Kate Mize, RN, BSN

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ER Nurse at Inova Health System

McKinney, Texas, United StatesHospital & Health Care

Previous positions

ER nurse at Texas Health Resources

ER Nurse Intern at Texas Health Resources

Education

The University of Texas at Arlington, Bachelor’s Degree, Pre-Nursing Studies

Background

Summary

"If a man does not keep pace with his companions, perhaps it is because he hears a different drummer. Let him step to the music which he hears, however measured or far away." Thoreau

I enjoy new and fresh opportunities. I look forward to a position where my passion is equal to that of the company I work with.

Specialties: Certified in Patient Advocacy at Cleveland State University

Proficient in Press Ganey Reporting

Proficient in Microsoft Office

4+ years of PeopleSoft experience

2 Years Patients Advocacy Experience

Organized, highly motivated, and detail-directed problem solver

Goal oriented individual with strong leadership capabilities

Proven ability to work in a team environment with staff, volunteers, upper level and Administrative leadership

Continuous learner who actively seeks educational opportunities to improve

10+ years experience as professional manager

Ability to direct projects from an operational status

6+ months Nursing experience on telemetry, rehab and medical surgical units.

Experience

ER Nurse

Inova Health System

October 2018 – Present(1 year 3 months)Alexandria, Virginia

ER nurse

Texas Health Resources

July 2017 – July 2018(1 year)Dallas, Texas

ER Nurse Intern

Texas Health Resources

July 2017 – November 2017(4 months)Dallas, Texas

Nursing Student

The University of Texas at Arlington

September 2015 – December 2016(1 year 3 months)

I am currently in my second semester of Nursing Clinicals at the University of Texas at Arlington.

I will graduate with my BSN in December of 2016.

I made a difficult decision to leave my professional career in order to pursue my RN and focus wholly on my studies/clinicals.

Service Excellence Manager

Children's Medical Center

February 2015 – September 2015(7 months)Dallas, Texas

Data Analyst

Texas Health Resources

June 2014 – February 2015(8 months)Arlington, Texas

Supports the implementation of patient satisfaction survey projects across system.

Support the compilation, analysis and reporting of patient satisfaction data into actionable information to guide system performance improvement and quality assurance efforts.

Enhances patient satisfaction, quality of care and patient safety, and regulatory compliance with CMS and TJC guidelines.

Service Excellence Coach

Texas Health Resources

February 2013 – June 2014(1 year 4 months)Arlington

Train and Coach those identified at individual hospitals in Service Excellence Strategies and Tactics.

Serve as support for Leadership for all Service Excellence initiatives driven by the Chief Nursing Officer in all clinical and non-clinical departments.

Serve as Press Ganey expert to support the Leadership team in creating and evaluating reports for Service Excellence initiatives.

Promote Service Excellence and Patient loyalty by managing patient family feedback and engaging staff in service recovery at point of service

Manager of Guest Services

Texas Health Presbyterian Hospital Plano

June 2010 – February 2013(2 years 8 months)Texas Health Presbyterian Hospital Plano

Complaint and Grievance Coordinator for facility. Work in tandem with Quality Risk department in investigation of all patient complaints.

Manage patient complaints and responses in accordance with hospital and CMS policies and guidelines.

Manage Guest Services Department in the pursuit of excellence in Patient Satisfaction and Value Based Purchasing Initiatives.

Selected by Administrative Leadership to Co-Lead the Service Excellence Measurement and Communications Team as well serve as member of Service Excellence Steering Committee to develop and support hospital wide initiatives for patient and employee satisfaction.

Train and coach departments throughout the hospital on The Promise Behaviors, Press Ganey, HCAHPS and Patient Satisfaction.

On call for support of patient needs and requests.

Created and maintain volunteer patient advocate program to assist Guest Services Department on proactive complaint management

Swim Instructor

Lifetime

May 2010 – January 2013(2 years 8 months)Allen, Texas

Provide swim instruction to guests of all ages and skill levels on a part time basis.

Administrative Assistant

Texas Health Presbyterian Hosptial Plano

May 2009 – May 2010(1 year)Plano, Texas

Support Guest Services Department in the pursuit of excellence in Patient Satisfaction.

Utilize various Microsoft applications to create and edit various projects.

Maintain billing and payments for Guest Services Department.

Ordering and distributing of supplies for both Guest Services and Volunteer Services departments.

Member of both the Workforce Engagement and Community Outreach Committees.

Help various departments analyze Press Ganey reporting.

Staffing Specialist

Todays Staffing

August 2007 – February 2009(1 year 6 months)

Recruiting, screening, testing, interviewing, completing reference checks and providing orientation to temporary employees.

Administer recruiting programs to ensure a sufficient supply of temporary employees. Developing new methods of recruiting temporary employees. Writing and placing recruitment advertising.

Daily communication with clients in regards to billing, employee relations questions and current staffing needs.

Daily HR duties including, preparing and submitting the payroll weekly, processing and follow up on unemployment and worker’s compensation claims.

Support the sales team in any aspect needed

Sales through active cold calling to potential new clients. Utilizing warm leads as well as sourcing new leads with the tools that are given.

Selected as a Connections Guide to train new employees within the Spherion and Todays staffing offices.

One of 8 people selected for a special Direct Hire recruiting program.

Recommendations (7)

Human Resources

Target

April 1997 – August 2007(10 years 4 months)

Managed 170+ team members in all HR areas, such as, payroll, scheduling, training, development, team relation concerns and benefit administration.

Managed a smaller team to complete daily and weekly tasks in a specific work area

Management experience in taking care of all operations as the Leader on Duty in a store.

Work through partnerships with fellow HR’s when roadblocks occur in order to obtain answers.

Creatively recruiting talent for the company at all levels.

Acting as an HR liason for each and every position within the store.

Helping to administer benefits, payroll and an environment in which one would enjoy working.

I wore many different hats within the organization as I started as a cashier and worked my way up to the Human Resources position.

Recommendations (3)

Coach

Daniel J Gross High School

June 1998 – July 2001(3 years 1 month)

Was assistant coach to the JV and Varsity basketball teams as well as an assistant coach for the JV and Varsity track teams.

Led teams through successful seasons.

Worked with other coaches to facilitate practices as well as helping to run and organize summer camps.

Education

The University of Texas at Arlington

Bachelor’s Degree, Pre-Nursing Studies

2013 – 2016

The University of Texas at Arlington

I am beginning a 15 month journey for my clinical rotations for my BSN.

Texas Woman's University

BS, Kinesiology

2000 – 2003

Texas Woman's University

Activities and Societies

Kinesiology Club

University of Nebraska at Omaha

Kinesiology

1998 – 2000

University of Nebraska at Omaha

Daniel J Gross High School

1994 – 1998

Skills & Expertise

Leadership

Team Building

Customer Service

Management