**Jenna L. Arnett, MBA, RN, SHRM-CP**

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**Registered Nurse – Emergency Department**

Self-driven nurse with a passion for a collaborative and efficient work environment that drives the highest quality, safest care and exceptional patient and provider experience. Thrives in a culture that supports and empowers its people to do their best work. Enthusiastic about being an integral part in a productive environment that provides quality patient care, continuously improves quality outcomes, and enhances patient satisfaction. Key skills include:

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| --- | --- | --- |
| Healthcare | Patient Experience | Risk Management |
| Quality improvement | Communication | Process Improvement |
| Leadership | Emergency care | Policies & Procedures |

**Career Highlights**

***Launched and managed start-up of supplemental staffing contracts for registered nurses***. Designed and implemented policies and procedures, budgets, and marketing campaigns. Interviewed/hired candidates for contract placement. Resulted in the elimination of 80+ outside agency contracts by 100% within 2 years.

***Improved Emergency Department metrics*** ***through continuous improvement***– Left Without Being Seen (LWBS) to below 1% (national average is 2%) for 12 consecutive months (at one site). Analyzed data, directed workflow improvements, and collaborated with providers and hospital leadership. The improved throughput times resulted in decreased overall length of stay for emergency patients and increased patient satisfaction.

***Completed end-to-end project to upgrade technology and equipment installation (nurse call and tracking system) across multiple hospital units.*** Coordinated, prioritized, organized, and communicated each phase of the project including installation, testing, and training. Resulting in successfully and timely completed projects with upgraded technology and equipment to improve patient safety and satisfaction.

**Professional Experience**

**Professional Emergency Medicine Management (PEMM),** Lafayette, LA (11/2016 – 11/2020)

*Vice President of Operations*

Directed, supervised and coordinated workforce resources for Emergency Medicine Practice contracts at multiple facilities. Performed wide variety of human resource functions. Engaged providers and collaborated with facilities leaders and nursing staff. Worked closely with medical directors, physicians, advanced practice practitioners, facility leadership and other clinical staff collaboratively to establish, implement and monitor performance in service and clinical care, quality outcomes, patient satisfaction and efficient resource utilization. Managed financial and budgetary performance at each facility with responsibility for P&L and variance analysis. Developed and facilitated process improvement activities at each facility aimed to achieve operational excellence. Monitored and analyzed data, formulated strategies related to quality, revenue integrity, productivity, risk management and compliance. Recommended and facilitated projects in system procedures involving staffing, patient satisfaction, throughput, quality, productivity and fiscal management.

* Facilitated growth by directing the takeover of the Emergency Physician management group at a newly acquired hospital contract. Communication, transparency, setting clear expectations and demonstrating commitment. Resulting in retaining 100% of previous group providers thus eliminating turnover and managing costs.
* Standardized provider onboarding processes and database formatting. Created and implemented policies and procedures with automation for actions by multiple departments for each step within the onboarding process. Established and facilitated communication and collaboration within the organization for enhanced and accurate onboarding activities.
* Implemented Initiatives to improve documentation by providers. Drafted and shared examples of deficient documentation and provided education. Decreased deficient documentation by 70% for 3 consecutive months ultimately improving revenue.

**East Jefferson General Hospital**, Metairie, LA (02/1999 – 10/2016)

*Director of Staffing, Biomed & Resource Management*

*Project Manager for Hill-rom project*

*Supervisor, Educator, Registered Nurse*

Managed human capital and operations for multiple departments. Included budget and fiscal management, payroll and workforce management, policies and procedures, training, and development, outside vendor relationship management, cost analysis and reduction, project management, change management, and various human resource function administration.

* Analyzed, reviewed, and negotiated contracts for various vendors of supplemental staffing agencies. Resulted in restructuring of rates and terms to decrease costs, institute impartiality, and have more favorable terms for the organization.
* Increased the available nurses in the supplemental staffing pool. Through recruitment, training and retention was able to improve the fill percentage of open shifts from 75 to 95% within one year.

**Specific Nursing Experience**

* Vice President of Operations – (Professional Emergency Medicine Management, Lafayette, LA: 11/2016 – 11/2020; 4 facilities)
* Staffing Supervisor -> Director – (East Jefferson General Hospital, Metairie, LA: 02/2007 – 10/2016)
* Emergency Department Supervisor – (East Jefferson General Hospital, Metairie, LA: 06/2005 - 02/2007)
* Emergency Department Clinical Educator – (East Jefferson General Hospital, Metairie, LA: 06/2003 – 06/2005)
* Emergency Department Travel Nurse – (ReadyLink Healthcare, Vallejo, California: 05/2002 – 02/2003) Travel Nursing in California
* Emergency Department Staff RN/Preceptor/Charge RN – (East Jefferson General Hospital, Metairie, LA: 02/1998 – 06/2003; PRN and Full-time statuses)
* Emergency Department RN (PRN) – (University Community Hospital at Carrollwood, Tampa, FL: 02/1998 – 02/1999)
* Emergency Department RN (PRN) – (Morton Plant Mease, Clearwater, FL: 02/1998 – 02/1999)
* Emergency Department Agency Nurse – (Advantage Nursing Services, New Orleans Metro: 01/1997 – 12/1998)
* Emergency Department RN (Full-time) – (St. Frances Cabrini Hospital, Alexandria, LA: 09/1993 – 01/1997)

**Education / Licenses / Certifications**

M.B.A, Project Management Specialization, Louisiana State University, Shreveport (Shreveport, LA)

B.A., Marketing Concentration, Louisiana State University at Alexandria (Alexandria, LA)

A.S., Nursing, Louisiana State University at Alexandria (Alexandria, LA)

Active RN Compact state license | Expiration 01/2023

SHRM-CP certification | Expiration 12/2023

BLS | Expiration 06/2023