

Contact

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Top Skills

Customer Service

Microsoft Excel

Healthcare

Languages

English

Certifications

NRP

STABLE

RNC-NIC

Pamela Passmore RN, MSN, RNC-NIC

NICU Nurse Manager at HCA Houston Healthcare West
Houston, Texas

Summary

I am a dynamic, results-oriented leader with a strong track record of performance in high-achieving organizations. I feature keen analysis, insights, and a team approach to drive organizational improvements and implementation of best practices. I am committed to high standards of practice and patient advocacy. I am an accomplished and effective leader and supervisor in busy clinical settings with superior communication, presentation and organizational skills.

Experience

HCA Healthcare

NICU Nurse Manager

April 2018 - Present (2 years 2 months)

Houston, Texas Area

I manage the daily operations of a patient care department, including forecasting and ensuring adequate staffing, taking departmental call.

I plan for continuity of care, serving in charge nurse role and providing direct patient care, as needed.

I collaborate with physicians, management team members, business partners, and customers to address strategic initiatives and organizational goals. I promote individual professional growth and development by meeting all Texas Board of Nursing requirements for education and skills competency.

I executed quarterly and annual staff evaluations. Working knowledge of capital and participation in the budgetary process. I have participated in a systemic, interdisciplinary, and ongoing evaluation of programs, process improvement, desired client-centered outcomes, and organizational outcomes.

I consider the diverse needs of each patient through the entire continuum of care and provide and ensure the highest level of service according to established standards.

I develop and update policies, procedures, and standards that result in superior quality of service.

Texas Children's Hospital

NICU Nurse

December 2015 - April 2018 (2 years 5 months)

Memorial Hermann Health System

NICU RN

2001 - 2017 (16 years)

Memorial City Staff/Charge R.N. Level I, II, III Nursery, and Pediatric Unit
(2010-2017)

Home Health Branch Manager/Case Manager for a Licensed and Certified
Home Health Agency (February 2013-November 2013)

UnitedHealth Group

Manager of Case Management

April 2015 - December 2015 (9 months)

Sugarland

I managed Medicaid/Medicare (MMP) pilot program for the State.

I managed a virtual team of field RN's managing patients.

I performed IRR visits with Case Managers.

I participate in a systemic, interdisciplinary, and ongoing evaluation of
programs, process improvement, desired client-centered outcomes, and
organizational outcomes.

I make it a point to consider the diverse needs of each patient through the
entire continuum of care.

I develop and update policies, procedures, and standards that result in
superior quality of service.

I promote individual professional growth and development by meeting all
Texas Board of Nursing requirements for education and skills competency.

Epic Health Services

Nursing Director/Alternate Administrator

November 2013 - April 2015 (1 year 6 months)

Katy Office

I served as a Director of Nursing/case manager for a Licensed and certified
home health agency that provides pediatric private duty nursing for more than
250 patients and 400 nurses in the pediatric private duty nursing setting.

I maintained compliance with all Federal and State regulations governing Home health care agencies.

I ensured professional standards of community nursing practice are followed.

I gained oversight of and participation in performance improvement activities, quality assurance, Utilization Review, competency evaluations, and staff orientation on State/Federal regulations.

Amedisys Home Health & Hospice

Director of Operations

September 2009 - September 2010 (1 year 1 month)

Director of Operations at a license and certified home health agency.

Education

University of Phoenix

MSN (Master of Science in Nursing), Nursing Administration/

Leadership · (2015 - 2017)

University of Phoenix

BSN, Nursing Education

Houston Baptist University

ADN, Nursing Education · (1988 - 1990)