

# 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

### Qsource

Indianapolis, IN

#### HEALTH INFORMATION TECHNOLOGY SPECIALIST

Dec. 2015 - PRESENT

- Facilitate data-driven beneficiary and provider initiatives designed to increase patient safety 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 QPP MIPS
- Design individualized quality improvement initiatives using the Model for Improvement; monitor implementation, and provide ongoing support
- Train physician practices to use Electronic Health Records to their full potential and ensure that patients receive preventative health services
- Assist providers with successful 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, and patient safety
- 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

### 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

### 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

- 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 implementation
- 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

## Hamilton Madison Shelby Educational Services

Pendleton, IN

### LIFE SKILLS CLASSROOM AIDE

Aug. 2009 - Apr. 2012

- Oversee arrival and departure of students daily; assist students on and off school buses
- Assist students with feeding, toileting, and other life skills
- Instruct students individually and in small groups to achieve classroom objectives
- Adapt activities to support individual student goals
- Escort and assist students daily during interactions with general education population
- Assist students with personal care and mobility using appropriate assistive devices
- Provide input on development and revision of Individual Education Plan prior to annual meeting
- Supervise students in absence of teacher

## Education

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### Western Governors University

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

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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*