



AMERICA'S
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HOSPITALS

Teresa Bush, BSN, RN

Director of Patient Experience

The Ohio State University Wexner Medical Center

Since March of 2004, Teresa Bush has practiced in various roles for The Ohio State University Wexner Medical Center. Bush currently holds the position of director of patient experience. In this role, Bush serves as a clinical liaison between direct care areas and the Patient Experience department to assist with implementation of best practice tactics. Previously, she has served OSUWMC as a staff nurse in the cardiovascular ICU and a nurse manager for that same area. Bush graduated with her BSN from Kent State University in Kent, Ohio in 1989. Bush spent the first years of her career in various positions with Summa Health System in Akron, Ohio serving as a staff nurse in post surgical areas, as well as the cardiovascular ICU. Other positions held included various case management, coordinator and supervisory roles. Bush spent one semester teaching as a clinical nursing instructor to 1st year nursing students at Walsh University in Canton, Ohio.

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Jessica Halley

Senior Data Manager, Patient Experience

The Ohio State University Wexner Medical Center

Jessica Halley is the Senior Data Manager for the Patient Experience department at The Ohio State University Wexner Medical Center. Here, Halley oversees the patient satisfaction surveying process, performance reporting, and patient experience improvement efforts across six hospitals and the growing ambulatory enterprise. Halley graduated from The Ohio State University with a masters in Applied Statistics, and from Wittenberg University with a bachelors in Mathematics. Prior to returning to Ohio State, Halley worked as a statistician at The Nielsen Company and the U.S Census Bureau.

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Charlene A. Hope, PharmD

Clinical Pharmacy Manager

Norwegian American Hospital

Charlene Hope is currently the clinical pharmacy manager at Norwegian American Hospital in Chicago. She is a graduate of Midwestern University – Chicago College of Pharmacy where she achieved her degree as a Doctor of Pharmacy. Hope has been committed her career to advancement of clinical pharmacy practice and safe use of medications. Over the course of her career, Hope has focused on developing effective implementation strategies of patient safety and quality improvement initiatives. Hope recently achieved double certification as a Certified Professional in Healthcare Quality and Patient Safety, and is pursuing her Master's Degree in Healthcare Quality and Patient Safety at the Graduate School at Northwestern University Feinberg School of Medicine.

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Nathan Rozeboom, RN, MPH

Nurse Manager Medicine/Telemetry/Oncology
Harborview Medical Center

Nate Rozeboom graduated from Hope College in Holland, Michigan in 1994 with a BSN. Rozeboom's first job as a registered nurse was at the Mayo Clinic in Rochester Minnesota for almost two years on a general medical unit. In 1996, he moved to Seattle and started at Harborview Medical Center on a neurosurgery/neurology acute care floor. After 1 and a half years, Rozeboom transferred to the Neuro ICU for the next seven years. Following his time there, Rozeboom then spent 1 and a half years in the critical care float pool, returned to the Neuro ICU in 2007, where he worked for five more years in an assistant manager role. During that time, Rozeboom obtained a Masters in Public Health from the University of Washington (2012). Over the years, Rozeboom has had one speaking engagement and presented multiple posters at NTI. Most recently, Rozeboom presented a poster at the Nursing Management Congress in Las Vegas.

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