

CHRISTEN MARX

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OBJECTIVE

To provide leadership and support to the healthcare team, to ensure quality care and services are delivered

Experience

June 2018-January 2020

UW Health Rehabilitation Hospital- Madison, WI *Director of Quality Management*

- Provided leadership and oversight of a comprehensive, efficient and integrated organization wide Continuous Quality Performance Improvement program
- Provided direct oversight and management of Health Information, Infection Control, and Environmental Services Departments, staffing and budgets
- Responsibility for all regulatory compliance and accreditation activities, including OSHA, The Joint Commission, and Centers for Medicare and Medicaid Services
- Measured and assessed performance through data collection, auditing, analysis, and trending of data, focus on processes and systems to improve compliance.
- Directed, facilitated, and reported on all aspects of services relating to risk management and patient event
- Experienced in conducting extensive medical record reviews for analysis, continuous compliance, and investigation purposes
- Collaborated with the Executive team regarding all regulatory compliance and accreditation activities
- Conducted in-depth investigations as part of the root cause analysis process, investigation of factors contributing to adverse outcomes in order to improve processes and systems. Encouraged event reporting on risk reduction strategies in an atmosphere which minimizes blame or retaliation
- Responsibility for hospital-wide education of Performance Improvement, Compliance, and Quality Assurance
- Directed the functions and operations of the hospital-wide infection control (IC) program
- Acted as a liaison to local health officials, coordinates inspections and accreditation reviews with state and other regulatory agencies.

November 2015-June 2018

Select Medical/Select Specialty Hospitals- LTACH - *Director of Quality Management*

April 2012-November 2015

Rogers Behavioral Health, Oconomowoc, WI - *Health & Wellness/Infection Control Nurse*

January 2010-April 2012

Aurora Healthcare, Summit, WI *Registered Nurse*
Medical/Surgical Nursing

November 2007-June 2010

Froedtert Hospital Milwaukee, WI *Registered Nurse*
Acute care-Neuroscience Center

1999-2010

Shorehaven Healthcare Center Oconomowoc, WI *Registered Nurse*
Long-term and subacute Rehab care
RN-2007-2010, LPN 2003-2007, CNA 1999-2003

2003-2007

Community Memorial Hospital Menomonee Falls, WI *Licensed Practical Nurse*
Cardiac Step down, Medical/Surgical

Education

2012-2014

Carroll University, Waukesha, WI - *Master of Education-Community Health Education*

2005-2007

Concordia University, Mequon, WI *Bachelor of Science-Nursing*

1999-2003

Waukesha County Technical College, Pewaukee, WI *Practical Nursing Diploma*

Licenses/Certifications/Memberships

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|---|--------------|
| Registered Nurse Licensure-State of Wisconsin | 2007-Current |
| Licensed Practical Nurse Licensure_State of Wisconsin | 2003-2007 |
| American Red Cross-BLS Healthcare Provider | Current |
| Wisconsin Nurses Association (WNA) | Current |
| American Nurses Association (ANA) | Current |
| Lean Six Sigma White Belt-Lean Six Sigma Institute | Current |
| Legal Nurse Consultant Certificate-The Center for Legal Studies | Current |