

Susan Barnes RN, CEN

700 Creekview Court, Mesquite, TX 75181

Home: 972-222-7479 Cell: 214-236-7916

soozijimi@peoplepc.com

PROFESSIONAL SUMMARY

Fifteen plus years as the Clinical Director and CEO/Chief Nursing Officer in ambulatory care and hospital settings. Extensive experience recruiting, developing and managing clinical staff. Expert in planning and organizing activities consistent with agency goals and mission. Recognizes the important roles of responsibility, authority and accountability. Emergency Room Nurse with over 20 years experience working in urgent and high patient volume settings. Highly motivated and remains calm under pressure. Ability to handle multiple priorities. Exceptional problem solver and decision maker and effective at assessing emergencies of all kinds. BLS, CPR, ACLS and CEN certified. Accomplished, skilled, high performing, effective and confident RN with ER, ICU, PACU, and leadership skills.

EDUCATION AND TRAINING

RN Diploma: Nursing, 1975

Norfolk General Hospital School of Professional Nursing - Norfolk, VA, United States

Coursework in Acute Care Nursing. One of top 10 NLN accredited schools including course work at Old Dominion University.

not completed: BSN/MSN

South University - Savannah, GA, United States

Coursework in advancement of nursing degree in on line study toward BSN/MSN.

SKILL HIGHLIGHTS

- Legal Nurse Consultant
- Personal and professional integrity
- Leadership /communication skills
- Innovative thinker
- Effective policy and program development

PROFESSIONAL EXPERIENCE

Director of Clinical Services, 01/2010 to 02/2014

PrimaCare Medical Center - Dallas, TX

Provided administrative and clinical leadership to the nursing staff. Analyzed facility activities and data to properly assess risk management and improve services. Developed and arranged

continuing education opportunities for all staff to increase knowledge and skills .Conducted probationary and annual performance evaluations of all clinical staff. Planned and organized staff development and orientation programs for clinical services. Monitored infection control procedures to ensure facility-wide health and safety. Effectively served as an advisory resource by providing patient/family experience expertise. Created system-wide communications about service excellence. Incorporated evidence-based care into practice environment to ensure high quality care for patients and their families. Revised policies and procedures in accordance with changes in local, state and federal laws and regulations. Diligently monitored the QA in high standards of care. Worked in clinical capacity as needed to provide quality urgent care to clients.

Legal Nurse Consultant, 01/1998 to 04/2014
Independent Contractor - Dallas, TX

Investigated facts and law of cases using pertinent sources to determine causes of action and to prepare cases. Met with clients and other legal professionals to discuss case details. Collected data to prepare and draft settlement packages for clients. Evaluated, analyzed and rendered an informed opinion in the delivery of healthcare and its outcomes. Deposition experience.

Nursing Instructor, 09/2010 to 04/2013
Dallas Nursing Institute - Dallas, TX

Challenged and motivated students through in-depth lectures and discussions. Lectured and communicated effectively with students from diverse backgrounds. Inspired students to translate their academic interests into the real world by taking positive actions .Initiated thought-provoking classroom discussions to help students develop their critical thinking abilities. Maintained thorough records of student attendance and grades. Developed and taught classroom courses in Respiratory, Cardiovascular, Neurology, Cancer, Hematology and Immunology. Worked in clinical setting as well as skills competency and simulated settings.

Staff ER Nurse, 04/2009 to 05/2010
Emergency Care USA - Southlake, TX

Sound, ethical and independent decision-making ability consistent with medical protocols. Acted as patient advocate and implemented total patient care in a free-standing emergency room. Skill set included triage, assessment, IV and medication administration, inhalation treatment, EKG, cardiac monitoring, emergency transfer, laboratory testing and xrays. Evaluated patient care needs, prioritized treatment and maintained patient flow. Accurately documented all elements of nursing assessment, treatments, medications, discharge instructions and follow-up care.

CEO/CNO.....Director of Acute Care/PACU/ICU/Nursing Supervisor, 05/2003 to 03/2009
Vista Hospital - Garland, TX

Coordinated all department functions for team of 20 department directors. Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Delivered performance updates, quarterly business reviews and planning meetings. Contacted new and existing customers to discuss how specific products could meet their needs. Cultivated relationships with key players in various industries to create ongoing and mutually beneficial referral systems. Reviewed and approved billing invoices and expense reports. Developed, implemented and monitored programs to maximize customer satisfaction. Initiated plans of care based on patient assessments.

Nursing Supervisor, 06/1999 to 05/2003
Richardson Regional Medical Center - Richardson, TX

Diligently maintained safety and quality standards. Optimized scheduling based on deep expertise of department and patient needs. Implemented new floor assignments based on evaluation of staffing requirements. Coordinated with doctors and registered nurses to develop care plans for patients. Resolved customer complaints and concerns with strong verbal and negotiation skills.

Director of Emergency Services.....PACU/Nursing Supervisor/ER/ICU, 08/1983 to
10/2002

Medical Center of Mesquite - Mesquite, TX

Coordinated all department functions for team of 30 employees. Maintained detailed administrative and procedural processes to improve accuracy and efficiency. Coordinated meetings with other department managers and chaired emergency response committee. Created databases and spreadsheets to improve inventory management and reporting accuracy. Guaranteed positive customer experiences and resolved all customer complaints. Rapidly assessed and responded to medical emergencies. Initiated plans of care based on patient assessments. Executed moderate and waived point of care testing. Maintained updated knowledge with treatment protocols, response requirements and quality assurance procedures.

ACCOMPLISHMENTS

Professional experience associated with management include:

Director of Clinical Services PrimaCare
Nursing Instructor Dallas Nursing Institute
CEO/CNO Vista Hospital of Dallas
Director of Acute Care Services Vista Hospital
Nursing Supervisor Vista Hospital
Nursing Supervisor Richardson Medical Center
Director of Emergency Services Medical Center of Mesquite
Interim Nurse Manager TICU Veterans Medical Center
Independent Legal Nurse Consultant
Risk Manager
Safety Officer
Infection Control
Chairman of Department Meetings

PERSONAL INFORMATION

Current License and Certifications

Registered Nurse, Texas 436049, exp July 2015, no restrictions
Certified Emergency Nurse (CEN) exp April 2018
Healthcare Provider Basic Life Support exp October 2015
Advanced Cardiac Life Support, exp June 2015

REFERENCES

Alan Beauchamp - 214-802-9993
Dr. Don Dillahunty - 214-549-9833
Dr. C.M.Schade - 972-494-2676
Dr. Pat Perryman - 972-342-1184
Dr. Steve Thompson - 469-338-9535
Julie Stevens, RN,MSN - 832-741-