

Mary Smith
1000 Main Street • Anytown, Washington 99999 • (555) 555-5555

OBJECTIVE: Unit Supervisor

SUMMARY OF QUALIFICATIONS

More than 25 years progressive experience in the field of nursing, with 20 years specific experience working with the Sisters of Providence mission-driven environment. An accomplished administrative team leader and healthcare manager with a background in both outpatient and inpatient environments. Proven ability to initiate and implement programs, manage complex systems and meet challenging targets. Demonstrated expertise in care management systems, work redesign, change management and staff development. Successful in motivating, leading and inspiring staff to achieve results. Outstanding collaboration and communication capabilities. Solid fiscal management skills. Committed to excellence and innovation.

PROFESSIONAL EXPERIENCE

ABC Medical Facility • Anytown, Washington

Administration, Nursing Supervisor • 1999–Present

Manage patient care services and act on behalf of Administration for 475-bed regional medical center. Monitor and direct patient care services. Coordinate nursing staff within budgetary guidelines and serve as a resource in directing patient care and placement. Investigate actual and potential concerns within patient care and hospital-wide operations. Consult and collaborate with nursing leadership and physicians, serving as liaison for policies and procedures in directing the highest standards of care for hospitalized patients/families. Serve as Root Cause Analysis Facilitator.

- Received Change Acceleration Process (CAP) training (2006).
- Appointed to Emergency Preparedness Committee (2005–2006).
- Participated in Six-Sigma Emergency Room Inpatient Loss Reduction Project (2005–2006).
- Completed Exceptional Leadership seminars in IM Essentials/Setting Performance Standards, Expectations & OPAL Resources and Resolving Conflict.

ABC Clinic • Everett, Washington

Clinical Practice Manager, Stanwood Satellite, Vascular Surgery, Spine/Physiatry & Ophthalmology Offices • 1997–1999

Planned, organized and directed all aspects of clinical division, satellite, subspecialty and specialty clinical departments. Ensured quality patient care through effective and efficient clinic operation. Monitored clinical care practices and maintained safe levels of care to all patients. Acted as a liaison between administration/physicians/staff. Served as a role model for peers, resource to staff, as well as a facilitator/liason for problem-solving, cost containment, utilization of resources and quality improvement.

- Managed and supervised 55 employees and 4 separate clinic budgets.
- Developed pre/post-operative materials for surgical patients and their families.

ABC Medical Facility • Anytown, Washington

Manager, House Supervision • 1989–1997

Managed and directed outpatient and inpatient services for 475-bed regional medical center, acting on behalf of administration for all service areas. Functioned as a liaison in investigating actual and potential concerns in patient care. Collaborated with physicians and staff, providing consultation, scheduling and direction in implementing policies and procedures. Supervised 30 to 45 health care providers, controlling expenditures to meet budget parameters.

- Served as Nursing Resource for JCAHO, as well as a member of Quality and Standards Councils.

Charge Nurse of Medical Surgical Services • 1984–1989

Provided mid-level management for 32-bed surgical unit, handling direct patient care and personnel management, as well as assisting with fiscal management and overseeing budget compliance. Scheduled patients and personnel, ensuring orientation of staff, presenting unit-based education and completing performance evaluations. Aided in designing, implementing and tracking hospital's continuous quality improvement programs. Supervised up to 20 employees.

- Implemented decentralized nursing care and redesigned nursing acuity systems.

Medical Surgical Services Staff Nurse • 1981–1984

Administered direct patient care to a variety of acute medical, same-day and long-term medical surgical patients, from pre-operative to post-operative stages.

- Served as a preceptor and relief charge nurse.

EDUCATION & PROFESSIONAL DEVELOPMENT

Master of Science in Nursing

ABC University • Anytown, Washington • 2004

Bachelor of Science in Nursing

ABC University • Anytown, Washington • 1993

Graduated Cum Laude

Associate Degree in Nursing

ABC Community College • Anytown, Washington • 1981

Graduated with Honors

LICENSES

Advanced Cardiac Life Support Provider

Basic Life Support, Level C Provider

HONORS

20 Years of Service Award • ABC Medical Center • 2003

Star Employee of the Quarter • 1991

PROFESSIONAL AFFILIATIONS

Member • Organization of Nurse Executives • 1996–Present