

## Contact

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## Top Skills

Hospitals

Healthcare Management

Healthcare

# Steve Klahn

CVICU & Cardiac Surgery Telemetry Unit Director at Houston Methodist Hospital  
Katy, Texas

## Summary

I am an experienced leader in health care, who is passionate about delivery of high quality patient care. I have 16+ years of experience of critical care, including high-acuity specialized cardiovascular, medical-surgical, neuro-surgical, step-down/progressive care and tele-ICU.

I am clinically CCRN certified, as well as board-certified in healthcare management as a Fellow in the American College of Healthcare Executives (FACHE).

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## Experience

### Houston Methodist Hospital

7 years

#### CVICU & Cardiac Surgery Telemetry Unit Director

September 2016 - Present (3 years 9 months)

Assumed additional leadership responsibilities for 60-bed cardiac surgery telemetry unit, in addition to the 40-bed CVICU. Service-line approach focused on outcomes improvements including patient, physician and employee satisfaction, throughput, HAI reductions, STS improvements and service line growth into hospital expansion project.

#### Director- Cardiovascular Intensive Care Unit

June 2013 - Present (7 years)

Texas Medical Center, Houston

Responsible for operations of our large 40-bed high acuity CVICU, including LVADs, ECMO, thoracic transplant and CV Surgical Patients. (135+ FTEs)

Proud to be part of our team which has appreciated dramatic improvements with patient satisfaction, employee engagement, quality outcomes and has a robust self-governance structure led by staff nurses.

Co-lead the hospital's Hospital Acquired Infection (HAI) workgroup to reduce and eventually eliminate CLABSI and CAUTIs.

Experienced with DNV certification process and co-lead NC team.

Chairperson of the system critical care committee.

## Baptist Health System

### eICU Operations Director

August 2009 - June 2013 (3 years 11 months)

Launched and operated a telemedicine unit (eICU) for a community health system with 5 hospitals scattered across the city of San Antonio. As the regional operations director, I was responsible for a team of experienced ICU nurses and intensivists who provided remote monitoring and support of 134 adult critical care beds. Our dynamic team of staff, in collaboration/partnership with the teams located in the hospitals we supported, assisted with substantial improvements in severity-adjusted ICU mortality and length-of-stay, vent day ratios, complication aversion and patient, staff and physician satisfaction. Participated in physician recruitment, contracting and engagement with quality improvement processes.

Initiated and led the system sepsis improvement team, with integration of Emergency Department and ICU staff and physicians. Developed a system to provide real-time bundle compliance reconciliation, and a robust data repository which showed a remarkable reduction in hospital mortality.

Co-chaired system critical care committee, with a specialization in data management and process improvement.

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## Education

### University of St Thomas Houston

Master of Business Administration (M.B.A.), MBA with Health Care Administration emphasis · (2006 - 2008)

### University of Texas Health Science Center at San Antonio

Bachelor's Degree, Registered Nursing/Registered Nurse BSN · (1997 - 1999)

### Waltrip HS