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Top Skills

Healthcare

Process Improvement

Program Management

Honors-Awards

Who's Who in American Nursing

Paul Harris Fellow

Worldwide Leader In HealthCare

Kim Pierson

CNO

Vernon, Texas

Summary

Visionary Nurse Leader with more than 30 years of progressively responsible and diversified healthcare leadership experience. Exceptional leadership skills and clinical experience with a passion for Nursing. Energetic, detail-oriented, hands-on leader with a proven record of success in improving Nursing engagement, physician satisfaction with Nursing, and overall quality of patient care. Attributes: Intelligent. Decisive. Accountable. Visionary. Tough.

Creative problem solver with the ability to drive revenue growth, resolve conflicts, improve morale, and consistently exceed goals. Persuasive communicator with well-developed presentation skills. Able to establish and maintain effective relationships with physicians, colleagues, patients, families, and staff at all levels of the organization. Areas of expertise include:

- Overall Clinical & Nursing Operations
- Strategic Planning & Visioning
- Communication & Relationship Management
- Budgeting & Financial Management
- Performance Improvement
- Accreditation & Regulatory Compliance
- Quality, Safety & Risk Initiatives
- Patient and Employee Satisfaction
- Staff Recruitment, Development, and Retention
- Marketing Planning, Research & Forecasting

Experience

Wilbarger General Hospital

CNO

February 2016 - December 2018 (2 years 11 months)

Vernon, Texas

Wilbarger General is a 47-bed, full service community hospital with an acute and post-acute continuum that includes inpatient services, dialysis, outpatient behavioral health, rehabilitation, home health, surgical services, urgent care and Physician clinics.

Engaged for a turn-around project focusing on quality, service, expense reduction, compliance, and revenue growth. Direct the administrative function of all Nursing departments, Pharmacy, Surgical Services, Anesthesia, Infection Prevention, Employee Health, Education, Clinical Informatics, Outpatient Geriatric Psychiatric Program, Respiratory Therapy, and Hospitalist Program. Maintained overall fiscal responsibility for assigned departments. For two years performed Quality Director functions.

Achievements include:

- Increased inpatient admissions 69% and average daily census 46% by implementing and coordinating hospitalist program.
- Improved LOS by 19%, CMI from 1.079 to 1.214 and reduced insurance denials to 3% by implementing robust utilization review process.
- In one-year increased employee engagement scores from the 40th to the 84th percentile.
- Recognized as a top 100 rural and community hospital for 2019 by The National Rural Health Association's Rural Health Policy Institute and The Chartis Center for Rural Health, ranked across 50 indicators and eight pillars.
- One of two Texas facilities awarded 2017 Performance Leadership Award from the National Organization of State Offices of Rural Health for Quality, Outcomes and Patient Perspective.
- Coordinated renovation and opening of two physician and two nurse practitioner offices.
- Improved HCAHPS top box scores consistently to above national benchmarks.
- Successfully coordinated four grant projects.
- Developed Nursing Apprenticeship for new RN graduates.
- Implemented community-wide antimicrobial stewardship program.
- Established clinical affiliation with local Community College for ADN and EMS students.

Independent Consultant

Consultant

October 2012 - February 2016 (3 years 5 months)

Dauterive Hospital

Interim CNO

August 2015 - December 2015 (5 months)

New Iberia, LA

103-bed full-service, acute care, accredited hospital.

Engaged for a turn-around acquisition project focusing on quality, service, and expense reduction. The hospital was sold and closed for new owner to acquire licensure and renovate. Directed the administrative function of all Nursing departments, Quality, Risk Management, Imaging, Laboratory, Case Management, Pharmacy, Infection Prevention, Geriatric Psychiatry, Cardiopulmonary, and Medical Staff Credentialing departments. Provided daily leadership to Nursing and Clinical departments to meet requirements of TJC and ensure compliance with all federal, state, and local regulatory standards. Performed all Quality and Risk Management functions.

- Helped reduce salary expenses by \$200,000 per pay period by implementing rigorous productivity standards and without implementing a layoff or termination strategy.
- Developed and implemented rigorous staffing standards.
- Developed and implemented quality and patient safety program based on benchmarks, data and trends.
- Implemented service excellence processes to achieve HCAHPS scores above 90th percentile.

Hancock Medical

Interim CNO

February 2013 - November 2014 (1 year 10 months)

Bay St Louis, MS

This 68-bed hospital is a member of the Ochsner Health System. The hospital consists of the Medical Center and outpatient clinics.

Engaged for a fast paced turn-around project focusing on quality, cost reduction, compliance, and revenue growth. Directed the administrative function of all Nursing departments, Imaging, Pharmacy, Laboratory, Infection Prevention, Cardiopulmonary, Hospitalist Program, Clinics and County School Nurses, and Case Management. Ensured staff competency, provided mentorship and offered guidance to nursing leadership

team. Provided leadership to ensure compliance with all federal, state, and local regulatory standards. Performed all Risk Management functions including prevention, reduction, and control of loss to the organization, its patients, visitors, volunteers, physicians, and employees.

- Led team in the course of tumultuous transition through four Chief Executives and three Chief Financial Officers in less than two years.
- Worked with leadership team to reduce budgeted losses by \$4.2 M.
- Reclassified duties and responsibilities for services as outlined in the Conditions of Participation and successfully navigated Hospital and Laboratory Joint Commission Surveys.
- Reduced staffing by 25 FTE's by implementing rigorous productivity standards and without implementing a layoff strategy.
- Led hospital to attainment of 1.9984 value-based purchasing recoupment percentage for 2014 based on a total performance score of 51.6555.
- Worked with staff to establish Meaningful Use Stage 2 for approximately \$800,000 payment in 2014.
- Led team to "A" rating on Leap Frog Survey and Oryx Performance Measure composite score of 95%.
- Improved Nursing retention by reducing the turnover rate to 2%.
- Decreased hospital ALOS by 13% through utilization of appropriate case management review systems.

Matagorda Regional Medical Center

CNO

February 2006 - September 2012 (6 years 8 months)

Bay City, TX

This 58-bed hospital is part of Matagorda County Hospital District that was established in 1965. The district consists of the Regional Medical Center, Public Health Clinic, and the Women, Infants, and Children's Clinic (WIC).

Directed the administrative function of all Nursing departments, Dietary, Pharmacy Services, Clinical Informatics, and Clinics. Developed and implemented budget and staffing standards. Responsible for the establishment, interpretation, approval, implementation and evaluation of standards for Nursing care. Provided daily leadership to Nursing and Clinical departments to meet requirements of TJC and ensured compliance with all federal, state, and local regulatory standards. Maintained strong Nursing leadership presence in the local community.

- Played a significant role in the hospital's achievement of the "2012 Silver Texas Medical Foundation Healthcare Quality Improvement" award for diligence in improving patient care.
- Reduced overtime and operating expenses by 10% while enhancing patient care. Cut agency expenses by 55% within Nursing department.
- Led hospital to attainment of highest value-based purchasing score for Quorum Health Resources hospitals.
- Coordinated and successfully facilitated physical move from one location to a brand new facility.
- Coordinated evacuation of hospital for strong category 2 hurricane (Ike) and reopened for emergency services within 8 hours of landfall.
- Led team in achievement of CMS Appropriate Care Measure (ACM) score of 96%.
- Developed and implemented service excellence infrastructure and processes to support improvement in HCAHPS scores above the 95th percentile nationwide.
- Improved Nursing retention by reducing the turnover rate to 10%.
- Served as the project leader for the development and implementation of Meditech PCS, EDM, and PCM Electronic Health Record modules.
- Implemented neurological and cardiology robotic telemedicine program.

Education

Norfolk State University
BS Interdisciplinary Studies

St. Petersburg College
Nursing

University of Phoenix
MBA/HCM