

# John T. Knowles

REGISTERED NURSE · REGISTERED HEALTH INFORMATION ADMINISTRATOR

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## Summary

Experienced healthcare informaticist able to blend clinical and non-clinical nursing, information technology, quality improvement, and adult education expertise to provide exceptional service across the healthcare spectrum. Proficient at analyzing and interpreting healthcare data to drive knowledge-based decision making. Facilitates evaluation, planning, and implementation of quality improvement projects with physician practices to improve patient health and increase reimbursement. Excellent communicator skilled at making complex medical concepts understandable to clinical and non-clinical audiences, as well as secondary education students. Works with a diverse group of federal, state, and local stakeholders.

## Work Experience

### Harrison College

#### ADJUNCT INSTRUCTOR

Anderson, IN

Apr. 2018 - PRESENT

- Taught Anatomy & Physiology I course using various learning materials, resources, and activities.
- Assessed student learning in the classroom.

### Qsource

#### HEALTH INFORMATION TECHNOLOGY SPECIALIST

Indianapolis, IN

Dec. 2015 - PRESENT

- Promote adoption of cardiac health quality improvement initiatives 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 health 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 monthly Learnin and Action Network events hosted by various agencies.

### Fresenius Medical Care

#### CHARGE NURSE

Indianapolis, IN

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 and effective manner.
- Conduct regular peritoneal dialysis education with new and established patients.
- Track usage and expiration of antibiotics in all patient home peritonitis kits and replenish as required.
- Perform monthly lab draws and coordinate monthly clinic days with multidisciplinary team to achieve optimal patient outcomes.
- Develop therapeutic relationships and rapport with patients and family members to foster effective communication, provide meaningful education about patient's condition, and ensure that the physical, emotional, and spiritual needs of the patient and family members are met.

### Community Health Network

#### CRITICAL CARE STAFF NURSE

Indianapolis, IN

Jul. 2012 - Feb. 2014

- Monitor and provide treatment for a variety of critical care conditions including chronic obstructive pulmonary disease, congestive heart failure, pneumonia, sepsis, stroke, head trauma, postoperative recovery, and overdose.
- Operate, monitor, and troubleshoot invasive equipment and devices such as endotracheal tubes/mechanical ventilators, tracheostomy, colostomy, surgical drains, indwelling catheters, chest tubes, gastrointestinal tubes, central lines, CRRT/CVVH/SCUF hemodialysis and hemofiltration, ventricular drains, and intracranial pressure monitors.
- Administer, monitor, and titrate vasoactive drips, heparin drips, insulin drips, and blood products.

#### EPIC SUPER USER

Jul. 2012 - Nov. 2013

- Provided technical support at 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

### 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

### 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

#### BASIC TB 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.

**The Christian Center**

VOLUNTEER

- Sample

*Anderson, IN*

*August 2009 - April 2012*