

Contact

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Top Skills

Epic Systems

Healthcare Information Technology

Healthcare Management

Languages

English

Certifications

CPHQ

Natalie Booker

Interim VP, CNO at Legacy Good Samaritan Hospital
Portland, Oregon Metropolitan Area

Summary

An innovative leader working steadfastly to achieve patient safety and high reliability within my organization. My work is done by addressing strategic priorities, culture, and organizational infrastructure.

I strive to engage key stakeholders and communicate strategies for quality initiatives, leading best practices, and build awareness about variation and defects in current plans or structures that can impact patient safety, quality, and regulatory requirements.

I work to establish, oversee, and communicate system strategic plans, and organizational goals. I see my role as the person who tracks, measures and strengthens performance over time.

As a patient-centric leader, I support staff, patients, and families impacted by adverse events that occur within the hospital and ambulatory setting.

I am passionate about looking to re-engineer systems to improve reliability and safety.

Experience

Legacy Good Samaritan Hospital
Interim VP, CNO
January 2019 - Present (1 year 8 months)
Portland, Oregon

PeaceHealth
Director of ED/OB
August 2016 - December 2018 (2 years 5 months)

Regional Director of Quality, Patient Safety, Accreditation, Regulation & Licensure

Director of Accreditation, Regulation and Licensure -KPNW

April 2013 - August 2016 (3 years 5 months)

Kaiser Permanente NW

Accreditation, Regulation and Licensure oversight of Hospitals, Ambulatory Surgery Centers and Ambulatory

Director of Quality Clinical Migration

System Office Manager of Quality Clinical Data Migration

January 2012 - April 2013 (1 year 4 months)

Providence System Office Renton, WA

Oversight of five state implementation of Epic in the ambulatory setting.

Accountable for teams in multiple states and the migration of 2.4 million patient records.

Provide clinical oversight, physician interaction, Epic education and strategic planning for system implementation.

Promoted to this new position within same company.

Total amount of time worked at same company:

June, 2008-April, 2013

Patient Safety Officer

Providence Medical Group Patient Safety Officer -Ambulatory Clinics
OR

February 2010 - January 2012 (2 years)

Patient Safety Officer for Oregon region. Accountable for quality and regulatory oversight of 101 ambulatory clinics. Clinics were a mix of primary care and specialty care clinics. Provided regulatory surveys, infection prevention and safety surveys for all clinics. Interaction with regulatory bodies including the Oregon Health Authority, DEQ, DEA, Oregon Medical Board and OSHA.

Promoted to this new position by same company

Quality Project Manager

Clinical Quality Project Manager

June 2008 - January 2010 (1 year 8 months)

Recruited to this position.

Chief Nursing Executive

Chief Nurse Executive for Nursing & Ancillary Services

January 2006 - May 2008 (2 years 5 months)

Maintained open channels of communication among nurses and nursing managers in order to enhance operational methods and provide optimal patient care within the hospital.

Creation and submission of a variety of reports to higher administration recapitulating problems, goals and any pertinent developments influencing the operation of the facility.

Ensured that work standards, legal procedures and ethical praxis regarding nursing practices are adhered to at all times.

Made recommendations to the CEO concerning procedure or policy modifications when necessary.

Maintained open channels of communication among nurses and nursing managers in order to enhance operational methods and provide optimal patient care within a medical facility.

Directed the personnel management activities of assigned areas; guided and coached directors, managers and supervisors in the selection, hiring, training and development of staff as well as performance appraisal, documentation of deficiencies, performance recognition and disciplinary action.

Ensured appropriate nurse staffing and clinical care per best practice recommendations for safe staffing, regulatory and hospital policies.

Established and directed the nursing model; reviewed and evaluated administrative and clinical nursing procedures within the hospital.

Oversight of the development and implementation of clinical and operational policies, procedures and standards, including quality improvement activities, initiated changes as needed.

Certified change management facilitator for the organization.

Champion of innovation and evidence based medicine.

Director of Inpatient Services

Director of Inpatient Hospital Services

March 2004 - January 2006 (1 year 11 months)

Direct oversight of the following nursing units:

Labor& Delivery

Level IIb Special Care Nursery

Intensive Care Unit

Medical/Surgical Unit

Director of ED and OB services

ED/OB Director

June 1996 - March 2004 (7 years 10 months)

Provided leadership and management for the emergency, labor and delivery, OR, nursery and postpartum departments.

Worked cooperatively and supportively with the members of the medical staff to provide emergency services for all patients who presented to the emergency and the OB department.

Worked cooperatively and supportively with the heads of diagnostic and therapeutic departments to ensure availability, quality, and effective use of services, and with chiefs of services to ensure that hospital services were in compliance with current best practice, regulatory requirements, state rules, and Joint Commission accreditation.

Prepared departmental budgets and provided budget oversight for all departments assigned.

Monitored community needs and provide significant input into the EMS system and disaster planning.

Education

Gonzaga University

MSN, Health Systems Leadership, Advanced Physiology · (2010 - 2016)

IHI Patient Safety Officer Certification

· (2011 - 2011)

Certified Change Facilitator

· (2009 - 2010)

Certified Professional in Healthcare Quality (CPHQ)

EPIC Certified Trainer