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(LinkedIn)

nyp.org (Company)

seattlechildrens.org (Company)

Top Skills

Critical Care

Healthcare

Nursing

Certifications

Nurse Executive

Certified Critical Care Nurse

Certified Chemotherapy and
Biotherapy Provider

Amy Jones, DNP, MPH, RN, NE-BC, CCRN

Director of Operations: Patient Care Services & Nursing Excellence
at Nicklaus Children's Health System

Miami, Florida

Summary

I am an experienced registered nurse leader, with a clinical background caring for critically ill pediatric patients of all ages. I am able to adapt to rapidly changing environments and work with a diverse patient population. I am uniquely qualified for the clinical and business competencies required of nursing leaders in today's market. My professional interests and passion are focused on being a lifetime learner of continuous performance improvement and applying lean methodology into my daily work in order to enhance the delivery of high quality patient care while looking for ways to reduce cost and eliminate waste. I am deeply motivated by the idea of healthcare organizations working towards high reliability and I am dedicated to support that work within my healthcare organization.

Experience

Nicklaus Children's Health System

5 years

Director of Operations: Patient Care Services & Nursing Excellence

April 2019 - Present (1 year 3 months)

Miami/Fort Lauderdale Area

Director of Nursing Operations

January 2019 - April 2019 (4 months)

Miami, Florida

Manager of Nursing Operations

July 2015 - December 2018 (3 years 6 months)

Miami/Fort Lauderdale Area

Serves as a key member of the leadership team with a primary focus on the development and implementation of system-wide improvements. Responsible for the oversight of the following teams: Vascular Access, Patient Transport, Nursing Staffing Office, Travel/Agency Nurses, and Admitting Department. As

well as several quality initiatives such as our HAC prevention program, Rapid Response Team, Capacity Management (Throughput), and our Clairvia acuity system (Staffing to demand).

Seattle Children's

2 years

Clinical Operations Manager, Hem/Onc Unit

2014 - 2015 (1 year)

Greater Seattle Area

- Built and sustained department specific daily management system (DMS) and leader standard work (LSW), serving as area leader & leader-on-call for daily operations across the division
- Accountable for the oversight, evaluation, and execution of initiatives related to the quality, cost, delivery, safety, and engagement metrics for the department
- Responsible for analysis of financial reports and operational budget
- Responsible for the oversight and management of the transition RN group that function in a dual role of staff RN's and care coordinators/nursing educators for families with new oncology/hematology diagnoses
- Eliminated the outsourcing of our transition nurse services by internalizing the program, offering the service line an additional \$30,000/year while improving seamless transitions and flexibility in the system

Administrative Fellow

July 2013 - June 2014 (1 year)

seattle, washington

- Served as content expert with responsibility over the Washington State Medicaid Quality Initiatives, resulting in over \$1.5M of additional revenue for high quality performance
- Developed a business plan and facilitated an alignment and visioning session that resulted in the establishment of an integrated inter-disciplinary program, projecting a 6% growth in OR procedures over the next 5 years
- Partnered with senior leadership to develop standard work for improving immunization rates for at-risk, vulnerable patient populations resulting in a 16% increase in vaccination rate over a 1 year period
- Managed the department assessment, planning, writing, and submission of the prestigious Beacon Award for excellence through the Association of Critical Care Nurses, leading to a silver designation for the pediatric intensive care unit (PICU)

- Assisted in the creation of a U.S. News & World Report gap analysis and developed an action plan that led the organization to regain our position as a pediatric hospital top 10 honor roll recipient
- Led the planning and implementation of an organization-wide nursing initiative focused on new parent education to decrease the incidence of shaken baby syndrome. Developed the necessary systems for training, documentation, and monitoring of the new initiative
- Designed an ambulatory pilot study to reduce waste through skill mix adjustment and mid-level provider model of care improvements
- Performed cost benefit analysis for the RISK (Recognized Illness Severity in Kids) Program aimed at reducing serious clinical deterioration of patients outside of the ICU.
- Designed and led the change management process of a hospital-wide patient & employee safety weekend huddle. As part of design development, utilized performance improvement tools to help support consensus building, engage stakeholders, facilitate workshops/training sessions, and develop resources and tools for staff.

New York-Presbyterian Hospital

10 years

Nurse Care Coordinator of pediatric critical care services (PICU and CICU)

2012 - June 2013 (1 year)

Greater New York City Area

Managed a 41-bed state-of-the-art unit within the Pediatric Critical Care Division (27-bed medical-surgical PICU and 14-bed pediatric cardiovascular ICU)

- Responsible for the effective and efficient administrative and clinical operations of the department
- Developed strategies to motivate, promote, and support nurses through professional certification
- Developed and mentored nurses to gain autonomy and grow in their professional development
- Oversaw unit census, acuity, staffing, and payroll on a daily basis
- Provided real-time coaching and conflict management as needed
- Rounded with staff and families to support engagement and satisfaction within the unit
- Developed a unit based RN-driven palliative care team that developed resources, tools, and support for staff and families during end-of-life care

Pediatric Intensive Care Unit, RN

2003 - 2012 (9 years)

Greater New York City Area

Worked with an inter-disciplinary healthcare team to provide advanced lifesaving care to critically ill children in need. Cared for children with medical illnesses, trauma-related injuries, and those needing intensive care after surgery.

Education

Old Dominion University

Doctorate of Nursing Practice Executive Leadership · (2017 - 2019)

New York Medical College

Master of Public Health (MPH), Health Policy and Management · (2009 - 2011)

Mount Saint Mary College

BSN, Registered Nursing/Registered Nurse · (2000 - 2003)