Dustin Joines

Contact Info: 276-780-2264

[joinesdl@gmail.com](mailto:joinesdl@gmail.com)

<https://www.linkedin.com/in/dustinjoines>

Registered Nurse at Ballad Health

Chilhowie, Virginia, United StatesHospital & Health Care

Previous positions

Clinical Administrative Coordinator at UnitedHealth Group

Patient Care Technician - Specialist Certified at Ballad Health

Education

Virginia Highlands Community College, Associate of Arts and Sciences (A.A.S.), Nursing

Background

Summary

Experienced Emergency Nurse with a demonstrated history of working in the hospital & healthcare industry. Skilled in communication, process improvement, nursing, and client care. A strong healthcare professional with an Associate of Arts and Sciences (A.A.S.) focused in Nursing from Virginia Highlands Community College.

Experience

Registered Nurse

Ballad Health

April 2019 – Present(7 months)Marion, Virginia

Emergency Department

Clinical Administrative Coordinator

UnitedHealth Group

October 2018 – April 2019(6 months)Telecommute

Patient Care Technician - Specialist Certified

Ballad Health

February 2018 – April 2019(1 year 2 months)Bristol TN

Emergency Department

Recommendations (1)

Patient Service Representative

ZOLL Medical Corporation

2017 – 2018Tennessee, North Carolina, Virginia, Kentucky, West Virginia, South Carolina

LifeVest

Nurse Intern I

Ballad Health

2016 – 2017

Johnston Memorial Hospital - PCU

Patient Service Representative

Ballad Health

2016 – 2017

MSMG Cardiology

Cath Lab Tech

Ballad Health

2014 – 2016Cath Lab

Patient Care Partner

Ballad Health

2013 – 2014

Johnston Memorial Hospital - Emergency Department

Patient Access Representative

Ballad Health

2012 – 2013

Johnston Memorial Hospital - Outpatient / Admissions

Nursing Assistant / Unit Clerk

Ballad Health

2010 – 2012

Johnston Memorial Hospital - Emergency Department

Certified Nursing Assistant

Ballad Health

2009 – 2010

Francis Marion Manor

Food Service Associate

Morrison Healthcare

2008 – 2009Marion, VA

Screen Printer

Confetti Advertising Inc

2004 – 2008Chilhowie, Virginia

Education

Virginia Highlands Community College

Associate of Arts and Sciences (A.A.S.), Nursing

2015 – 2019

Virginia Highlands Community College

Activities and Societies

NSLS, ANA, ENA, NSNA

University of Phoenix

General Education

2014 – 2015

University of Phoenix

Emory and Henry College

General Education

2008 – 2009

Emory and Henry College

Projects

The Heart of the Matter is Time

February 2016

STEMI Door to balloon times improvement over one year

Level IV Project (Levels I-V)

MSHA Quality Awards “Best Quality Award” – Ballad Health (Legacy MSHA) – 2016

Team Members (3): Dustin Joines, Shannon Fullen-Roberts, John Patterson

Start the Clock!

February 2016

STEMI education through simulation at Virginia Highlands Community College

Level III (Levels I-V)

Team Members (2): Dustin Joines, Shannon Fullen-Roberts

Skills & Expertise

Leadership

ICD-10

Inpatient Care

Communication

Data Analysis

Nursing

Time Management

Analytical Skills

Nursing Process

Critical Thinking

Patient Safety

Priority Management

Clerical Skills

Prior Authorization

Microsoft Office

Health Insurance

Customer Service

Engaging People

Face-to-face Communication

Emergency Nursing

STEMI Coordination

Inventory Management

Direct Patient Care

EKG

Electronic Medical Record (EMR)

Team Building

Certified Nursing Assistant (CNA)

Healthcare

Self-confidence

Organization Skills

Lean Six Sigma

Staff Scheduling

Business Process Improvement

Basic Life Support (BLS)

Certifications

Microsoft Office Specialist

Microsoft, License ID: 4891955 Cert: C258-3591 Transcript ID: 1225162 Access Code: 12345678

2007

Green Certification - Lean/Six Sigma Processes

Ballad Health, License

November 2015

Certified Nursing Assistant VA

Virginia Department of Health, License 1401133648

2009 – November 2019

Certified Nursing Assistant TN

Tennessee Board of Nursing, License

February 2018 – 2020

IHI Open School: Basic Certificate in Quality & Saftey

IHI, License

October 2018

Advanced Cardiac Life Support (ACLS)

American Heart Association, License

August 2019 – August 2021

Pediatric Advanced Life Support (PALS)

American Heart Association, License

October 2019 – October 2021