

# John T. Knowles

REGISTERED NURSE · REGISTERED HEALTH INFORMATION ADMINISTRATOR

125 E 75th St, Anderson, IN 46013

765.621.1159 | [johnknowlesRN@gmail.com](mailto:johnknowlesRN@gmail.com) | [jtknowlesrn](https://www.linkedin.com/company/jtknowlesrn) | [@johnknowlesrn](https://twitter.com/johnknowlesrn)

## Summary

Effective and adaptable health information technology professional combines experience as a registered nurse, registered health information administrator, and quality improvement advisor with over six years of expertise in the healthcare field to promote delivery of high quality care, improve health outcomes, and lower healthcare costs.

- Committed to bringing nursing, health information technology, and quality improvement initiatives together to improve patient outcomes
- Experienced with collection, analysis, interpretation, and visualization of healthcare data using R, Python, Tableau, PowerBI, and Microsoft Office
- Dedicated educator capable of providing instruction to individuals and groups using effective methods to achieve student goals
- Engaging presenter proficient at speaking to healthcare providers, patients, and family members in groups of all sizes
- Competent leader able to inspire teams to achieve both short and long term goals

## Work Experience

### Qsource

Indianapolis, IN

#### QUALITY IMPROVEMENT ADVISOR / HEALTH INFORMATION TECHNOLOGY SPECIALIST

Dec. 2015 - PRESENT

- Initiate data-driven Medicare beneficiary and provider initiatives designed to increase patient safety and improve clinical quality across Indiana
- Advise providers during preparation and implementation phases of transition to value-based payment reporting through QPP MIPS
- Collect, query, and analyze data from recruited healthcare providers and Medicare claims
- Convert data into actionable insights by designing individualized quality improvement initiatives using the Model for Improvement
- Monitor implementation of quality improvement efforts, and provide ongoing support
- Assist providers with successful use of healthcare information technology to achieve system-wide efficiency, reduce readmissions, and lower costs
- Encourage provider reporting on measures that assess clinical quality of care, care coordination, and patient safety
- Facilitate community based multi-disciplinary care transition coalitions in North East and East Central Indiana
- Promote effective prevention and treatment of cardiovascular disease by providing educational resources and training to patients and providers
- Deliver healthcare presentations to beneficiaries, caregivers, and providers at healthcare conferences and special events

### Harrison College

Anderson, IN

#### ADJUNCT INSTRUCTOR

Apr. 2018 - Sept. 2018

- Develop course objectives, syllabus, lesson plans, tests, and lab activities for Anatomy & Physiology I, Anatomy & Physiology II, and Health Information Management courses
- Engage students in active learning activities to encourage enthusiasm, discovery, and understanding of subject matter
- Utilize critical thinking exercises to encourage reasoning and investigative skills
- Assess student progress, identify at-risk learners, and aid development of problem solving and goal setting skills to ensure student success
- Handle sensitive and confidential student issues with tact and professionalism
- Maintain flexibility to meet the individual needs of students and campus

### Fresenius Medical Care

Indianapolis, IN

#### CHARGE NURSE

Feb. 2014 - Dec. 2015

- Provide specialized nursing care to patients with chronic renal failure utilizing home hemodialysis or peritoneal dialysis modalities
- Collaborate with interdisciplinary care team to assess, plan, and implement care plans to meet patient goals
- Monitor treatment regimen to ensure efficacy of treatment
- Assess patient and family learning readiness and provide appropriate education on renal disease, dialysis treatment, and medical regimen and its impact on the patient's health and wellbeing
- Instruct new patients, caregivers, and newly hired nurses on proper administration of peritoneal dialysis, aseptic technique, infection control, fluid status monitoring, and troubleshooting dialysis issues
- Administer medications and vaccines as ordered by physician
- Perform home visits upon initiation of home dialysis, and thereafter as needed
- Provide supervision and direction to nursing staff in accordance with policies, procedures, and guidelines
- Prepare monthly schedules for nursing staff and patients
- Compile patient performance data and generate monthly reports to inform medical team and drive decisions to improve clinical outcomes
- Review patient charts and electronic health record documentation for appropriateness of care

## Community Health Network

Indianapolis, IN

### CRITICAL CARE STAFF NURSE

Jul. 2012 - Feb. 2014

- Prioritize nursing care for assigned patients based on results of assessment and identified needs
- Assess critical care patients and analyze laboratory data to determine interventions needed
- Observe behavior and symptoms and report changes to on-call physicians
- Set up and monitor medical equipment and devices such as cardiac monitors, mechanical ventilators, oxygen delivery devices, transducers, and pressure lines
- Administer medications intravenously, by injection, orally, through gastric tubes, or other methods as appropriate
- Administer blood and blood products; monitor patient for signs and symptoms of transfusion reactions
- Draw or collect laboratory test as ordered
- Document patient medical history and assessment findings in the electronic health record
- Collaborate with case managers, physicians, respiratory therapists, social workers, dietitians, physical/occupational therapists, pharmacists, patients, and family members to create and implement individualized plans of care
- Maintain ongoing communication with patients, family members, caregivers, and the interdisciplinary team.
- Assist physicians with procedures such as endotracheal intubation, lumbar punctures, thoracentesis, insertion of chest tubes and central venous catheters
- Delegate tasks as appropriate to patient care technicians and student nurse externs
- Provide emergency care, CPR, and defibrillation as needed

### EPIC SUPER USER

Jul. 2012 - Nov. 2013

- Assist EPIC trainer with classroom instruction prior to Go-Live
- Provide one-on-one support to physicians, nurses, and patient care technicians during implementation of EPIC electronic medical record system
- Troubleshoot problems as encountered and report critical issues to the EPIC Go-Live project team to ensure prompt resolution
- Promote the benefits of using the EPIC electronic medical record system and foster a positive experience during the transition period
- Continue long term support to users after completion of Go-Live
- Participate in regularly scheduled Super User, upgrade testing, and optimization meetings and communicate lessons learned back to users

### STUDENT NURSE EXTERN

May 2011 - Jul. 2012

- Monitor and record vital signs, intake and output, and blood glucose measurements
- Provide ICU/PCU patients with activities of daily living including ambulation, turns, toileting, bathing, feeding, and range of motion exercises
- Report changes in patient condition to staff nurses
- Assist with patient admission, transportation, transfer, and discharge
- Prepare recently vacated rooms for new patients
- Observe procedures and treatments performed by physicians, nurses, and respiratory therapists
- Perform CPR as needed

## Education

---

### Western Governors Univeristy

Indianapolis, IN

#### M.S. IN DATA ANALYTICS

Dec. 2018 - Present

- Anticipated Graduation Date June 2020

### Western Governors Univeristy

Indianapolis, IN

#### B.S. IN HEALTH INFORMATICS

Jan. 2014 - Dec. 2016

- Awarded December 20, 2016

### Ivy Tech Community College

Anderson, IN

#### A.S. IN NURSING

Sept. 2009 - May 2012

- Awarded May 6, 2012



## Licenses & Certificates

---

### AHIMA

REGISTERED HEALTH INFORMATION ADMINISTRATOR

- License #209263

*Indianapolis, IN*

*Feb. 2017 - PRESENT*

### Indiana State Board of Nursing

REGISTERED NURSE

- License #28204027A

*Indianapolis, IN*

*Jul. 2012 - PRESENT*

### CompTIA

PROJECT +

- Certificate Verification Code: 8YN9P4XMPG41CH7G

*Indianapolis, IN*

*Jun. 2016*

HEALTHCARE IT TECHNICIAN

- Certificate Verification Code: 1BTSNKG3NK14KB33

*May 2016*

### Gundersen Health System

LAST STEPS ADVANCE CARE PLANNING CERTIFIED FACILITATOR

- Certificate available on request

*Ft. Wayne, IN*

*Apr. 2019*

### Memphis Lean Six Sigma Institute

LEAN SIX SIGMA WHITE BELT

- Certificate available on request

*Indianapolis, IN*

*Aug. 2017*



## Community

---

### American Heart Association

VOLUNTEER

- Participate in American Heart Association special events
- Teach Hands Only CPR and proper use of blood pressure devices

*Indianapolis, IN*

*April 2017 - PRESENT*

### Mounds State Park

VOLUNTEER

- Photograph various plants and animals for use by state park interpretive service
- Remove trash and debris from park under the guidance of naturalists

*Anderson, IN*

*April 2009 - PRESENT*

### The Christian Center

VOLUNTEER

- Prepare and serve meals to residents and community members
- Engage in social interactions with residents

*Anderson, IN*

*August 2009 - April 2012*