

Contact

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Top Skills

Board Certified

ACLS

PALS

Certifications

BLS

PALS

CEN

ACLS

Paula Gonzales MBA MSN RN CEN

Senior Health Care Administrator

Hattiesburg, Mississippi Area

Summary

- Skilled in integrating new health care delivery systems and restructuring workflow processes in an increasingly complex regulatory environment.
- Proven track record of successfully managing budgets, reimbursement, human resources, IT, facilities and clinical services.
- Leverages strong communication, organizational, team building, and interpersonal skills to build effective relationships with various departments, institutions and the community.
- In-depth knowledge of clinical practice issues and ensures site compliance with current standards/competencies and regulatory bodies.
- Led successful annual DNV-GL Accreditation surveys.
- Received Press Ganey Guardian of Excellence Awards in multiple years.

Experience

Western Governors University

Program Mentor

November 2018 - Present (1 year 9 months)

The University of Southern Mississippi

Adjunct Faculty

January 2019 - August 2019 (8 months)

Hattiesburg, Mississippi

Emerus Holdings, Inc.

9 years 1 month

Director of Clinical Informatics and Nursing Education

February 2018 - July 2018 (6 months)

The Woodlands, TX

Appointed into this newly created position to assess, plan, implement, and evaluate clinicians for maximization, efficient, and effective use of clinical information systems/technology as it relates to patient care, user satisfaction, clinical productivity and quality outcomes.

- Identified and implemented process improvements in workflow and clinical information systems/technology in the practice of clinicians/providers.
- Compiled and applied data to drive process, workflow and behavior change with clinical end-users to ensure appropriate and most efficient use of the EMR and other clinical technology.
- Provided ongoing end user clinical information system/ technology education and support with all upgrades, new releases and enhanced functionality.
- Facilitated and supported a robust super user program, clinical champions, and clinical informatics council at assigned site.
- Served as a key resource for the clinical end users regarding education, support, training, policies and procedures.
- Partnered with IT and other departments in testing and end user validation of technology issues, new functionality, and system design sessions.

District Hospital Administrator

August 2013 - February 2018 (4 years 7 months)

Emerus Houston Region

Managed daily operations of two Micro Acute-care Hospitals. Direct reports included Patient Access Manager and all clinical staff to include nurses, and technologists.

- Increased patient referrals 20% by developing and maintaining relationships with community hospice companies to expand GIP admissions to our inpatient beds.
- Oversaw of quality metric performance and process improvement.
- Ensured that hospitals were in compliance with all local, state and federal regulations.
- Resolved administration conflicts and issues as well as employment-related disputes through proactive communication.
- Assisted in recruiting and onboarding new hires in developing markets.
- Helped in the orientation and stabilization of new markets, including training and mentoring other nurse leaders.
- Coordinated all administrative details in the hospital setting.
- Supervised the performance of hospital employees and developed new strategies to improve performance and outcomes.
- Worked clinical shifts in ER and inpatient units, as needed.

- Served on multiple committee memberships including Nurse Staff Advisory Committee, Medical Executive Committee, Quality Improvement Committee, and Environment of Care Committee.

Nurse Manager

July 2009 - July 2013 (4 years 1 month)

Tomball, TX

Oversaw daily clinical operations for staff of free standing Emergency Room.

Supervised the performance of employees

- Managed the supply and medication ordering process and inventory.
- Participated on the Nurse Advisory Board.
- Provided care for patients from various ethnic and socioeconomic backgrounds, demonstrating awareness of cultural and family dynamics.
- Delivered primary care, assessment and evaluation of Emergency Department patients.

North Cypress Medical Center

ER RN-Relief Charge

January 2007 - October 2009 (2 years 10 months)

Cypress, TX

Fulfilled role as charge nurse with responsibility of evaluating staffing requirements, floor assignments and organize unit activities for an active emergency room. Responsible for the triage, assessment and treatment of emergency room patients.

- Trained and led staff nurses in areas of patient care, policies and procedures.
- Acted as patient advocate, assess patient status and notify physician of clinical changes.
- Helped integrate the hospital opening of the emergency room and offered expertise from an active career as an veteran emergency room nurse.
- Fulfilled role as charge nurse with responsibility of evaluating staffing requirements, floor assignments and organize unit activities for an active emergency room.
- Chosen to participate in certification training in Advanced Disaster Life Support.
- Responsible for the triage, assessment and treatment of emergency room patients.
- Precept, train and provide leadership for staff nurses in areas of patient care, policies and procedures.

Tomball Regional Hospital

ER RN-Relief Charge

April 2001 - December 2006 (5 years 9 months)

Tomball, TX

- Fulfilled role as charge nurse with responsibility of evaluating staffing requirements, floor assignments and organize unit activities for an active emergency room.
- Coordinated the opening and managing of a satellite Minor Care Clinic.
- Responsible for the triage, assessment and treatment of emergency room patients.
- Act as patient advocate, assess patient status and notify physician of clinical changes.
- Precept, train and provide leadership for staff nurses in areas of patient care, policies and procedures.

Education

Grand Canyon University

Master of Science in Nursing Leadership in Health Care

Systems, Nursing · (2013 - 2015)

Grand Canyon University

Master of Business Administration - MBA, Business · (2013 - 2015)

The University of Texas at Arlington

Bachelor of Science (B.S.), Registered Nursing/Registered Nurse · (2011 - 2012)

Alcorn State University

Associate of Science (A.S.), Registered Nursing/Registered Nurse · (1989 - 1992)