

Karen M. Michael-Trotts, BSN  
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EXPERIENCE:

2001 - Current: Presbyterian Hospital of Plano-Nursing Supervisor  
Emergency Department

- Began as a staff nurse providing direct patient care to a variety of patients ranging in ages and disease processes in a 36 bed emergency department.
- Promoted to Clinical Coordinator in May 2003; responsible for direct supervision of 15 staff members, managing patient flow for unit, employee evaluations, counseling and discipline issues, scheduling 87 staff members, service recovery and process improvement.
- Promoted to Nursing Supervisor of the Emergency Department in 2012; Responsible for management of a 36 bed emergency department in a Level II Trauma facility, Stroke Center and Chest Pain Center. Assisted in developing education, documentation and creating documents allowing for success in achieving the above designations. Supervised and developed the 10-bed Medical Admission Unit writing policies, procedures and identifying department and hospital needs. Scheduling of approx 100 staff. Addressed counseling and disciplinary issues as needed. Completed and delivered staff evaluations. Developed and managed Customer Service Program identifying areas for customer improvement and service recovery opportunities. Maintained statistics to support creation of new processes and practices that would improve the Emergency Room standing in the hospital and the community as well.
- Served as a member of the Ethics Committee and Peer Review, Nursing Documentation Committee, Policy and Procedure Committee.

2002-2007 - Emergency Care Center-Coppell-PRN staff nurse-provided direct care

1998 - 2001: Las Colinas Medical Center  
Charge Nurse, Emergency Room (15 beds)

- Responsibilities included direct supervision of four employees, respond to floor emergencies, insure quality nursing care, evaluate employees and implemented policies and procedures.

1995 - 1998: Irving Community Hospital (now Baylor Hospital)  
Staff Nurse/Night Charge Nurse, Emergency Room (36 beds)

- Provided direct patient care as a staff nurse, promoted to Charge Nurse.
- Responsibilities included direct supervision of fifteen employees and provided input for staff evaluations.
- Member of the Ethics Committee

1992 - 1995: Woodriver Township Hospital, Woodriver, Illinois  
Staff Nurse-Emergency Room/House Supervisor (100 beds)

- Began as Staff Nurse in an eight bed Emergency Room providing direct patient care.
- One year after being employed, I was promoted to House Supervisor.
- Facility specializing in rehabilitation of neurological injuries-spinal cord injuries, cardiovascular accidents, and head injuries.

1977 - 1992: St. Elizabeth Medical Center, Granite City, Illinois  
Charge Nurse, Emergency Room (10 beds)/Assistant Head Nurse-Surgical Services

- Began working in the Emergency Room, a ten bed Emergency Room seeing approximately 50,000 visits a year.
- Staff nurse in a ten bed Emergency approximately 50,000 visits a year.
- Transferred to the Surgery Department as a staff nurse serving as both a scrub and circulating nurse.
- The last two years at St. Elizabeth Medical Center, I was the Assistant Head Nurse in Surgical Services.
- Responsibilities included scheduling cases, personnel assignments and evaluations, budgeting, equipment evaluation and procurement.

## EDUCATION:

-Deaconess School of Nursing, St. Louis, Missouri-Diploma Graduate, May 1977.

-Southern Illinois University at Edwardsville, Edwardsville, Illinois-  
**Bachelor of Science in Nursing**, June 1982.

-Trauma Nurse Specialist, Illinois Department of Public Health, May,  
1985.

-Certified Surgical Assistant, Washington University, February, 1990

-Numerous courses in BLS, ACLS, ATLS, ENPC, PALS, Emergency  
Response, Care of the Trauma patient, seminars and educational events.

-Certified Emergency Nurse, May 2011