

## Contact

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## Top Skills

Quality Assurance  
Continuous Improvement  
Clinical Quality Outcomes

## Certifications

Crucial Conversations  
Registered Nurse  
Critical Care Registered Nurse (CCRN)  
Certified Professional in Healthcare Quality (CPHQ)

## Honors-Awards

2016 SETRAC Cardiac Care Award  
2015 Society of Thoracic Surgeons CABG - Three Star Award  
2016 American Stroke Association - Gold Achievement Award

# Valerie Chukelu, MBA, BSN, RN, CPHQ

Healthcare Quality | Informatics | Utilization Review  
Houston, Texas Area

## Summary

As a Quality Management leader in the healthcare and hospital sector, I have a history of success harnessing the power of teams to manage clinical programs and accelerate ambitious accreditation initiatives to deliver measurable quality improvements. One of my greatest fortes is helping clinical care teams navigate the unprecedented changes in today's rapidly evolving healthcare environments.

My formula for new quality initiatives includes a deep dive into the data to uncover root causes, combined with educating clinicians on evidence-based solutions. Developing a pilot program with my team allows us to work out any kinks before cascading the new quality program throughout the organization to attain measurable gains in patient care.

I have been called a transformational leader with the ability to seamlessly navigate myriad hospital departments and specialties and form robust teams of physicians, nurses, technicians, administrators, emergency responders and more. My reputation as a dedicated, results-driven professional who is analytical yet friendly is well deserved.

Strengths: Strategic Planning – Executive Leadership – Quality Management – Risk Management – Regulatory Compliance – Patient Safety – Relationship Management – Data Analysis – Change Management – Hospital & Healthcare Consulting – Team Leadership – Process Design – Accreditation Preparedness – Survey Preparedness – Healthcare Analytics – Team Building – Six Sigma Methodologies – Public Speaking – Executing Operational Plans – Accreditation Programs – BSN – The Joint Commission Accreditation (TJC) – Continuous Process Improvement – Program Management – CPHQ – Project Management – Analytical Thinking – Executive-

Level Presentations – Root Cause Analysis – Quality Improvement Strategies – Team Facilitation – Value-Based Relationships – Clinical Program Management – Healthcare Operations

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## Experience

### MD Anderson Cancer Center

Utilization Review Nurse

April 2018 - Present (2 years 2 months)

Houston, Texas, United States

### Memorial Hermann Health System

Clinical Manager – Regulatory Compliance & Accreditation Programs

[de facto Director of QA

2013 - April 2018 (5 years)

Houston, Texas Area

Attained increased responsibilities within a not-for-profit 500+ bed hospital and regional leader in the healthcare industry. Elevated quality management, patient safety, risk management and compliance companywide. Delivered comprehensive health solutions, leading clinician behavior change via critical path management and participation in high-performing teams. Performed data analysis and led transformation and development of Six Sigma quality initiatives, providing consultative services via a proactive versus a reactive approach.

Spearheaded the hospital's first-ever Joint Commission Chest Pain

Accreditation in January 2017, plus the Joint Commission Primary Stroke

Accreditation in 2016.

- Achieved Primary Stroke Certification in just 4 months, accelerating performance on a stalled program; increased compliance score from 80% to 100% on CT scan in 25 minutes or less.
- Drove cardiovascular surgery quality ranking from the 10th percentile (one star) to the 90th percentile (three stars).
- Developed STEMi risk stratification tool that improved Door to EKG scores to 90% in <10 minutes and 80% in <5 minutes.

- American Stroke “Get with the Guidelines” Silver Award and Target Elite Honor Roll Achievement Award in care of stroke patients as clinical program manager for the neurosurgery line of service.

- Led the hospital through the Society of Cardiovascular Patient Care Cycle IV Accreditation in 2014.

Transformed quality management by energizing teams to implement evidence-based quality improvements across Cardiovascular, STEMi and Neuroscience units, resulting in better patient outcomes and higher quality care.

- Achieved \$2M cost savings with a decrease in ICU LOS and TLOS in the CABG population.

- Reduced Acute Kidney Injury (AKI) from 13% to <5% by performing root cause analysis.

- Decreased Emergency Department (ED) dwell time from 6.5 hours to <3.5 hours.

## Memorial Hermann Health System

9 years 5 months

### Performance Improvement Coordinator

December 2007 - October 2009 (1 year 11 months)

Worked as a database registry abstractor and analyst.

### Critical Care Registered Nurse

June 2000 - December 2007 (7 years 7 months)

Worked as a certified critical nurse (CCRN) in the acute care setting.

Specializing in the care of the critically ill cardiovascular and neurology patient.

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## Education

The University of Texas Health Science Center at Houston  
(UTHealth)

Doctorate of Nursing Practice, Informatics · (2019 - 2022)

### Texas Woman's University

Master of Business Administration - MBA, Health/Health Care Administration/  
Management · (2008 - 2009)

The University of Texas Health Science Center at Houston  
(UTHealth)

Bachelor of Science - BS, Nursing (BSN) · (2003 - 2005)