

Contact

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Top Skills

Nursing Leadership/Operations since 1995

Healthcare executive

2. Multi-Facility Management

Lisa Cox DNP, RN, NEA-BC

Chief Nursing Officer at Houston, Texas
Houston, Texas Area

Summary

Strategic healthcare executive with visionary approach to clinical and patient services. Leader of multiple in/out-patient medical care facilities. Strong track record for accomplishing strategic organizational goals and service-line growth through relationships, team building, and community service. Passion for service excellence applied to employee, patient, and physician satisfaction.

Core Competencies

Multi-Facility Management - Performance Improvement - Capital Project Management

Regulatory & Legal Standards - Accreditations - Certifications - Patient Care - Clinical Services

Healthcare Policy Development - Strategic Short/Long-Range Planning - Patient Satisfaction

Employee Advocacy - Quality Care Standards - Competitive Healthcare

Experience

Houston, Texas
Chief Nursing Officer
February 2020 - Present (4 months)

Christus Spohn Health System
CNO
May 2015 - February 2020 (4 years 10 months)
Corpus Christi, Texas

Tenet Healthcare
CNO
2012 - 2015 (3 years)
Cypress Fairbanks Hospital
Scope of Accountability.

- * Administration of business and nursing operations for 181-bed full service hospital (Cypress Fairbanks Medical Center Hospital), three off-site emergency departments, three urgent care facilities, outpatient cancer center, infusion therapy, and outpatient maternal-fetal medicine clinic.

- * Provided financial, personnel management, quality, regulatory and safety, as well as leadership for Infection Control, Case, and Risk Management. Served nine-month interim leader of Environmental Services, Respiratory Therapy, Pharmacy, and Dietary.

Strategic Initiatives.

- * Created long-term and annual strategic, operational, and financial plans for organization in partnership with administrative team and regional staff.

- * Developed business plan; incorporated strategies for practice improvement in staffing, PRN pool, and education.

- * Transitioned leadership culture to focus on team visibility, accountability, and follow-through with physicians, resulting in improved physician, patient and staff relationships.

- * Realigned nursing organization to strategically support service lines; replaced four key nursing leadership roles.

Accreditations - Certifications.

- * Trauma Level 3 hospital accreditation through state of Texas (first in Cypress Fairbanks area).

- * Stroke and Chest Pain Recertification

- * Retained triennial re-accreditation.

- * Texas Ten-Step and currently in third stage of Baby Friendly journey with State of Texas.

Project Management.

- * Spearheaded in strategic development, construction, and opening of OBED, Maternal-Fetal Medicine Clinic.

Patient Satisfaction.

- * Achieved overall inpatient patient satisfaction improvement.

Cypress Fairbanks Hospital

Director of Nursing

2001 - 2012 (11 years)

Houston, Texas

Scope of Accountability.

Direct oversight of eight departments, including Labor & Delivery, Postpartum, Newborn Nursery, Antepartum, Women's Center, Neonatal Intensive Care, Pediatrics, Medical/Surgical, Telemetry, and Staffing Office.

Quality.

- * Served on multiple facility-wide committees, i.e. CMS Quality Initiative, Compliance, Joint Commission Preparedness, Medicare performance improvement and annual Business Planning.
- * Led Patient Throughput, Hospital Preparedness, Patient Satisfaction, Quality Initiatives, Employee Satisfaction, and Patient Safety.
- * Facilitated nursing services through Corporate Integrity Agreement.
- * Built collaborative relationships with physicians, nursing, and ancillary key leaders to promote quality initiatives.
- * Implemented initiatives for achieving 90-100th percentile in all core measures.

Cost Containment.

- * Standardized and reduced supply management within department.
- * Enhanced staff scheduling process to meet productivity targets and cut premium pay utilization from 15% to 8%.
- * Developed nursing float and PRN pool that reduced OT and contract labor.

Compliance.

- * Engaged with Chest Pain and Stroke Teams resulting in successful reaccreditation of Chest Pain Center.
- * Achieved accreditation as Primary Stroke Center.

Patient Satisfaction.

- * Established employee satisfaction team that focused on retention, turnover, and overall work environment.
- * Maintained high visibility and developed key relationships with personnel and physicians to ensure exceptional patient experience, i.e. including satisfaction, safety, and quality.
- * Led initiative that decreased overall patient turnover times in half and increased patient and physician satisfaction.

Project Management.

- * Developed and Implemented Neonatal Transport Team expanding community-base.

* Oversaw new construction and refurbishment of Women's Center, Medical/Surgical, Telemetry units and NICU without interruption of patient care.

St. Lukes Hospital

12 years

Nurse Manager

1995 - 2001 (6 years)

The Texas Medical Center

Responsibility included operations of Antepartum unit with supervisory responsibility of Labor and delivery, post partum, and newborn nursery.

RN

1989 - 1995 (6 years)

The Texas Medical Center

Staff and charge nurse responsibilities in the labor & Delivery unit

Education

Texas Tech University Health Sciences Center

DNP, Nursing Practice · (2012 - 2014)

Texas Tech University Health Sciences Center

MSN, Nursing Administration · (2009 - 2011)

The University of Texas Health Science Center at Houston

BSN, Registered Nursing/Registered Nurse · (1987 - 1989)