

Contact

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Top Skills

Nursing

Nursing Education

Emergency Medicine

Certifications

Certified Legal Nurse Consultant

National Certified Emergency Nurse

Honors-Awards

Transformational Nurse Leader of the Year

JoAnne Masongsong, MSN, RN, CEN

Director of Emergency Services at St. David's HealthCare, Round Rock Medical Center

Austin, Texas Area

Summary

Nurse Director with over 14 years of progressive clinical experience in the acute care setting. An experienced nurse leader with held positions such as: Emergency Department (ED) Nurse Director, ED Nurse Manager, Centralized Staffing Associate Nurse Manager, Risk Management Nurse Consultant, ED Supervisor, ED Educator, and ED Charge Nurse.

-Currently the ED Director of a top Level 2 Trauma Center and two free standing EDs in the Austin/Central Texas area. Finished in the Top 20th percentile in ED HCAHPS for all 3 EDs . Unit of Distinction Honoree for Cedar Park FSED (2019).

-Spearheaded the historic Emergency Department move activation from St. Luke's Hospital to Mission Bernal Hospital in San Francisco.

-Continuously achieved top Press Ganey and employee engagement scores while utilizing shared governance initiatives in the ED to help achieve Magnet Designation at two separate entities (Baptist Health South Florida).

-Skilled in Lean six sigma process optimization (green belt)

-Additional clinical knowledge and leadership experience in specialty areas such as Telemedicine, Ambulatory Care, Transfer Center, Quality, Performance Improvement, Patient Experience, and Centralized Staffing. Experience with oversight of system-wide standardization, policy implementation, and process improvement initiatives.

Experience

St. David's HealthCare

Director of Emergency Services

December 2018 - Present (1 year 7 months)

Round Rock/Austin, Texas

Leading a premiere Level 2 Trauma/Emergency Center as well as overseeing two freestanding Emergency Departments in the Austin/Round Rock region.

Sutter Health

Nurse Manager, Emergency Services – St. Luke's Hospital/Mission Bernal Campus

May 2017 - December 2018 (1 year 8 months)

San Francisco, California

- Spearheaded the historic Emergency Department move activation from St. Luke's Hospital to Mission Bernal Hospital in SF
- Initiated Emergency Department (ED) Unit-Based Shared Governance, Employee Engagement Committee, Employee Safety Initiatives, Emergency Preparedness, and Hospital-Based Throughput Committee
- Implemented unit-specific Lean Six Sigma methodologies for cost-reduction and process improvement in the ED
- Successfully enacted a system-wide Annual Skills Day Program integrating all CPMC Emergency Department nurses to enhance acute care competencies
- Created ED standardized work inclusive of: ED throughput, fast-track ambulatory care, shift huddles, shift management tool report, infection control, and break coverage
- Responsible for Quality Assurance, operating expenses, 24 hour nursing coverage, environment of care rounds, employee hiring, retention, payroll, performance evaluations, labor relations, and patient/employee satisfaction

Baptist Health South Florida

5 years

Associate Nurse Manager- BHSF Centralized Staffing Center

2015 - 2017 (2 years)

Miami, Florida

- Managed the functional operations of BHSF Centralized Staffing Center (CSC)
- Ensured system-wide staffing needs were met through the assigning and dispatching of CSC RNs and clinical partners
- Served as a direct report for over 200 CSC employees (consisting of RNs, clinical partners, and staffing coordinators from Med-surge, ED, Tele, ICU, and OR depts)
- Rounded and networked with leaders and departments of all BHSF entities (Baptist, Doctors, Homestead, South Miami, West Kendall, and Mariner's Hospital) for improved patient outcomes

- Oversaw Kronos payroll reports, ANSOS, E-shift scheduling, and performance evaluations for staff
- Responsibilities included operational management, budgeting, and strategic planning of department

Patient Care Supervisor Emergency Department

June 2013 - August 2015 (2 years 3 months)

Miami/Fort Lauderdale Area

- Supervised the day to day functional operations of the Emergency Department (ED)
- Served as a liaison between ED physicians, staff, patients, and family members
- Performed staff evaluations for all ED employees (RNs, techs, team coordinators)
- Managed patient flow and ED throughput as well as coordinating daily staff assignments
- Performed staff and patient education while serving as patient and guest services ambassador
- Performed daily chart audits to maintain hospital and nationwide compliance (resuscitation reports, moderate sedations, baker acts, blood transfusions, core measures, etc.)
- Ensured that mandated departmental/accreditation policies and procedures are sustained

Nurse Educator Emergency Department

May 2012 - June 2013 (1 year 2 months)

Miami, Florida

- Educated staff with continuous in-services and presentations for the department
- Provided hospital and departmental orientation for all new employees
- Organized staff scheduling, preceptor-ship, and support group meetings for new graduate RNs
- Assisted with teaching the Emergency Care Academy for new graduate RNs
- Provided educational classes and yearly competencies to staff
- Ensured that mandated departmental policies and procedures were sustained
- Performed daily chart audits to maintain hospital and nationwide compliance

Nancy Carr Risk Management LLC

Certified Legal Nurse Consultant

January 2014 - April 2015 (1 year 4 months)

Miami, Florida

- Assessed medical records and analyze various medical cases in South Florida (all specialties).
- Performed comprehensive reviews/analysis for medical liability, malpractice, negligence, and/or damages.
- Served as a subject matter expert with claims investigations, reviews, audits.
- Worked closely with experts and other witnesses.
- Performed and analyzed over 20 medical review cases

Baptist Health South Florida

Emergency Department Charge Nurse

2006 - 2011 (5 years)

Miami

- Served as Resource/Team Leader/FLOW RN, managing teams that implement patient care for up to 80 patients
- Educated staff by teaching competency classes and various in services
- Proficient in care of STEMI, Stroke, Core and Trauma patients
- Skilled in triaging patients for a high volume department utilizing the severity index 5 category protocols
- Precepted, supervised and mentored newly hired ED registered nurses.

Education

The University of Texas at Austin

Bachelor of Arts - BA, Mass Communication/Media Studies · (1999 - 2003)

University of Phoenix

Masters in Science of Nursing · (2011 - 2013)

Miami Dade College

Associates Degree in Nursing (Accelerated Program) · (2005 - 2006)