Jill Hartland

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**Summary of Qualifications**

* 2+ years experience as an ICU nurse manager
* 14 years experience in pediatric ICU, including cardiovascular ICU and Level-1 trauma centers
* 5 years experience with top-tier private health and wellness center
* 2 years Extra-Corporeal Membrane Oxygenation (ECMO) specialist for adult and infant circuit, experienced with Novalung, Ventricular Assist Devices (including Berlin, Syncardia, and HeartMate), and organ transplants
* Charge nurse for PICU and CVICU
* ICU Preceptor for recently graduated RNs and for experienced RNs

**Education, Licensure, and Certifications**

* Bachelor of Science in Nursing, Pensacola Christian College, Pensacola, Florida*,* 1996
* New York Board of Nursing, March 2012 to present
* Critical Care Registered Nurse, Basic Life Support, and Pediatric Advanced Life Support certifications
* Member of American Academy of Critical Care Nurses
* COPE certified through Villanova University, April 2020

**Professional Experience**

**April 2018 – Present** CVICU RN (April – September)ICU Nurse Manager (September – Present)

Texas Children’s Hospital, Houston, TX

* Conducted 14 2-hour Stay Interviews as part of a pilot program to reduce turnover; pre-emptively identified causes of dissatisfaction and contention; followed up each interview with a Stay Plan, addressed key issues and applied solutions; encouraged adoption of consistent, impartial accountability to organizational standards
* Coached and mentored individuals across multiple units to have a vision for their own personal growth and professional career; challenged them to recognize their strengths and opportunities to take practical steps toward their goals
* Facilitated difficult conversations and mediated interpersonal and professional challenges among staff and leadership; addressed conflicts with trust-building and application of standards; fostered climate of safe and respectful communication to open channels of constructive dialogue
* Set and upheld expectations for acceptable behavior among patients, family, and hospital staff; tackled issue of verbal abuse, disrespectful and sometimes threatening speech directed at staff; reinforced confidence of staff in their own performance and in the willingness of leadership to protect and support them
* Identified and bridged procedural and cultural gaps between Pediatric and Transitional Intensive Care Units; facilitated mutual understanding and improved communication; blended necessary processes and fostered mutually supportive working relationships while maintaining unit identities
* Submitted payroll, and balanced work schedules for 45 nurses and ancillary staff; prepared and trained personnel for Joint Commission certification inspection; disseminated and implemented new protocols, incorporated daily changes during rapidly developing COVID-19 pandemic response; collaborated with multi-floor bed flow; cross-managed 2 units on 4 floors as rotating leader of the day

**March 2012 – April 2018** Charge and Staff PICU Nurse, Preceptor , ECMO Specialist

University of Rochester, Golisano Children’s Hospital, Rochester, NY

**Charge Nurse**

* Collaborated with physicians, consulted with multidisciplinary teams of attending physicians, specialists, and ancillary services to determine course of treatment for each patient in 12-bed PICU
* Teamed with bedside RN, PICU physicians, and Clinical Resource Nurse to assess and mobilize patient transfers and discharges from ICU, ensuring bed availability for higher acuity patients
* Oversaw and redirected actions of PICU nursing and ancillary staff in order to ensure that policies and procedures were followed to promote a safe working environment for families, patients, and staff
* Coordinated, supported and directed nursing staff in their roles and responsibilities during emergent situations, resourced bedside nurse and staff; ensured that all roles were properly and adequately fulfilled, identified need for additional support, and proactively engaged other services as needed and directed
* Managed staff of 40+ rotating nurses, patient care technicians, and secretaries; ensured adequate staffing for daily requirements and forecasted needs for oncoming shift; worked with other units to flow over-staffed personnel to needed areas
* Mentored newer nurses and staff members; provided constructive feedback, expanded their knowledge base by asking thought-provoking questions; reinforced positive actions and habits; fostered learning among inexperienced nurses by reviewing details and suggesting options, while ensuring most effective patient treatment
* Recognized potential task overload; re-assessed nurse assignments based on skill and experience levels, restructured nurse-patient ratio as necessary; balanced nurse acuity with severity of patient’s condition
* Mediated conflict formally between families and nursing staff, and informally among staff members and/or physicians, listened actively to affected parties, focused discussions on solutions and possible constructive, mutually supportive outcomes to protect safety of staff and maintain positive working relationships

**Staff Nurse**

* Cared for wide range of critical-care patients, including: traumas, metabolic and endocrine abnormalities, burns (topical, inhalation, chemical, electrical), post-operative (neurosurgical, spinal fusions, craniotomies), drug overdose, sepsis, shock
* Maintained proficiency with: Continuous Renal Replacement Therapy, high frequency oscillatory ventilation, ECMO
* Developed deep knowledge and skills of electronic record-keeping

**Preceptor**

* Provided assessment, hands-on training, coaching, mentoring for 10+ new PICU nurse hires for 3-6 months each, prepared to transition into autonomous nursing role as bedside nurse in PICU or other units

**ECMO Specialist (August 2015 – April 2018)**

* Monitored, managed and troubleshot CentriMag and Rotaflow ECMO circuits for infant, pediatric, and adult populations
* Scrutinized patient’s disease process and collaborated with medical team for best approach in medical management, including anticoagulation, optimization of ventilator and ECMO support, and blood transfusions
* Educated family and staff about ECMO functions and impact on patient care
* Filled on-call EMCO scheduling shortfalls while maintaining full-time PICU duties

**Other Accomplishments**

* Leveraged previous experience with rapid refill process, introduced innovative apparatus that allowed medications to be drawn up quickly, accurately, and safely during code situations; improved speed and efficiency of initial administration
* Partnered with leadership to balance the nursing schedule every 3-4 weeks, considering nurses alternating between night and day shifts, flexible length of shifts, and weekends
* Re-energized PICU Shared Governance Council to address concerns about staff retention and morale; researched best practices among other internal and external ICU councils to improve teamwork between staff and management; co-chaired council, developed mission statement and applied by-laws, rules and guidelines and ensured representation of staff concerns and issues
* Served as member of the hospital-wide Professional Nursing Council, as member of the Medical Center Transportation and Parking Advisory Committee reviewed transportation and parking issues, and reported recommendations to the Department of Transportation and Parking, served on Rules and Regulations, and Finance subcommittees

**Various, 1996 – 2012**  Charge and Staff CVICU Nurse, Preceptor

Texas Children’s Hospital, Houston, TX

* Cared for critically ill, post-operative cardiac patients with complex congenital defects, from newborn to adults
* Negotiated for the creation of a unique rotating position to maintain currency in both CVICU and PICU
* Participated actively in bi-monthly charge nurse meetings focused on solving problems and developing new methods designed to increase efficiencies for staff members

**January 2006 – May 2010** Travel PICU/CVICU Nurse

Cross Country TravCorps, Boca Raton, FL

* Filled short-term assignments (3 months-1 year) to address nursing shortages in Level-1 trauma-center hospitals from California to Washington, DC
* Adapted quickly to medical management preferences, integrated seamlessly into culture, occasionally entrusted with preceptor duties based on breadth and depth of experience

**October 1998 – September 2003** Quality Assurance Manager, Laboratory Manager, and Staff Nurse

Hotze Health and Wellness Center, Katy, TX

* Managed laboratory operations, oversaw quality assurance management and customer relations
* Counseled and supported patients (face-to-face, phone nursing) during 8-point treatment regimen for patients with hormonal imbalance, allergies/asthma, and nutritional needs
* Performed bone density/body fat analysis, ensured OSHA standards compliance
* Fielded 20-30 phone calls per day; assessed and interviewed patients with adverse symptoms in response to treatment plans; counseled and advised within scope of practice; referred to physician as necessary for follow up; prioritized incoming calls by acuity
* Provided research for physician regarding nutrition and hormonal therapies
* Fielded phone calls from dissatisfied patients, resolved complaints, and boosted patient loyalty and retention

**Volunteer Activities**

* International Children’s Heart Foundation: Trained nurses and medical staff in new development of CVICU in China and Ukraine on medical management of common congenital heart defects
* Team Rubicon Disaster Response: Volunteered to natural disaster areas to aid and begin restoring livelihoods of residents; met with home owners, listened and supported those whose homes had been damaged; assisted with home demolition; performed home assessments of necessary work to be done; reported to assigned headquarters when assessments completed; led a team to perform assigned home demolition; ensured appropriate and necessary PPE and equipment available for each job