident reports, and medication events
* Conducts/facilitate root cause analysis for all sentinel, critical and other events as needed and follow-up to confirm event action plan are completed in a timely manner
* Promotes organization learning about health care errors in order to effect behavioral changes to improve patient safety
* With appropriate collaboration, directs the development of a comprehensive Patients Safety Plan and updates the plan as needed
* Supports/facilitates the implementation of innovation and systems that eliminate patient harm
* Develop and implement initiatives to create an appropriate patient safety culture using transparency as the foundation of this effort
* Supports and encourages submission of patient safety learning reports from frontline staff
* With the collaboration of the Medical Staff, Patient Relations/Services, and Human Resources, design, updates, an implement patient safety education modules for new employee orientation and charge RN education
* Performs other duties as assigned

**Unit Manager II,** Medicine 9 South South 10/2012- 6/2013

* Assumes responsibility for the nursing components of the patient, family, and significant other educational process
* Ensures complete, accurate, and timely written/verbal communication of pertinent information
* Assumes 24 hour accountability for clinical and financial operations of a 20 bed Medicine inpatient unit.
* Communicates effectively to the team, co-workers, patients, and family members and evaluates understanding of information delivered
* Provides real-time feedback and counseling to staff members
* Utilizes the nursing process to ensure quality patient care is provided throughout the episode of care
* Responsible for day-to-day mentoring, coaching, and development of the skills and talents of staff.

*St. Luke’s Episcopal Hospital* – Houston, TX 1/2006 - 12/2007

3/2011- 9/2012

**Staff Nurse/Charge Nurse,** Progressive Care Unit

* 2006 Graduate Nurse Residency Program
* Planned and implemented nursing care to critically ill patients requiring cardiac hemodynamic monitoring and mechanical ventilation
* Supervised up to twelve-person staff: RN’s, Monitor Technician, and PCA’s
* Determine patient care assignments based on nursing skill levels and patient needs
* Identifies staffing needs and levels, in coordination with the Nurse Coverage Office
* Supervise the quality of patient care and assured that all needs are attended to by staff on duty
* Collaborated daily with physicians and healthcare team to achieve optimum care
* Educated patients on procedures, disease process, preventive measures for maintaining best outcomes

*Regional Hospital of Jackson-* Jackson, TN 5/2008 - 2/2011

**Case Manager/ Transfer Coordinator**

* Identify individual needs in order to identify patients at risk for high cost medical care and develop a comprehensive case management plan that will address those needs
* Determine specific objectives, goals, and actions as identified through the assessment process
* Organize, integrate, and modify the resources necessary to accomplish the goals established
* Execute specific intervention that will lead to accomplishing the goals established in the case management plan
* Provide comprehensive healthcare management to facilitate delivery of appropriate quality healthcare
* Compile daily, monthly, and yearly reports for clinical directors and executive administrators
* Responsible for bed control, reporting number of beds by unit to the hospital command center upon activation of a code
* Notifies receiving hospital of injuries to be transferred to their facility and arrange transportation
* Performs retrospective medical record chart reviews and interpret clinical records from healthcare providers to ensure adequate administration of benefit determination meets the level of care rendered to patient
* Utilization chart reviews

*St. Francis Hospital Bartlett-* Bartlett, TN5/2009- 2/2011

**Case Manager (PRN)**

* Authorizes inpatient and/or outpatient treatment according to company's criteria
* Identify individual needs in order to identify patients at risk for high cost medical care and develop a comprehensive case management plan that will address those needs
* Monitors and manages clinical resource consumption and provide optimal continuum of care by optimizing cost effective resource utilization and managed reimbursements
* Evaluate physician's treatment plans and other records to develop a care plan to assist patient to move as rapidly and cost effectively as possible through health care services
* Consults with providers, clients and family members as needed
* Documents all initial and concurrent reviews, including, but not limited to diagnosis, symptoms, interventions, goals and plan for next review

*Aetna Insurance Company-* Memphis, TN 12/2007- 6/2008

**Disease Case Management Nurse Consultant**

* Provided comprehensive healthcare management to facilitate delivery of appropriate quality healthcare
* Promoted cost effective outcomes
* Developed patient case management plans that encompassed the physical and psychological needs of the patient
* Conducted comprehensive clinical assessments
* Evaluated and identified healthcare service delivery using clinical knowledge to sequence services such that the member received care in the most appropriate setting at the most appropriate expense
* Promoted communication, both internal and externally to enhance effectiveness of medical management services
* Performed duties with minimal assistance
* Provided written and oral presentations
* Launched new disease management program

*St. Luke’s Episcopal Hospital* – Houston, TX 7/2004 -12/2005

**Professional Student Nurse**, Endoscopy

* Implemented patient care
* Organized patient records and orders
* Prioritized student nurse duties daily

*Prairie View A&M University* – Prairie View, TX 8/1998 -12/2002

**Research Lab Technician**

* Meticulous documentation of test results and maintenance of lab notebooks
* Prepare and ran microbiology and chemistry analysis
* Initiated inventory control improvements and solved problems using independent judgment with minimal supervision.

**OTHER WORK HISTORY**

* *Vanity Fair Outlet*- Hempstead, TX 7/1996-10/1998

**Customer Service Representative**

**EDUCATION**

* Continuing education for licensure renewal Ongoing

Texas, Cardiovascular RN Certification, & Healthcare Accreditation Certified Professional

* **Masters of Science, Nursing Administration** 07/2010

*Union University*

Jackson, TN

* **Bachelor of Science, Nursing** 12/2005

*Prairie View A&M University*

Houston, TX

* **Bachelor of Science, Health Education** 12/2002

*Prairie View A&M University*

Prairie View, TX

**INTERNSHIP**

*Methodist LeBonheur Healthcare System*- Memphis, TN08/2009-07/2010

**Corporate Director of Quality Improvement & Regulatory**

* Responsible for planning, administration, and monitoring of consistent readiness of all quality management, regulatory requirement, and quality improvement processes.
* Supervised and coordinated all hospital efforts to monitor and maintain compliance with all regulatory, state, federal government, and Joint Commission
* Designed and facilitated performance improvement initiatives that enhance quality of care and safety of patients
* Developed and overseen the implementation of corrective action plans to address regulatory survey findings
* Provided ongoing report and updated existing and potential regulatory compliance issues
* Investigated and resolved adverse advents
* Managed risk identification and reporting system in collaboration with risk managers for the system

**LICENSES & CERTIFICATIONS**

* Texas Nursing License 2006
* Certified Cardiovascular Registered Nurse 10/2007
* Healthcare Accreditation Certified Professional 6/2014

**REFERENCES**

Available per request