

Contact

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Top Skills

Project Management

Gap Analysis

Process Improvement

Honors-Awards

Employee of the Month

Employee of the Year

Lise Pettigrew, CMSRN MBA

Adjunct Nursing Faculty at Northwest University

Greater Seattle Area

Summary

Software Implementation and Training | Change Facilitation | Risk Analysis | Crystal Reports

I am an organized and confident clinical project management leader and I bring extensive experience initiating and implementing large-scale healthcare business applications in healthcare environments. As a results-oriented technology leader, with a clinical nursing background, I employ diplomacy to establish trust-based relationships with leadership, clinical and technology teams. Described as upbeat and positive, I execute projects in accordance with all regulatory guidelines while training end users, motivating teams, optimizing clinical documentation and delivering on-time results.

Project Planning ▪ Employee/End-user Training ▪ Needs Assessment ▪ Clinical Charting and Reports
Configuration Design ▪ Staff Development ▪ Program Management
▪ Training Material Development
Process Review and Improvement ▪ Hands-on Healthcare Expertise
▪ Technical Writing

Experience

Northwest University

Adjunct Nursing Faculty - Clinical Educator

August 2016 - Present (3 years 11 months)

Kirkland, WA

Teach and supervise the learning of junior year, baccalaureate nursing students in medical-surgical clinical settings. Develop professional skills, concepts and critical thinking in aspiring students through coaching, modeling, evaluation, feedback, and direct instruction.

Providence Health & Services

Regional Value Analysis Program Manager

September 2015 - June 2016 (10 months)

Greater Seattle Area

Collaborated with peers and leadership to identify best practices in the cost effective use of contracted resources. Responsible for implementing and executing strategic system Value Analysis policies, procedures, and plans. Managed daily activities of Value Analysis Program Coordinator; coaching, training and job performance and discipline administration. Worked in concert with system OSCM Strategic Sourcing team members as needed to provide appropriate input and feedback on clinical viability of products.

Huron Consulting Group

Associate - Healthcare Labor

May 2013 - January 2015 (1 year 9 months)

Provide recommendations and guidance for performance and productivity improvement including process and workflow redesign, documentation improvement, labor productivity model of care implementation and leadership mentoring. Created an EMR assessment tool to assist with identifying areas for optimization and savings related to the hospital systems EMR functionality.

Swedish Medical Center / Providence Strategic Management Services

Project Manager, Epic Clinical Preparedness/RN Clinical Analyst, IT
September 2009 - April 2013 (3 years 8 months)

Edmonds, Washington

Manage system-wide application implementations and employee training in support of patient health and safety technology initiatives. Provide staff training of new systems via live and videotaped lecture series. Create educational materials, including step-by-step booklets, post-tests and PowerPoint presentations. Create reports using Crystal Reports, such as incident reporting reports, reports on skin integrity, and a method to track training attendance. Produced Visio workflows to map existing processes, such as the steps involved when radiology patients are admitted for invasive procedures.

Accomplishments

- Nominated for RN Innovator Award for use of information technology in the field of nursing to directly improve the quality of care and patient safety while maximizing nursing resources

- Selected for Employee of the Year Award for motivating and leading a team of strong-minded experts through clinical preparation for system conversion to Epic
- Conducted gap analysis to prioritize variances existing between newly acquired hospital and main campus policies and procedures; submitted policy change suggestions and educated staff on changes
- Designed software icons and program/initiative logos; created brochures, posters and pamphlets
- Discovered hundreds of documents identifying out-of-alignment policies prior to new system implementation; built an Excel spreadsheet listing all hospital policies and procedures and created an algorithm to help policy reviewers prioritize patient safety risks

Primescape Solutions, Inc.
Virtual World Specialist (contract)
May 2009 - 2011 (2 years)

Produced posters via Photoshop for the US Department of State; marketing materials were used in virtual and real world promotions. Created and developed virtual world event environments to promote world peace through person-to-person and government-to-person interaction. Addressed attendee questions and provided technical assistance in the virtual world environment during events.

University of Washington
Guest Lecturer, Info 498
2010 - 2010 (less than a year)

Prepared interactive lecture and hands-on tutorial on garment creation. Topics included use of templates, formatting and resolution, texture application and sizing.

Swedish / Edmonds
Certified Medical-Surgical RN
September 1991 - September 2009 (18 years 1 month)
Edmonds, Washington

Triaged patient care needs, provided treatments and administered medication. Communicated treatment plans with patients, families and healthcare team. Coordinated patient activities, education and treatments. Designed a pre-operative tracking report.

Physicians Eye Surgery Center

Circulating Nurse
2006 - 2007 (1 year)
Everett, Washington

Set up operating room for fast-paced eye surgery center. Started IV drips and administered surgical preparations and sedation medications while monitoring patients' vital signs. Provided post-operative patient education. Completed chart documentation for each procedure.

Healthtalk Interactive
Web Marketing and HTML Specialist
2000 - 2002 (2 years)

Converted transcripts from live webcasts into HTML format. Conducted keyword optimization, submitted site to search directories and created meta tags. Optimized copy for diseases and conditions highlighted on site.

Pinnacle Publishing Group
Freelance Writer
2000 - 2001 (1 year)

Researched and authored a series of how-to articles for online publication; topics focused on search engine optimization, security and e-commerce.

Puget Sound Cancer Center
Oncology Certified Nurse
1997 - 1999 (2 years)
Edmonds, Washington

Performed lab tests and conducted physical assessments of patients prior to chemotherapy. Mixed and administered chemotherapy and pre-medications. Drew blood and conducted EKG tests. Treated side effects and managed symptoms during and post infusion. Created and maintained new corporate website.

Education

Western Governors University
Master of Business Administration (M.B.A.), Healthcare
Administration · (2014 - 2016)

University of Washington
Bachelor of Science, Nursing · (2011 - 2013)

Crystal Training Source CTS

Crystal Reports · (2011 - 2011)

Siemens Medical Academy

OAS Training · (2010 - 2010)

University of Washington

Certificate, Virtual Worlds Technology, 2009 · (2009 - 2009)