|  |  |
| --- | --- |
| Name: | Caroline Kelly |
| Phone: | +1 (847) 596-1348 |
| Email: | cjkrn@comcast.net |
| Location: | US-IL-Park Ridge-60068 () |
| Last Modified: | 12/10/2019 8:59:03 AM |

 Work History

|  |  |  |
| --- | --- | --- |
| Company Name: | SWEDISH COVENANT HOSPITAL | 01/14/2018 - 12/14/2019 |
| Job Title: | Director, Intensive Care Unit (ICU) &amp; Intermediate Care Units (IMCU) Manager, Intensive Care Unit (ICU) &amp; Intermediate Care Unit | |
|  | | |
| Company Name: | TENET HEALTHCARE-WEST SUBURBAN MEDICAL CENTER | 01/14/2016 - 01/14/2018 |
| Job Title: | Director, Medical/Surgical/Telemetry/Orthopedic Units Manager, Medical/Surgical/Telemetry/Orthopedic Units | |
|  | | |
| Company Name: | RUSH UNIVERSITY MEDICAL CENTER | 01/14/2015 - 01/14/2016 |
| Job Title: | Performance Improvement Consultant II Quality and Accreditation Manager, RUMG Clinics | |
|  | | |
| Company Name: | THE UNIVERSITY OF CHICAGO HOSPITALS &amp; CLINICS | 01/14/2013 - 12/14/2014 |
| Job Title: | Senior Practice Administrator, Cancer Clinics | |
|  | | |
| Company Name: | LOYOLA UNIVERSITY MEDICAL CENTER | 01/14/2007 - 01/14/2013 |
| Job Title: | Interim Manager, Heart Transplant Unit/Cardiac Care Unit | |
|  | | |
| Company Name: | NORTHWESTERN MEMORIAL HOSPITAL | 01/14/2004 - 01/14/2007 |
| Job Title: | Manager, Medicine/Oncology | |
|  | | |
| Company Name: | CATHOLIC HEALTH PARTNERS | 01/14/1999 - 01/14/2004 |
| Job Title: | Human Resources Generalist | |
|  | | |
| Company Name: | COLUMBUS HOSPITAL | 01/14/1991 - 12/14/1995 |
| Job Title: | Director, Medical/Surgical Nursing | |
|  | | |
| Company Name: | THE JOHNS HOPKINS HOSPITAL | 01/14/1988 - 12/14/1990 |
| Job Title: | Staff Nurse, Neuroscience's Critical Care Unit | |
|  | | |
| Company Name: | THE UNIVERSITY OF ILLINOIS HOSPITAL | 01/14/1987 - 01/14/1988 |
| Job Title: | Staff Nurse, Adult General Surgery Unit | |
|  | | |

 Education

|  |  |  |  |
| --- | --- | --- | --- |
| School: | NORTHWESTERN UNIVERSITY | Graduation Date: |  |
| Major: |  | | |
| Degree: | Master's Degree | | |
| School: | UNIVERSITY OF ILLINOIS | Graduation Date: |  |
| Major: |  | | |
| Degree: | Bachelor's Degree | | |

 Additional Skills And Qualifications

|  |  |  |  |
| --- | --- | --- | --- |
| Recent Job Title: | Director,Intensive Care Unit (ICU) &amp; Intermediate Care Units (IMCU) Manager,Intensive Care Unit (ICU) &amp; Intermediate Care Unit | Recent Wage: | 0 per |
| Security Clearance: | No |  |  |

 Desired Position

|  |  |  |  |
| --- | --- | --- | --- |
| Desired Wage: | per | Desired Employment Type: |  |
| Desired Travel: |  | Desired commute: |  |
| Desired Relocation: | No | |  |

 Resume

|  |
| --- |
| CAROLINE M. KELLY  500 Thames Pkwy., Unit #3F E-mail: cjkrn@comcast.net Park Ridge, IL 60068 Cell: (847) 596-1348 www.linkedin.com/in/caroline-kelly-39a93520  PROFILE  A communications professional with extensive experience in training and development, client relations and health care management. Major strengths in strategic planning and product line development. Known for ability to manage multiple projects under stringent financial and time constraints. A visionary, detail-oriented individual who sets the standard for internal and external communications. Skilled in public speaking.  EXPERIENCE  SWEDISH COVENANT HOSPITAL 2018-2019 Director, Intensive Care Unit (ICU) &amp; Intermediate Care Units (IMCU) Manager, Intensive Care Unit (ICU) &amp; Intermediate Care Units (IMCU) \* Provided daily operational management oversight for 90 front-line staff \* Served as Interim Director for Critical Care, Respiratory Therapy, Neurodiagnostics, and Sleep Lab until new Director recruited \* Instituted Daily Patient Huddles, Bedside &amp; Physician Rounding, Manager Rounding and new Risk Management reporting tool \* Member, Code Blue/RRT Committee \* Member, ICU &amp; IMCU Unit-Based Councils \* Member, Throughput Committee \* Member, Infection Control Committee \* Member, Quality House-Wide Coordinating Council   TENET HEALTHCARE-WEST SUBURBAN MEDICAL CENTER 2016-2018 Director, Medical/Surgical/Telemetry/Orthopedic Units Manager, Medical/Surgical/Telemetry/Orthopedic Units \* Completed successful tri-annual TJC visit within first 3 months of hire \* Created foundational staffing and scheduling guidelines to meet defined productivity targets \* Developed framework for newly-reconfigured Staffing Office &amp; Patient Placement Department \* Served as recruiter and hiring manager for newly-established Float Pool \* Initiated bedside shift change reporting and patient rounding \* Applied Lean Six Sigma principles to office, environmental and workflow process improvements \* Member, Ethics Committee \* Member, Leadership Council \* Member, Patient Experience Council \* Member, Quality Council   RUSH UNIVERSITY MEDICAL CENTER, Chicago, IL 2015-2016 Performance Improvement Consultant II Quality and Accreditation Manager, RUMG Clinics \* Developed foundational tracking database for 30 provider-based clinics, including personnel; licensure and certification; supplies and equipment; point-of-care testing; medication management; procedures and diagnostic testing \* Established and implemented updated Ambulatory Clinic competencies by job type \* Educated clinic management and staff on Joint Commission standards, with a strategic focus on Environment of Care, Emergency Management, Infection Control &amp; National Patient Safety Goals \* Awarded full TJC Accreditation that included Ambulatory Clinics for the first time \* Achieved 67% decrease in TJC Recommendations for Improvement (RFI) compared to 2012 TJC survey \* Member, Nursing Standards of Practice Committee \* Member, Advance Directive Committee \* Member, Emergency Management Committee \* Member, RUMG Quality and Safety Committee  THE UNIVERSITY OF CHICAGO HOSPITALS &amp; CLINICS 2013-2014 Senior Practice Administrator, Cancer Clinics \* Served as Process Owner for all aspects of the Infusion Therapy Clinics Physical Space Redesign utilizing a Lean Six Sigma methodology \* Operationalized Transfusion Therapy Project between Blood Donor Services and Infusion (Apheresis) Therapy \* Established future-state staffing model for combined Apheresis Program \* Phased Infusion Therapy &amp; Hematology/Oncology call center to off-site location \* Transitioned Sickle Cell Program from Primary Care to Hematology/Oncology clinic \* Instituted Managing for Daily Improvement (MDI) in Infusion Therapy and Hematology/Oncology clinics \* Implemented Bar Code Medication Administration (BCMA) in Infusion Therapy \* Aligned PT/OT, Social Services and Dietary into a Supportive Oncology Center, including budgeted FTEs and space planning \* Administrative Representative, Quarterly Cancer Committee \* Nursing Representative, Cancer Center Marketing and Communications Committee \* Ambulatory Representative, Patient Hand-Off Task Force \* Ambulatory Representative, Transfusion Committee  LOYOLA UNIVERSITY MEDICAL CENTER, Maywood, IL 2007-2013 Interim Manager, Heart Transplant Unit/Cardiac Care Unit \* Assumed 24/7 operational responsibility for 10-bed critical care cardiovascular unit following a management transition \* Applied Toyota Lean Transformation 5S principles to improve workflow and organization of physical space \* Level-loaded work schedule, including implementation of mandatory shift rotation to decrease chronic night-shift turn-over \* Revised unit-based orientation manual and on-boarding process for new staff \* Implemented Spacelabs telemetry monitors, including training and QA/PI monitoring \* Instituted Shared Governance Practice Model \* Met criteria for (2) TJC accreditations: Biannual LVAD (Left Ventricular Assist Device) Accreditation and Tri-annual Hospital-Wide TJC Accreditation \* Awarded the hospital-based 'Traveling Trophy' award for exceptional patient experience Director, Patient Placement Center \* Utilized Transactional Process Improvement/Standard Work Kaizen events to create the operations model for the Patient Placement Center \* Instituted a batch vs. single-piece flow approach to patient transport dispatch, resulting in a 50% improvement in turn-around times within 2 weeks \* Applied Lean Management principles to coordinate all aspects of the department's physical renovation, including telecommunications, IT, materials/equipment selection and space planning \* Established throughput metrics Operational Excellence Leader, Operational Excellence Department \* Appointed as member of a hospital-based team to provide training in the Toyota Production System-based Lean philosophy, including: Value Stream/Process Flow Mapping, 5S, Standard Work and Managing for Daily Improvement \* Developed the Enterprise Value Stream Map for Loyola University Hospital \* Conducted process improvement events and provided direct ongoing follow-up and support for targeted departments: GI Lab, Cardiographics, Surgical Reprocessing, Patient Transportation and Admitting &amp; Registration \* Created physical blueprint for new Emergency Department renovation in one week utilizing Lean methodology Manager, Medical Intensive Care Unit \* Guided staff through all facets of the ANCC Magnet Certification process from inception through award presentation. Selected to serve on the Quality, Ethics and Leadership interviews with the surveyors. \* Designed, implemented and assumed direct management oversight of an 8-bed Intermediate Care Unit \* Implemented EPIC electronic medical record, PYXIS electronic medication dispensing system and HOSPITAL-U on-line training program for all direct reports \* Chairperson, Pain Expert Nurse Committee \* Co-Chairperson, Patient Safety Committee \* Member, Palliative Care Committee \* Appointed Member, Hospital Ethics Committee  NORTHWESTERN MEMORIAL HOSPITAL, Chicago, IL 2004-2007 Manager, Medicine/Oncology \* Guided staff through all facets of the ANCC Magnet Certification process from inception through award presentation. Selected to serve on the Quality Team interviews with the surveyors. \* Led the implementation of a Rapid Response Team Program and RN Peer Evaluation Process for the Department of Medicine. \* Achieved defined quality outcomes in hypoglycemia management, inter-hospital patient transfer, and DVT prophylaxis utilizing a six-sigma approach \* Expanded technology utilization through an electronic staff scheduling system with payroll interface; computerized staff education and tracking program; and on-line performance evaluations. \* Represented the Department of Medicine on the MD:RN Communication Committee, Labor Relations/Management Task Force, and Magnet Community Relations Committee \* Met or exceeded budgeted annual productive HPPD targets \* 70-point increase in Gallup employee engagement score after 18 months in position  CATHOLIC HEALTH PARTNERS, Chicago, IL 1999-2004 Human Resources Generalist \* Recruited all levels of nursing and select non-nursing personnel \* Surveyed nursing personnel post-employment. Compiled and presented feedback data to Vice-President of Nursing as template for ongoing recruitment and retention initiatives. Consultant \* Served as interim manager on nursing units pending recruitment of permanent management personnel \* Coordinated hospital-wide documentation for JCAHO, HCFA, and CAP surveys \* Assisted individual managers and departments in documentation, process redesign, and/or quality outcomes measurement needed to meet survey standards \* Reported directly to Chief Operating Officer and Vice-President of Operations  COLUMBUS HOSPITAL, Chicago, IL 1991-1995 Director, Medical/Surgical Nursing \* Proposed reconfiguration for Medical/Surgical Nursing department adopted as template for restructuring the entire nursing services division. Resulted in a 2% decrease in budgeted salary expenses within the first year. \* Promoted as first director under the new departmental structure \* Established the management team orientation and training program \* Systematized and completed 80% of departmental cross-training and 50% of upgrade training for all personnel skill levels within the first year \* Directed PC installation and software upgrade training house-wide \* Launched hospice program including market research, community outreach, and media relations \* Contributed articles to hospital's monthly newsletter and quarterly community publications \* Managed annual budget of over $14 million Clinical Nurse Manager, Medicine/Oncology \* Reduced employee attrition rate from 94% to 14% within first two years as manager through the creation of mentor-based orientation and training programs for all personnel levels \* Instituted multidisciplinary ad hoc committees to improve product line outcomes in response to longitudinal performance improvement analyses. Consistently met or exceeded project benchmarks as well as regulatory agency standards. \* Spearheaded diverse facets of computer software installation with pager interface, including product selection, user education, equipment testing, and quality improvement monitoring \* Coordinated all aspects of unit's physical renovation including dispatch, communications, materials/equipment selection, design consultation, and product line marketing \* Managed annual budget of over $7 million  THE JOHNS HOPKINS HOSPITAL, Baltimore, MD 1988-1990 Staff Nurse, Neuroscience's Critical Care Unit \* Selected by department to preceptor health care professionals visiting from other countries \* Team-taught students in conjunction with Johns Hopkins faculty \* Designed cardiology and respiratory components of critical care course, including visual and print media \* Practiced within a shared governance model  THE UNIVERSITY OF ILLINOIS HOSPITAL, Chicago, IL Staff Nurse, Adult General Surgery Unit 1987-1988 Student Nurse, Adult General Surgery Unit 1983-1986 \* Practiced within a primary care model  RUSH-PRESBYTERIAN-ST. LUKE'S MEDICAL CENTER, Chicago, IL  Staff Nurse, Adult Surgical Oncology 1986-1987 \* Practiced within a matrix model  EDUCATION  NORTHWESTERN UNIVERSITY, Evanston, IL Master of Science in Communication 1998 Managerial Communication Program  Coursework Highlights: Communication and Business Strategy; Public Communication and Crisis Management; Strategies of Persuasion and Resistance; Culture, Credibility, and Organization; New Communication Technology; Mass Communication; Power and the Written Word; Leadership and Decision-Making.  Thesis: Reputation Management in the Virtual Business Space  UNIVERSITY OF ILLINOIS, Chicago, IL Bachelor of Science in Nursing 1985 Recognized as first student to receive hospital-based C.A.R.E. Award  ADDITIONAL INFORMATION  COMPUTER SKILLS Working knowledge of Microsoft Word, Excel, PowerPoint, Visio and the Internet  CERTIFICATION Six-Sigma Yellow Belt - Completed Six-Sigma Green Belt - In Process  PROFESSIONAL AFFILIATIONS Women in Communications American Organization of Nurse Executives American Nurses' Association References Upon Request |