

Contact

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(LinkedIn)

Top Skills

Nursing
Healthcare
Clinical Research

Languages

English (Native or Bilingual)
Spanish (Limited Working)

Certifications

The Data Science of Healthcare,
Medicine, and Public Health, with
Barton Poulson
Lean Six Sigma, Green Belt

Honors-Awards

Sister Elizabeth Durney Award
Nurse of the Year
Special Achievement Awards (2)
Rep of the Year (3rd place)

Publications

My Experiences in the First Year
of Practice as a Cardiology Nurse
Practitioner

Melanie Schwartz Binshtok

Nurse Practitioner | Clinical Operations Director | Nursing Manager |
ACNP-BC, AACC
Richmond, Virginia Area

Summary

I weigh my professional success against the process improvements and changes I have a hand in executing. As an award-winning Nurse Practitioner and Administrative and Clinical Operations Director -- I strive to provide quality, evidence-based patient care, introduce actionable solutions to operational challenges, and encourage positive growth in the complex, high-pressure healthcare industry.

My leadership skills have encouraged quality results in patient care, clinical operations, and the achievement of target metrics. I am skilled at optimizing clinical performance and improving strategies across all levels of operation. I've established a proven track record for engaging cost-reduction procedures to increase revenue and retention rates in pursuit of common objectives. When I came on board in my current role, I was charged with repairing organizational finances -- increasing revenue by 70% in less than 12 months by implementing collection procedures, improving patient satisfaction scores, expanding contract sales, and improving retention rates from 30% to 52%.

Career Highlights:

- Completed an adjunct professorship at Bon Secours College of Nursing and Virginia Commonwealth University where I educated multiple levels of nursing students in professionalism and preparedness curriculum, and advanced assessment
- Successfully recalibrated patient care strategies to reduce the percentage of Accountable Care Organization (ACO) patients with A1C >9% from 25% to 14% within the first six months
- Developed strategies for advanced practice clinicians (NP, PA, CNS) to reach RVU in 180 specialty and primary care facilities throughout the state of Virginia

- Managed various teams of clinical personnel and specialists
- BS and MS in Nursing

Specialties: Cardiology, Critical Care, Nursing Leadership, Education and Training, Public Speaking, Quality Process Improvement, Six Sigma, Health Maintenance

I can be reached through LinkedIn or via email at
off2thekeys@mac.com

Experience

RVA Health and Wellness

Nurse Practitioner, Director of Administrative and Clinical Operations

June 2018 - Present (2 years 2 months)

Richmond, Virginia

- Led a team of 15 professionals responsible for patient care, clinical operations, and attaining quality metrics
- Assessed operational needs, evaluated process improvement strategies, and implemented plans to reduce costs, improve retention rates, hire qualified staff, and enhance quality care protocols
- Increased revenue by 70% in less than 12 months by implementing consistent payment collection procedures, increasing contract sales, and driving customer retention rates from 30% to 52%
- Collaborated with staff to improve quality practices and maintain regulatory compliance, through patient satisfaction surveys and improved record-keeping procedures
- Drove social media marketing strategies in order to improve organizational awareness, customer acquisition, and brand positioning
- Delivered high-quality aesthetic, bio-identical hormone, IV nutrition therapy to adult clients, improving follow-up practices, and providing patients with an unparalleled level of quality care

Bon Secours Health System

9 years 6 months

Manager, Ambulatory Advanced Practice Clinicians

February 2017 - Present (3 years 6 months)

Richmond, Virginia Area

- Developed strategies for advanced practice clinicians (NP, PA, CNS) to reach RVU in 180 specialty and primary care facilities throughout the state of Virginia
- Designed an updated compensation and bonus structure
- Implemented planning measures to restructure Advanced Practice Clinicians (APCs) in ambulatory practices
- Managed a team of 15-16 direct report nurse navigators
- Led APC Fellowship for new graduates
- Generated quarterly updates based on quantitative data analysis
- Served as lead point person responsible for peer training, overseeing the introduction of new processes, systems, and clinical documentation

Clinical Manager, Quality

July 2015 - Present (5 years 1 month)

Richmond, Virginia

- Recalibrated patient care strategies to reduce the percentage of Accountable Care Organization (ACO) patients with A1C >9% from 25% to 14% within the first six months
- Redesigned management plan to optimize quality metric accessibility for healthcare providers
- Modified specialty and primary care nursing workflows to improve patient outcome expectations, resulting in increased survey ratings in the 74th percentile
- Acted as a liaison for APC's to provide guidance and development training to staff and assure high quality, evidence-based nursing care standards

- Collaborated with SMART teams to direct the development of sound strategies for managing the needs of preventative and chronic patients

Nurse Practitioner

February 2011 - July 2015 (4 years 6 months)

Cardiovascular Associates of Virginia

- Led the career advancement of new Nurse Practitioners and nurses
- Consulted with healthcare specialists to optimize care quality improvement strategies for pre-and-post op procedures for cardiac and electrophysiology patients
- Managed the execution of minor medical procedures

Virginia Commonwealth University

Adjunct Faculty

June 2011 - May 2014 (3 years)

Richmond, Virginia Area

- Delivered professionalism and preparedness course to graduate level nursing students (1 credit)
- Acted as lead lecture faculty for graduate health assessment course (3 credit)
- Assisted with clinical rotation simulation for undergraduate senior students
- Served as adjunct faculty on clinical skills course (I&D, central lines, joint injection, suturing) for graduate students

VCUHS

Nurse Practitioner

August 2010 - February 2011 (7 months)

Urology

- Established quality care guidelines and ensuring enforcement by department management for all inmate interactions
- Conducted budget analysis of telemedicine procedures, resetting financial goals to reduce expenses

Education

Virginia Commonwealth University

Master of Science (MS), Critical Care Nursing · (2008 - 2010)

George Mason University

BSN, Registered Nursing/Registered Nurse · (1989 - 1994)