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Top Skills

Executive Leadership

Healthcare Management

Clinical Operations

Certifications

Registered Nurse License

Oncology Certified Nurse

Dawn Owens

CNO and VP of Patient Care Services at MedStar Harbor Hospital
Randallstown, Maryland

Summary

VALUE PROPOSITION

- ▶ I am highly effective in healthcare operations leadership and strategic planning, with extensive experience optimizing daily operations and overseeing fiscal management, staff development, and program development in healthcare services.
- ▶ My success is driven by my ability to build strategies that improve the quality of patient care and employee engagement, enhanced institutional fiscal health, and increased positive health outcomes.

SUMMARY

- ▶ Engaging Healthcare Executive possessing a winning blend of business and medical expertise, skill in multi-department operations management, and practical experience.
- ▶ Leverages a unique mix of strategic and analytical expertise, consistently exceeding performance goals by aligning the effort of strong teams with organizational objectives.

LEADERSHIP HIGHLIGHTS

- ★ Directs a team of 400 nurses, with overall staff headcount of 700 employees at MedStar Harbor Hospital, with accountability for the success of Patient Care Services.
- ★ Works with community health advocates and social workers to optimize the transition of patients out of the hospital and minimize readmission.
- ★ In a prior role, introduced a new onboarding process that accelerated the ramp up of new providers and established consistency and quality in core competencies and credentialing.

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Specialties: Healthcare Operations, Strategic Planning, Nursing Operations, Patient Care Services, Continuous Improvement, Team Leadership, Budget Administration, Professional Development, Patient Satisfaction, Provider Recruitment, Best Practices

Experience

MedStar Harbor Hospital

4 years 11 months

CNO and VP of Patient Care Services

September 2018 - Present (1 year 11 months)

Baltimore, Maryland Area

Interim CNO and VP of Patient Care Services

April 2018 - August 2018 (5 months)

Baltimore, Maryland Area

Senior Director of Nursing

March 2017 - April 2018 (1 year 2 months)

Director Clinical Multi Practice Operations

September 2015 - March 2017 (1 year 7 months)

LifeBridge Health

Director of Clinical Operations - Sinai Hospital of Baltimore

2009 - July 2015 (6 years)

Baltimore, MD

Description:

★ Promoted from Nurse Manager to Director of Clinical Operations for the Cancer Institute; launched a new breast cancer center.

★ Responsible for clinical support activities, with a focus on improving patient care and positive outcomes, working closely with executive leadership.

- ★ Oversaw the development and business case justification for a \$7M annual operating budget.
- ★ Introduced a new cross coverage process for clinical and clerical staff members that optimized productivity and service delivery.
- ★ Recruited and onboarded three doctors, establishing billing, creating scheduling templates, and hiring staff.
- ★ Managed special projects that included the implementation of electronic medical records systems.

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Position/Title: Nurse Manager

Location: Baltimore, MD

Description:

- ★ Supervised 65 nurses working in clinical units that included Oncology, Gynecology, Inpatient Psychiatry, IMC, and Outpatient Infusion.
- ★ Led recruitment, training, performance management, and payroll, with an annual budget of \$5.1M; reduced RN turnover to less than 5%, with a lower than 3.5% rate of vacancy.
- ★ Ensured compliance with JCAHO, Magnet, and ACoS standards.

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ABOUT LIFEBRIDGE HEALTH

LifeBridge Health is a regional health care organization based in northwest Baltimore and its surrounding counties. LifeBridge Health consists of Sinai Hospital of Baltimore, Northwest Hospital, Carroll Hospital, Levindale Hebrew Geriatric Center and Hospital, LifeBridge Health & Fitness, hundreds of primary care and specialty physicians throughout the region, and many affiliated health-related partners.

Sibley Memorial Hospital

Nurse Manager - Inpatient Oncology Unit

2005 - 2009 (4 years)

Washington, DC

Directed 32 FTE staff to care for and support patients in 26 bed inpatient oncology unit while complying with JCAHO standards. Planned, tracked, and enforced budget guidelines to provide care within cost mandates. Recruited, screened, hired, trained, and developed qualified staff.

- Project managed unit renovations and played a key role in bringing a Palliative Care Program to the hospital
- Implemented new training program to ensure all nurses were able to properly administer chemotherapy
- Increased employee skills, abilities, and overall morale - reducing turnover to less than 3.5%

Tulane Medical Center

Clinical Manager - Outpatient Cancer Center

1998 - 2005 (7 years)

New Orleans, LA

Supervised 19 FTE staff in managing clinical aspects of outpatient cancer program for 350 bed teaching hospital.

Oversaw all clinical operations, including chemotherapy, infusion center, physicians' clinical input, radiation therapy, and skin cancer surgery. Enforced compliance with and ensured accreditation under JCAHO and ACoS standards. Recruited, screened, hired, trained, and developed qualified staff.

- Implemented cross training program for department RNs to float where needed within center
- Created a strategic operations plan aligning clinical operations with changes in chemotherapy reimbursement
- Improved employee morale and retention; averaged less than 5% vacancy rate

Staff Nurse, Outpatient Infusion Center (2001-03)

Staff Nurse & Charge Nurse, Telemetry (1998-2001)

Education

University of Phoenix

Master of Business Administration (M.B.A.), Health Care Management

