Sally J Houlihan, MSN, RN, CDN

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# **Professional Summary**

Ambitious and people-oriented Nursing Professional with proven strengths and qualifications in nurse management. Expert of requirements needed for consistent, high-quality nursing performance, and unparalleled patient service. Documented success in decreasing payment reductions for two dialysis clinics. Led substantial improvement in the In-Center-Hemodialysis Consumer Assessment of Healthcare Providers and Systems patient surveys.

Creative thinker with a life-long affinity for leadership positions with the goal to establish a cohesive and collaborative work environment, and provide a supportive and dynamic workplace. Committed to serving as a positive role model, and devoted to maintaining a warm, approachable demeanor. Firm believer in driving positive change and leveraging strong leadership presence. Strive to ensure all team members understand and identify with the organization’s mission and core values.

# **Skill Highlights/ Accomplishments**

* 2019 Epic Build Teamwork Award
* Current President of the American Nephrology Nurse’s Association MN Chapter
* Excels at critical thinking and problem solving
* Led the 2020 Joint Commission visits for six Mayo Clinic Dialysis Services
* Led two clinics through a robust EMR change from Cerner to Epic
* Outcomes driven leader

# **Professional Experience**

**Nurse Manager –** Dialysis

*11/2017–Present*

*Mayo Clinic, Rochester, MN*

* Articulate the vision, mission, and values of Mayo Clinic and the Department of Nursing within the Dialysis units.
* Direct, coordinate, and evaluate operational and personnel activities within defined areas of practice to ensure the provision of quality patient care and dedication to financial responsibility.
* Devise strategic planning processes and follow through to attain goals of the organization.
* Accountable for promoting ongoing development of 70+ direct reports and for maintaining a professional environment in which all staff can grow and develop.
* Act as a resource and facilitate collaboration between nursing personnel and other health care disciplines throughout the organization and within the healthcare community
* Promote shared decision making on the unit level.

**Registered Nurse** – Outpatient Dialysis

*11/2014–05/2017*

*Mayo Clinic, Onalaska, WI*

* Accountable for the coordination of nursing care, including direct patient care, patient/family education and transitions of care
* Served as staff team leader in charge nurse role, which entailed planning staff shift assignments and ensuring smooth workflow and patient safety.
* Communicated with physicians, allied health staff, and other charge nurses to facilitate patient care.
* Orientated new employees to unit as RN preceptor
* Collaborated with staff team members to ensure effective delegation of tasks and ultimate patient safety.

**Registered Nurse**– Outpatient Dialysis

*08/2013–11/2014*

*Gundersen Health System, Wisconsin*

* Supported four regional clinics to provide overall charge nurse care to the dialysis practices
* Administration of dialysis and blood products as needed
* Anemia and anticoagulation management
* Oversight and delegation to LPNs and Certified Hemodialysis Technicians

**Hemodialysis Technician** – Outpatient Dialysis

*05/2012 – 08/2013*

*Mayo Clinic, Onalaska, WI*

* Served the dialysis population with general dialysis practices
* Communicated with physicians and nursing staff to facilitate patient care.
* Orientated new employees to unit as CHT preceptor
* Collaborated with staff team members to ensure effective patient safety.

**Master Plasma Center Technician** *05/2007-05/2012*

*Biolife Plasma Services, Onalaska, WI*

* Overall plasmapheresis services to plasma donors
* Preceptor to new phlebotomy technicians
* Collaboration with nursing staff and medical director to ensure delivery of high quality care
* Phlebotomy, lab sampling using centrifuge, and shipment of samples

**Assistant Manager***04/2003-04/2007*

*Papa Murphy’s, LLC. Onalaska, WI*

* Assist with general management of 20 employees
* Daily fiscal management
* Coordination and direction of daily operations
* Hiring and training of new employees
* Employee scheduling and payroll management

# **Committee Participation**

Mayo Clinic Dialysis Systems Committee

Mayo Clinic Dialysis Specialty Nursing Practice

Patient Education Committee

NNCC Certified Dialysis Nurse Testing Committee

President - ANNA SE MN Chapter #316

# **Education**

**Walden University**

Masters of Science, Nursing- Nurse Executive

*June 2021*

**Winona State University**

Bachelors of Science, Nursing

**Western Technical College**

Associates Degree, Nursing

*July 2015*

*May 2013*

# **Current Licenses/Certifications**

**Minnesota Registered Nursing License**

**Wisconsin Registered Nursing License**

**Certified Dialysis Nurse Certification**