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 lesson plans and organize lab activities for Anatomy & Physiology I course.
- Instruct adult education students using classroom and online modalities.
- Engage students in active learning activities to encourage enthusiasm, discovery, and understanding.
- Utilize critical thinking exercises to encourage independence and creative problem solving.
- Assess student progress, identify at-risk learners, and facilitate problem solving and goal setting skills to ensure student success.

Qsource *Indianapolis, IN*

HEALTH INFORMATION TECHNOLOGY SPECIALIST *Dec. 2015 - PRESENT*

- Promote adoption of cardiac health quality improvement initaitives including participation in Million Hearts Initiative, use of blood pressure control algorithms, and participation in Home Health Quality Improvement quality data reporting.
- Provide EHR and quality reporting technical assistance to home health agencies and physician practices.
- Assist home healht agencies and physician practices with Quality Payment Program reporting.
- Review and interpret Quality and Resource Usage Reports for physician practices and assist with development and implementation of quality improvement plans.
- Promote montly Learnin and Action Network events hosted by various agencies.

Fresenius Medical Care *Indianapolis, IN*

CHARGE NURSE *Feb. 2014 - Dec. 2015*

- Charge nurse responsible for staff of 6 RNs and one patient care tech.
- Assess and plan care for new and established peritoneal dialysis patients.
- Teach new patients how to conduct home peritoneal dialysis in a safe an effective manner.
- Conduct regular peritoneal dialysis education with new and established patients.
- Track usage and expiration of antibiotis in all patient home peritonitis kits and replenish as required.
- Perform monthly lab dreaws and coordiane montly clinic days with multidisciplinary team to achieve optimal patient outcomes.
- Develop therapeutic relationships and rapport wit hpatients and family members to foster effective communication, provide meaningful education about patient's condition, and ensure that the physical, emotional, and spiritual nees of the patient are family members are met.

Community Health Network *Indianapolis, IN*

CRITICAL CARE STAFF NURSE *Jul. 2012 - Feb. 2014*

- Monitor and provide treatment for a variety of critical care conditions including chronic obstructive pulmonary disease, congiestive heart failure, pneumonia, spesis, stroke, head trauma, postoperative recoverey, and overdose.
- Operate, monitor, and troubleshoot invasive equipment and devices such as endogtracheal tubes/mechanical ventilators, tracheostomy, colostomy, sugical drains, indwelling catheters, chest tubes, gastrointenstinal tubes, central lines, CRRT/CVVH/SCUF hemodialysis and hemofiltration, vrntricular drains, and intracranial pressure monitors.
- Adminster, monitor, and titrate vasoactive drips, heparin drips, insulin drips, and blood products.

EPIC SUPER USER *Jul. 2012 - Nov. 2013*

- Provided technical support an several network hosptials during EPIC software rollout.
- Assisted classroom instructors during software training classes.
- Liaison between end users and software development team to address and resolve techinical issues encoutered during software rollout.
- Participated in unit-level meetings to assist with develement 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 an under the super vision of nursing staff in prepareation 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 insterted 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 studens with activites of daily living.

🎓 Education

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
Indianapolis, IN

Registered Health Information Administrator
Feb. 2017 - PRESENT

- License #209263

Indiana State Board of Nursing
Indianapolis, IN

Registered Nurse
Jul. 2012 - PRESENT

- License #28204027A

CompTIA
Indianapolis, IN

Project +
Jun. 2016

- Certificate Verification Code: 8YN9P4XMPG41CH7G

Healthcare IT Technician
May 2016

- Certificate Verification Code: 1BTSNKG3NK14KB33

American Red Cross
Indianapolis, IN

BLS and EAD for Healthcare Providers
Valid until Feb. 2018

American Lung Association
Indianapolis, IN

BasicTB Skin Test Competency
Valid until Jun. 2018

👥 Community

American Heart Association
Indianapolis, IN

Volunteer
April 2017 - PRESENT

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

Mounds State Park
Anderson, IN

Volunteer
April 2009 - PRESENT

- 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.

- Sample

- Sample