

Joe Jobscan, RN BSN MSLBE LSSGB BCPA

1212 Jobscan Ln. Seattle, WA 98101

joejobscan@jobscan.co

(555)555-5555

PROFESSIONAL EXPERIENCE

American Safety Inc.

Chicago, IL

07/2018-03/2020

Director of Healthcare Initiatives

- Identified areas for performance improvement in workflows within existing corporation
- Created didactic safety curriculum for healthcare community
- Extensively educated staff and patients in workplace safety, compliance and risk management.
- Executed education and training for diverse populations.
- Verified analytical and problem-solving skills.
- Solid interpersonal skills.
- Strong organizational skills with attention to detail.
- Strong work ethic.
- Proficient in all Microsoft office applications including MS Outlook, MS Word, Excel and PowerPoint
- 10+ years clinical experience
- 10+ years project management
- 10+ years LEAN, Six Sigma and PDSA process improvement methodology
- 5+ years quality assurance (QA) management

Healthcare Professionals of America

Toledo, OH

03/2016-07/2018

Director of Quality Assurance and Clinical Operations Manager

- Worked in collaboration with patients, caregivers, primary care providers, physicians and healthcare professionals to review options to improve broken and inefficient workflows.
- Identified trends and opportunities for performance improvement.
- Reviewed new processes for efficiency and results.
- Developed knowledge base and process improvement workflows for regulatory agencies including improvement measures such as comprehensive diabetes care, controlling high blood pressure and flu vaccinations for adults.
- Professionally collaborated with departments to investigate, resolve and document both formal and informal complaints in accordance with the practice's policies and procedures.
- Worked independently and as part of a virtual or actual team.
- Worked with little supervision.

- Successfully implemented initiatives remotely and at multiple office locations.
- Displayed exceptional verbal and written communication skills.
- Demonstrated excellent problem-solving skills.
- Simultaneously managed teams of 3-16 individuals
- Data collection, report analysis and preparation for distribution
- Proposed, developed, designed and maintained databases
- Created and implemented a process and policy in which high risk medication interactions were easily recognized and swiftly prevented
- Introduced and implemented an evidenced based form of communication assuring information was conveyed accurately and timely for all employees and physician partners.

Clinical Quality Improvement Specialist Chicago, IL 02/2009-03/2016
University of Illinois at Chicago, Department of Cardiothoracic Surgery

- Chosen by the Department of Cardiothoracic Surgery to lead a \$500,000 quality improvement-risk management, grant funded initiative to prevent hospital acquired pulmonary aspiration.
- Conducted medical, social and behavioral assessments to determine current state.
- Identified trends and gaps in care which led to hospital acquired pulmonary aspiration, unnecessary ER visits and hospital readmissions.
- Utilized Clinical Standards of Care to cultivate self-management tools for the chronic illness of pulmonary aspiration.
- Project coordination of multiple internal and external sources within the health system and community.
- Collaborative effort with patients, caregivers, primary care providers, physicians and other professionals to coordinate quality management of performance improvement initiatives.
- Successfully coordinated, assessed, educated, and modified behavior of 14 diverse hospital departments to be the eyes and ears that would prevent hospital acquired pulmonary aspiration.
- Presented complex information based upon the listener's ability to understand and comprehend.
- Developed comprehensive educational tools with a goal to reduce readmissions by minimizing the knowledge gap for patients transitioning to home/extended care facilities.
- Decreased hospital acquired pulmonary aspiration from 2.7% to ~1% in 4 years.
- Implemented identical methodology to reduce the risk of pulmonary aspiration in Long Term Care (LTC) facilities, preventing recidivism to an acute care facility.
- Collaborated with LTC facilities and community resources to provide health education and support for this high-risk population.
- Promoted outreach programs in response to requests from the health system, community and governmental agencies to assist with specific population health goals.
- Set prevention plan in motion for strategic direction of system initiatives.
- Formal presentations to Board of Directors, funding foundations, executive leaders, speech pathologists and nurses.

- Consultant and advisor for the aspiration prevention committee ensuring successes were tailored to the culture of each facility.
- Proactive in data collection and researching community resources.
- Maintained databases, reviewed and analyzed data and daily reports.

Registered Nurse, University of Illinois Hospital Chicago, IL 07/2006-02/2009
Clinician Neuroscience Intensive Care and QI Fellow Case Management

- Applied critical thinking skills to coordinate detailed aspects of patient care with high regard for physical, mental, social, behavioral, financial and spiritual needs.
- Synchronized patient care options with multiple hospital disciplines, family members and patient; maximizing resources and minimizing length of stay.
- Modified and altered plan of care proficiently and successfully as changes in patient condition warranted.
- Case management fellow for patients transitioning from hospital to home.
- Utilized quality assurance methodology to effectively drive a plan for successful follow through for patients transitioning from hospital to home by encompassing the full needs of the patient beyond the hospital doors.

EDUCATION

Patient Advocate Certification Board

Board Certified Patient Advocate

University of Illinois at Chicago, Chicago, IL

Lean Six Sigma Green Belt Certification

Marist College, Poughkeepsie, NY

09/2003-06/2005

Masters of Science in Leadership and Business Ethics

Summa Cum Laude

New York City College of Technology, Brooklyn, NY

07/1999-06/2003

Bachelor of Science in Nursing

Magna Cum Laude

New York City College of Technology, Brooklyn, NY

09/1997-05/1999

Associates Degree in Nursing

AMERICAN SAFETY & HEALTH INSTITUTE (ASHI) AUTHORIZED INSTRUCTOR

CPR/AED
Bloodborne Pathogens
Emergency Oxygen Administration
Basic First Aid

PROFESSIONAL LICENSE

Registered Nurse

Commonwealth of Pennsylvania

License Number: RN259563L

Status: **Active**

Expires: 04/30/2021

State of Florida

License Number: RN9456957

Status: **Active**

Expires: 07/31/2020