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Top Skills

Patient Safety

Hospitals

Healthcare Management

Joan Becker, RN

Senior Patient Experience Advisor at SSM Health
Greater St. Louis Area

Summary

I am a RN with over 30 years of experience. I have more than 25 years experience in management and leadership positions where I had consistent success in building highly engaged teams. Currently I am working as a Senior Patient Experience Advisor at SSM Healthcare. I believe excellent patient care starts at the top with strong and consistent leadership.

Experience

SSM Health St. Louis

Senior Patient Experience Advisor

October 2018 - Present (1 year 10 months)

Greater St. Louis Area

SSM Health

Senior Patient Experience Advisor

October 2018 - Present (1 year 10 months)

Barnes Jewish Hospital

Patient Experience Partner

October 2011 - Present (8 years 10 months)

Coach and mentor BJH leaders and team members along with physicians in establishing and hardwiring the ICARE core values of the organization.

Work collaboratively with senior leadership at BJH to provide coaching, training, and mentoring to front line managers and team members to improve employee engagement and the patient experience.

Prepare and present oral initiatives to address service excellence and leadership development.

Collect, analyze and interpret data as it relates to the patient experience and ICARE initiatives.

Design and deploy coaching/learning initiatives on performance requirements and monitor progress.

Barnes-Jewish Hospital

RN, Clinical Nurse Manager

August 2007 - October 2011 (4 years 3 months)

Managed several surgical units at BJH. Frequently called to manage units that were struggling with performance and engagement issues. Successful at building a highly functional team and improving employee engagement and patient satisfactions scores.

Belleville Memorial Hospital

Clinical Nurse Manager- Telemetry

July 2002 - August 2007 (5 years 2 months)

Managed business and clinical operations of 36 bed telemetry unit.

Education

Webster University

Master of Business Administration (MBA), Health Services
Management · (1998)

University of Missouri - St. Louis

BSN, Registered Nursing/Registered Nurse · (1987 - 1991)

Barnes Hospital School of Nursing

Diploma in Nursing · (1983 - 1986)