

# Ketrese White, MHA, RN, NE-BC

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Proven healthcare leader with 16 years of experience leading and participating in quality patient care, effective communication, evidence-based and family-centered care. Extremely focused and motivated to achieve in a competitive, fast-paced working environment with a vast knowledge of the patient care delivery models.

## AREAS OF EXPERTISE

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|--------------------------|-------------------------|-------------------------|
| ▪ Operations             | ▪ Workflow Optimization | ▪ Relationship Building |
| ▪ Leadership Development | ▪ Process Improvement   | ▪ Mission Driven        |

## PROFESSIONAL PROFILE

### PROVEN METHODOLOGY:

- Utilize innovative initiatives that result in increased efficiency
- Balance production with superior leadership via conceptual thinking and strategic planning
- Fiscal Responsibility; Articulates and conveys intricate professional presentations
- Ensure customer service and satisfactions are afforded highest attention and priority
- Successfully build and maintain key professional relationships

### Texas Children's Hospital The Woodlands (2015-present)

#### Director of Patient Care Services

- Key Leadership in the opening of the 2<sup>nd</sup> Community Dedicated Pediatric Hospital
- Providing leadership and support in defining processes in reference to the patient and family experience
- Providing leadership and support in planning, activation and opening of The Woodlands Hospital
- Developing staffing plans and program development
- Facilitating teams and committees to develop policies and procedures
- Working with physician partners and key leaders to develop clinical programs
- Assisting in development of strategies and business plans
- Established recruitment, hiring practices and staffing strategies
- Managing financial responsibilities for all cost centers
- Strategic & Operational Planning for Patient Care Services
- Leadership through Construction, Design, Development & Implementation

### Texas Children's Hospital West Campus (2010-2015)

#### Assistant Director Inpatient Services, Child Life, Cancer & Infusion Center

- Key Leadership in the opening of the 1<sup>st</sup> Community Dedicated Pediatric Hospital
- Provided leadership in defining processes in reference to the patient and family experience
- Provided leadership and support in planning, activation and opening of 2/3 West Inpatient, Cancer & Hematology Center, Infusion Center, Child Life & Pediatric Intensive Care Unit
- Developed staffing plans and program development
- Facilitated teams and committees to develop policies and procedures
- Worked with physician partners and key leaders to develop clinical programs
- Assisted in development of strategies and business plans
- Established recruitment, hiring practices, staffing and training plans
- Successfully managed major projects to enhance patient care
- Scope of care was developed and expanded due to growth of West Campus
- Managed financial responsibilities for all cost centers

### Texas Children's Hospital, Bone Marrow Transplant (BMT) Nurse Manager (2005-2010)

- Successfully trained, supervised, and instructed assigned personnel on regulations, policies, and procedures
- Managed an Outpatient and Inpatient unit with total of 62 FTEs
- Provided inspirational team leadership and counseling to subordinates to increase morale and raised performance and productivity levels
- Prepared and managed budget for Inpatient and Outpatient
- Developed adequate staffing ratios tools to provide efficient quality patient care
- Responsible for electronic conversion for staffing schedules

- Interacted with all levels of leaders throughout the organization
- Developed and implemented a pattern of proven leadership success with low turnover scores
- Received 7 consecutive quarters of 90% or higher on patient satisfaction scores
- 72 Transplants performed in 2007, with continuous growth each year

#### **Texas Children's Hospital, BMT Education Coordinator (2003-2005)**

- Dynamically and successfully interacted with staff, supervisors, subordinates and peers as an Education Coordinator
- Acted as liaison for staff to enhance their education
- Developed Joint Commission Taskforce and assisted with preparation for survey
- Assisted staff in enforcing routine policies and procedures
- Demonstrated an ability to manage diverse clinical and non-clinical projects
- Create and Coordinated centralized and decentralized staff development programs
- Incorporated nursing philosophy, standards and objectives into the evaluation process for staff and nursing services
- Ensured that the philosophy, objectives and standards of the nursing department are an integral part of the orientation and education of nursing personnel

#### **Texas Children's Hospital, BMT Staff Nurse/ Charge Nurse/ Preceptor (2000-2003)**

- Provided outstanding quality patient care as a staff nurse and charge nurse on the Bone Marrow Transplant Unit at Texas Children's Hospital
- Provided compassionate quality care to critically ill oncology patients receiving transplants
- Demonstrated ability to provide care to high acuity patients and utilized assessment, planning, educating, and evaluating skills and pain management
- Completed assignments, developed ability to multi-task, and provided leadership to staff
- Utilized as resource for new employees as a preceptor and mentor
- Developed effective conflict resolution skills and demonstrated time and resource management skills
- Team player and attentive listener

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## **EDUCATION**

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### **MHA – MASTERS OF HEALTHCARE ADMINISTRATION**

Houston Baptist University – Houston, TX

### **BSN – BACHELOR OF SCIENCE IN NURSING**

Prairie View A&M University – Houston, TX

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## **PROFESSIONAL ACCOMPLISHMENTS**

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- **Mentorship Program for BSN/MSN candidates**
- **Inaugural Transitional Leadership Program**
- **Rice University Healthcare Management Program**
- **Lean Six Sigma Greenbelt**
- **Rising Leader Mentor**
- **Advanced Quality Improvement (AQI) Graduate**
- **Inaugural Nursing Excellence Leadership Award**
- **Mark A. Wallace Catalyst Leadership Award**