

# John T. Knowles

REGISTERED NURSE · REGISTERED HEALTH INFORMATION ADMINISTRATOR

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## Summary

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

- Facilitated development and implementation of quality improvement initiatives that resulted in an average 12% annual increase in blood pressure quality measures.
- Developed and increased partnerships with local, state, and federal stakeholders an average of 26% annually over three years.
- Deliver engaging and relevant presentations to healthcare providers, patients, and family members on a regular basis.

## Work Experience

### Harrison College

Anderson, IN

#### ADJUNCT INSTRUCTOR - ANATOMY & PHYSIOLOGY

Apr. 2018 - PRESENT

- Develop course objectives, syllabus, lesson plans, tests, and lab activities for Anatomy & Physiology I course
- Correlate outcomes with career and employer expectations
- Instruct adult education students using a combination of in-class and online methods
- 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
- Provide individualized attention to discourage student withdrawal and maintain retention
- Handle sensitive and confidential student issues with tact and professionalism
- Maintain flexibility to meet the individual needs of students and campus

### Qsource

Indianapolis, IN

#### HEALTH INFORMATION TECHNOLOGY SPECIALIST

Dec. 2015 - PRESENT

- Facilitate data-driven beneficiary, community, and provider initiatives designed to increase patient safety, make communities healthier, and improve clinical quality
- Promote effective prevention and treatment of cardiovascular disease by partnering with physicians to provide more effective treatment
- Help providers prepare for and implement transition to value-based payments by participating in the Merit-based Incentive Payment System track of the Quality Payment Program
- Design individualized quality improvement initiatives using the Model for Improvement; monitor implementation, and provide ongoing assistance and support
- Train physician practices to use Electronic Health Records to their full potential and ensure that patients receive preventative cardiovascular health services
- Assist providers with successful improvement of care quality and use of healthcare IT to achieve system-wide efficiency, reduce readmissions, and lower costs
- Encourage provider reporting on measures that assess clinical quality of care, care coordination, patient safety, and patient and caregiver experience of care
- Collaborate with a diverse array of partners and stakeholders made up of local, state, and federal healthcare organizations
- Deliver cardiovascular health presentations to beneficiaries, caregivers, and providers at healthcare conferences and special events

## **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
- Review patient charts and electronic health record documentation for appropriateness of care
- Provide after hours and weekend on-call care for three separate clinics biweekly

## **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 patient 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's 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 patient's family, 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*

- Provided technical support on several network hospitals during EPIC software rollout.
- Assisted classroom instructors during software training classes.
- Liaison between end users and software development team to address and resolve technical issues encountered during software rollout.
- Participated in unit-level meetings to assist with development of best practices documentation to facilitate a smooth transition between previous software and EPIC.

### **STUDENT NURSE EXTERN**

*May 2011 - Jul. 2012*

- Responsible for providing direct patient care both independently and under the supervision of nursing staff in preparation for nursing career.
- Assisted ICU/PCU patients with activities of daily living including ambulation, patient turns, toileting, bathing, feeding, and range of motion exercises.
- Performed lab draws and inserted indwelling and intermittent urinary catheters.
- Assisted nursing staff with new patient admissions and transfers, transportation of patients to imaging, preparation of rooms for new arrivals.
- Performed chest compression and acted as recorder during codes.

## **Hamilton Madison Shelby Educational Services**

*Pendleton, IN*

### **LIFE SKILLS CLASSROOM AIDE**

*Aug. 2009 - Apr. 2012*

- Provided classroom instruction to special need students.
- Adapted student activities to support individualized education goals.
- Fostered student learning by offering emotional support and encouragement.
- Assisted dependent students with activities of daily living.

## **Education**

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### **Western Governors University**

*Indianapolis, IN*

#### **B.S. IN HEALTH INFORMATICS BLAH**

*Jan. 2014 - Dec. 2016*

- Awarded December 20, 2016

## Licenses & Certificates

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### **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

### **American Red Cross**

BLS AND EAD FOR HEALTHCARE PROVIDERS

Indianapolis, IN

Valid until Feb. 2018

### **American Lung Association**

BASIC TB SKIN TEST COMPETENCY

Indianapolis, IN

Valid until Jun. 2018

## Community

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### **American Heart Association**

VOLUNTEER

- Reformed the society focusing on software engineering and building network on and off campus.
- Proposed various marketing and network activities to raise awareness.

Indianapolis, IN

April 2017 - PRESENT

### **Mounds State Park**

VOLUNTEER

- Gained expertise in hacking & security areas, especially about internal of operating system based on UNIX and several exploit techniques.
- Participated on several hacking competition and won a good award.
- Conducted periodic security checks on overall IT system as a member of POSTECH CERT.
- Conducted penetration testing commissioned by national agency and corporation.

Anderson, IN

April 2009 - PRESENT

### **The Christian Center**

VOLUNTEER

- Sample

Anderson, IN

August 2009 - April 2012