Nora J. Jordan, FNP,MSN, RN-BC

**9750 Crescent Park Circle**

**Orland Park, IL 60462**

**Phone: 708-737-4284**

**Email:** **jnora0811@gmail.com**

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***Qualifications Profile***

As a Regional Director of Clinical Operations, I am responsible for identifying any potential regulatory risk and exposures and provide education and guidance to the team of 6 facilities, I’ve lead and assisted facilities off of the special focus list and to a deficiency free annual survey, provided guidance and leadership to assigned facilities to assist with the significant reduction of scope and severity and number of deficiencies. Assisted with various webinars and educational tools to assist with improving, reducing and reporting Quality Measures, I assisted with the implementation of Point Click Care (PCC), an EHR in assigned facilities, I assisted with and managed the reduction and communication of events within each facility, implemented and managed the QAPI (Quality Assurance Performance Improvement) system within each facility, assisted with and provided guidance with multiple nursing policies and manuals. In addition, I’ve assisted with the implementation of Abaqis in my assigned facilities; provided oversight and clinical guidance to Registered Dieticians, provided oversight from a generalist perspective which included operations within each assigned facility, Implemented and provided oversight of the Pressure Ulcer Prevention Program (PUPP) in assigned facilities, and assisted with the reduction of care provision litigations by 18%. In addition, I provided orientation for newly hired Regional Director of Clinical Operations, Directors of Nursing and Nursing Home Administrators. Serving the healthcare industry for the past 28 years in the capacity of staff nurse, long-term care nurse, post-acute nurse, rehab nurse, long-term acute care nurse, Director of Nursing, Nurse Consultant and in Clinical operations among other positions.

 ***STRENGTHS***

* *Communication:* communicate well when speaking and writing; able to act as a liaison between different personalities and generations; comfortable and effective communicating with both superiors and staff, comfortable with computerized environments.
* *Leadership:* demonstrated ability to forge, lead, and motivate, able to manage numerous, often competing priorities with ease while fostering the provision of established objectives.
* *Responsibility:* accustomed to being in positions of responsibility; self-motivated, willing to set goals and achieve them; vast experience in nursing administration including staffing, productivity, scheduling, recruitment and retention.
* *Organization:* use time and resources effectively; consider efficiency, planning, and accountability critical.
* *Other:* widely recognized as an exceptional patient and family advocate; quick learner, trained in critical problem-solving skills; takes pleasure in achieving goals.

**Education and Accolades**

**Alpha Eta Chapter of Chi Eta Phi Sorority, Inc., (Current)**

Governors State University

**Doctor of Nursing Practice, (expected 2022)**

CHAMBERLAIN COLLEGE OF NURSING

**Master of Science in Nursing FNP, (July 2018)**

CHAMBERLAIN COLLEGE OF NURSING

**Master of Science in Nursing MSN, (2013)**

CHAMBERLAIN COLLEGE OF NURSING

***Bachelor of Science in Nursing, BSN (2012)***

Itawamba Community College, Fulton, Mississippi

***Associate Degree in Nursing, (ADN) 2002***

NORTHWEST COMMUNITY COLLEGE, Oxford, Mississippi

***Practical Nursing, (LPN) 1992***

*Recipient Who’s* Who among American Junior Colleges, Itawamba Community College, 2002

*Recipient Director of Nursing of the Year 2005*

*Recipient Director of Nursing of the Year 2006*

*Recipient Helping Hands Awards 2006*

*Initiated Certified Nursing Assistant Training Program 2007*

*Sigma Theta Tau International, Chamberlain College of Nursing, 2012*

**License and Certification**

*MS Compact Registered Nurse, Current*

Indiana Registered Nurse, Current

Illinois Registered Nurse, Current

Parish Nurse

Gerontological Certification, 2021

Infection Preventionist, 2022

 **Experience**

Mosaic Covenant Healthcare, LLC.

3/2020-present

**CEO/Owner**

* Community-based Healthcare organization.

ATW Health Solutions

12/2018-present

**Clinical Transformation Consultant**

* Serve as a clinical subject-matter expert on transformation projects. Assisting with measure development projects, person and family engagement project and overall clinical transformation. Offering extensive knowledge on acute and post-acute practice translation for quality improvement and technical assistance in support of evaluations and performance.

Lexington Health Care of Orland Park

9/25/2019-12/31/2019

**Director of Nursing**

* Directed nursing activities for a 200-bed long-term care facility that included a full network of health care services such as skilled nursing services, therapy services, cardiac rehabilitation, pulmonary rehabilitation, orthopedic rehabilitation, and complex wound care. Other Director duties including budgeting, staffing, developing and implementing plans of care, staff discipline and termination, staff evaluation, orientation and education continuation for nursing staff. Nursing scheduling, nursing recruitment and retention, medical review and coordinating with other healthcare disciplines, pre-certification process, and discharge planning as well as other duties assigned.

Dyer Health and Rehabilitation/Sheffield Manor (Assisted Living Residence)

5/2019-8/31/2019

**Director of Nursing**

* Directed nursing activities for a 160-bed long and short-term skilled nursing facility with a special focus on Orthopedic Rehabilitation care. And provided oversight for the Sheffield Manor Assisted Living facility where the focus was on providing outstanding assisted living services in an upscale and caring way. The Director was responsible for duties including budgeting, staffing, developing and implementing plans of care, staff discipline and termination, staff evaluation, orientation and education continuation for nursing staff. Nursing scheduling, nursing recruitment and retention, medical review and coordinating with other healthcare disciplines, pre-certification process, and discharge planning as well as other duties assigned.

Signature Healthcare, LLC

4/2017-3/2019

**Nurse Consultant**

* Provide health care consultations and technical advice on problems related to nursing activities and health services: Reviews and suggest changes in nursing organization and administrative services. Analyze nursing techniques and recommends modification, aids in developing guides and manuals for specific aspects of nursing service, assist in the preparation and participation of annual and compliant regulatory survey process, and consults with nursing professional groups concerning educational and professional problems.

Clinical Resources, LLC 12/5/2016

**Unit Manager**/Director of Nursing

* Responsible for oversight and staff supervision as it relates to patient/resident care. Provided extensive clinical expertise and oversight. Coordinates resident care with the interdisciplinary team, acts as a liaison between interdisciplinary members, ensure adequate staffing, ensure complete follow up of physician orders, notifies physician as needed, notified and update family as needed, ensure infection control, continued staff education, as needed and other duties as assigned.

Vanguard Healthcare Services, LLC 5/6/2013- 12/20/16

**Regional Director of Clinical Services**

* Provide health care consultations and technical advice on problems related to nursing activities and health services: Reviews and suggest changes in nursing organization and administrative services. Analyze nursing techniques and recommends modification, aids in developing guides and manuals for specific aspects of nursing service, assist in the preparation and participation of annual and compliant regulatory survey process, and consults with nursing professional groups concerning educational and professional problems.

Coahoma Community College 2013

**Adjunct Faculty Nursing Instructor-Evenings**

* Serve as faculty for the nurse assistant students in both didactics and the clinical setting and as faculty for licensed practical nurses the clinical setting.

Northwest Mississippi Regional Medical Center

**Director of Nursing-Inpatient Rehabilitation Unit**

**Core Measure Coordinator/PI Analyst** 2011-2013

* Coordinate all aspects of the medical staff peer review process and provide support and PI leadership to various clinical and non-clinical service lines. Identifies opportunities for improvement in patient care and coordinates activities geared toward improved care processes and outcomes. Develops and disseminates reports of healthcare related data to support performance improvement activities. Collaborates across the organization and with appropriate medical staff leaders to develop measurements, plan and design data collection methodologies, and provide analysis to achieve department and organizational performance improvement goals. Maintains communication with administration, medical staff and departmental leaders regarding PI activities. Also responsible for implementation of patient safety program (i.e. management of sentinel events and root cause analysis and national patient safety goals).
* Responsible for the management of a 14-bed rehab unit. Served as the liaison between rehabilitation nursing, other disciplines, and administration. In the liaison role, I promoted the philosophy and goals of the organization, the development of team relationships, and congruent rehabilitation practices. Allocated available resources for the efficient delivery of rehabilitation care and participated in executive decision making related to departmental functions. Held primary accountability for the management of a rehabilitation unit within a healthcare institution and for services provided to recipients.

Select Specialty Hospital of Memphis, Tennessee 2010-2011

***Staff Nurse, Long term critical care***

* Responsible for the care of patients on ventilators, administering critical drips and IV antibiotics, interpreting cardiac monitor and knowledge of how to react to various lethal rhythms, providing wound care, obtaining ordered labs, initiated IV for IV therapy, assisting with PICC lines at the bedside, assisting with feeding tubes at the bedside, ensuring that patients are safely transported off of the unit to various x-rays and test, educating patient and family members, notify physicians of critical lab values and of any new changes with the patient's progress, and other duties as assigned.

St. Francis Hospital, Memphis, Tennessee 2008-2010

***Staff Nurse, Medical-Surgical Unit***

* Responsible for the care of assigned patients on a Med-Surgical, renal diabetic unit. Beginning with the admission of the patient, reconciliation of medication, initiation of IV's for therapy, physical assessments, insertion of Foley catheters, initiation of tube feedings, administration of IV and po medications, and other duties as assigned.

Trinity Mission Health and Rehab of Holly Springs, LLC, Holly Springs, MS 2004-2007

***Director of Nursing Services***

* Directed nursing activities for a 120-bed long-term care facility, including budgeting, staffing, developing and implementing plans of care, staff discipline and termination, staff evaluation, orientation and education continuation for nursing staff. Nursing scheduling, nursing recruitment and retention, medical review and coordinating with other healthcare disciplines, pre-certification process, and discharge planning as well as other duties assigned.

Baptist Memorial Hospital-North Mississippi 1999-2003 and 2002-2004

***Staff Nurse, Medical-Surgical Unit***

* Provided care and support to orthopedic, bariatric, and other pre and post-surgical patients.

State Veterans Home, Oxford, Mississippi 1996-1999

***Staff Nurse, Long-term Care Facility***

* Providing medication administration, wound care, and other medical observations in a home-type environment.

Graceland Care Center, Oxford, Mississippi 1992-1996

***Staff Nurse, Long-term Care Facility***

* Providing medication administration, wound care and other medical observations in a home-type environment.