

Contact

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Top Skills

Nursing

Healthcare

Leadership

Certifications

Certified Medical-Surgical
Registered Nurse (CMSRN)

Registered Nurse

Tiera Spencer, RN, CMSRN

Patient Care Manager, MedStar Washington Hospital Center
Washington D.C. Metro Area

Summary

Transformational servant leader with the ability to shape an environment that bolsters collaborative relationships and supports the framework for professional nursing practice.

Experience

MedStar Washington Hospital Center

Patient Care Manager

February 2018 - Present (2 years 6 months)

Washington D.C. Metro Area

- Selected to attend the Nurse Manager Institute through the American Organization of Nursing Leadership in Cleveland, Ohio (8/2019)
- Nurtured talent by shaping the professional trajectory of several direct reports, strategically planning for them to enter clinically advanced educational programs and to matriculate into higher acuity care areas such as MICU, NICU, OR, ED, etc.
- Effectively coached my team through a collective bargaining process attributing to the early ratification of the collective bargaining agreement
- Catalyzed innovation by empowering staff to implement several key fiscal year initiatives which provides a sense of ownership and gains associate buy-in including the integration of mechanically ventilated patients and implementing best practices for Contemporary Primary Nursing
- Decreased gaps in nursing practice related to narcotic stewardship through evidence based nursing research, trend analysis and development of PDSA model process/quality improvement project resulting in a poster presentation at Catholic University in March 2019
- Galvanize the staff to achieve an 85 on our most recent associate engagement survey through Towers Watson during collective bargaining period
- Engaged all direct and indirect care associates through local rapid improvement projects aimed to increase Registered Nurse-Patient Care Technician collaboration and Unit Secretary shift/desk hand-off

- Effective culture change to incorporate throughput principles through consistent IMOC rounds and five minute sit down addressing any barriers to discharge.

Heartland Hospice

1 year 11 months

Staff Development Coordinator/ Quality Assurance Nurse

January 2017 - January 2018 (1 year 1 month)

Beltsville, Maryland

- Coached and mentored nurses into the highly specialized field of hospice from acute and long term care settings
- Facilitated the completion of quality assurance audits to validate hospice insurance benefit for ICD-10 coding and Medicare reimbursement
- Served as Interim Director of Professional Services to allow for selection and onboarding of a new Director of Professional Services
- Drove growth, in collaboration with the Business Development Manager and Hospice Administrator, to achieve a 51% increase in hospice patient census and successful Management Oriented Processes (MOPs) audit survey

Patient Care Coordinator

March 2016 - January 2017 (11 months)

Beltsville, Maryland

- Selected to serve as Interim Director of Professional Services.
- Drove growth and profitability of the agency in the absence of an executive clinical leader.
- Motivated the interdisciplinary team to achieve the prescribed benchmark for internal survey readiness audits in preparation of agency accreditation.
- Piloted the Staff Development and Quality Assurance role within the agency in response to requirements of the new accrediting agency.

Cigna Health Spring

Embedded Care Coordinator

June 2015 - February 2016 (9 months)

Baltimore, Maryland Area

- Multi-site care coordination for provider practices in the Health Spring-Cigna Partnership4Quality program.
- Utilization risk stratification tools used to identify medium/ high-risk members through predictive modeling for the assigned physician and/or practice.
- Reduced gaps in care and documentation compliance increasing physician incentive disbursement.

- Evaluated cases for quality of care, partner with in-office point-of-contact(s) to ensure member compliance and practice success and coordinate and provide real-time performance measure management.

Education

Villanova University

Master of Business Administration - MBA, Business Administration and Management, General · (2020 - 2022)

American Sentinel University

Bachelor's degree, Registered Nursing/Registered Nurse