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Top Skills

Ambulatory Care
Patient Safety
Clinical Operations

Honors-Awards

Mississippi Top 40 Under 40
Business Leaders
Elizabeth C. Harkins Excellence in
Nursing Education Award
Finalist in McKesson Distinguished
Achievement Award for Clinical
Excellence
Top 100 Under 50 Diversity
Executives
Regent's Award

Nikki Nissen

CNO, Novant Health Medical Group
Charlotte, North Carolina Area

Summary

Designing the space in which quality and safety intersect with reality; framing opportunities for our bedside teams; supporting their solutions to reduce clinical variation

Experience

Novant Health Medical Group

Chief Nursing Officer

March 2015 - Present (5 years 5 months)

Charlotte, North Carolina Area

2,697 bed not for profit health system, spanning 14 medical centers, 3 east coast states and 530 outpatient locations

4,799 medical staff providers, with 2393 in Novant Health Medical Group

26,532 employees, with 7,571 in Novant Health Medical Group

4.7 million provider appointments in 2017

Direct strategy of clinical practice at 530 clinic locations with specialties including neurology, endocrinology, orthopedics, physical therapy, plastic surgery, cardiology, family practice, internal medicine, pediatrics, gastroenterology, urology, general surgery, obstetrics and gynecology, oncology, cardiothoracic surgery, dermatology, rheumatology and midwifery

Develop, maintains, and implements clinical policies and procedures that conform to current standards of Novant Health Medical Group (NHMG), while maintaining compliance with state and federal laws and regulations

Identify and implement best clinical practices and workflows across entire NHMG footprint

Accomplishments:

Partnered with lab and radiology to create standard cross training guidelines

Instituted ambulatory clinical orientation, competency documentation and skills fairs

Implemented standardized standing orders by service line

Added Patient Centered Specialty Practice recognition to the system to round out Patient Centered Specialty Practice and to meet CPIA metrics
Partnered with physician leadership to redesign diabetic and primary care models

St. Dominic Hospital

12 years 11 months

Director of Nursing

January 2015 - March 2015 (3 months)

Jackson, Mississippi Area

Responsibilities:

- Directs and coordinates the management and operation of the Cardiovascular Step Down Unit, two Cardiac Nursing units, Medical Nursing Unit, Oncology Nursing Unit, Neurology Nursing Unit and Orthopedic Nursing Unit
- Directs and develops the Administrative Management team to supervise the facility on nights and weekends
- Budget and productivity development and measurement throughout these Nursing Units
- Staff selection, development, recruitment and retention, and annual performance evaluations
- Ensure compliance with JCAHO, CMS and other regulatory agencies
- Strategic planning and implementation of endeavors related to Nursing and St. Dominic Hospital
- Requisition and purchase of capital equipment for Nursing Units
- Reports directly to the Chief Nursing Officer/ Vice President of Patient Care Services
- Directs accountability for achievement of service line goals in collaboration with the Cardiac, Ortho/Neuro, and Oncology Service Line Administrators
- Directs and develops eleven full time Manager direct reports

Emergency Department Director

June 2010 - January 2015 (4 years 8 months)

Responsibilities:

- # Direct and coordinate the management and operations of Chest Pain Observation Unit, Psych Safe Area, Level Four Trauma Center, ED Express Center, Acute and Ambulatory Emergency Department
- # Budget and productivity development and measurement throughout Emergency Services
- # Staff selection, development, recruitment and retention, and annual performance evaluations

- # Ensure compliance with JCAHO, CMS and other regulatory agencies
- # Strategic planning and implementation of endeavors related to Nursing and St. Dominic Hospital
- # Requisition and purchase of capital equipment for Emergency Services
- # Reports directly to the Vice President of Patient Care Services

Nursing Supervisor PRN

June 2006 - June 2010 (4 years 1 month)

Responsibilities:

- # Supervision of 535 bed hospital on nights and weekends
- # Managed staffing of all units, attended codes, handled care issues, directed staff in all departments with an emphasis on nursing, collaborated with administration and management staff on call
- # Worked on a PRN basis in this role

Orthopedic Nurse Manager

January 2005 - June 2010 (5 years 6 months)

Responsibilities:

- # Recruitment, retention, education, and development of Nurses, Nursing Assistants, Orthopedic Technicians, Orthopedic Educator and Unit Secretaries
- # Team consisted of 45 full time employees
- # Managed daily and strategic departmental operations such as staff scheduling and development, performance evaluations, education and orientation, budget responsibilities
- # Ensured regulatory readiness at all times highlighted by two successful Joint Commission surveys
- # Developed and coordinated a hospital wide lift team
- # Liaison for Orthopedists, Medical Staff and Hospitalists caring for patients on the unit

Orthopedic Educator

June 2003 - January 2005 (1 year 8 months)

Staff Nurse on Orthopedic Unit

May 2002 - June 2003 (1 year 2 months)

Hinds Community College

Adjunct Faculty

July 2013 - March 2015 (1 year 9 months)

Provide clinical instruction for Transition to RN students.

Lecture includes orthopedic care, surgical intervention and cancer care.

Memorial Hospital at Gulfport
Cardiac Nurse
1998 - 2001 (3 years)
Gulfport, MS

Education

University of Southern Mississippi
MSN, Executive Nursing · (2011 - 2012)

University of Southern Mississippi
BS, Nursing · (2009 - 2010)

Mississippi Gulf Coast Community College
ADN, Registered Nursing/Registered Nurse · (1996 - 1998)