

Jacqueline Austin

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Lead teams and promote excellence with the application of evidenced-based healthcare practices and nursing standards to improve workflow and patient outcomes.

Willing to relocate: Anywhere

Work Experience

Assistant Nurse Manager

Kaiser Vacaville - Vacaville, CA

September 2020 to Present

2020-12/2020)

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data through daily audits to reassure the safe and efficient delivery of patient care
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Maintain current knowledge of policies, procedures and best practices
- Monitor staff and safe nurse/patient ratios
- Create daily shift assignments in accordance with staff skill and patient needs
- Routine leader rounding of staff and members-follow up with service recovery as indicated

Charge Nurse

San Leandro Hospital - San Leandro, CA

December 2019 to Present

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data to reassure the effectiveness of patient care
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Maintain current knowledge policies, procedures and best practice
- Monitor staff and safe nurse/patient ratios
- Create daily shift assignments in accordance with staff skill and patient needs
- Monitor throughput
- Collaborate with multidisciplinary team to ensure patient's needs are met
- Focus on delivery of good customer service and intervene with service recovery as needed.
- Function as resource for staff
- Escalate appropriate concerns and issues to Manager as necessary

Assistant Nurse Manager-Thaxton Barbe Interim Leadership

Kaiser Vacaville - Vacaville, CA

June 2019 to December 2019

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data to reassure the effectiveness of patient care
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Maintain current knowledge policies, procedures and best practice
- Monitor staff and safe nurse/patient ratios
- Create daily shift assignments in accordance with staff skill and patient needs

Clinical Supervisor-Emergency Department

San Leandro Hospital - San Leandro, CA

December 2018 to June 2019

Position dissolved)

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data to reassure the effectiveness of patient care and improve patient experience
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Provide staff in-services and educational opportunities to improve professional practice
- Maintain current knowledge of policies , procedures and best practice
- Develop performance improvement plans to hold staff accountable to the institutional mission, goals, policies and clinical practice

Assistant Nurse Manager- Thaxton Barbe Interim Leadership

Kaiser Vacaville - Richmond, CA

September 2018 to January 2019

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data to reassure the effectiveness of patient care
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Provide staff in-services and educational opportunities to improve professional practice
- Maintain current knowledge policies, procedures and best practices

Unit Charge Nurse/Shift Manager/Assistant Nurse Manager

Emory University Hospital

March 2016 to 2018

- Provide leadership, guidance and mentoring to staff
- Optimize resources to promote a productive and supportive work environment
- Review patient and staff data to reassure the effectiveness of patient care
- Evaluate and identify gaps in processes, identify opportunities for improvement and efficiency
- Plan and conduct staff meetings
- Provide staff in-services and educational opportunities to improve professional practice
- Maintain current knowledge of policies and procedures
- Monitor department productivity and financial stewardship
- Develop performance improvement plans to hold staff accountable to the institutional mission, goals, policies and clinical practice
- Participate in the interviewing, hiring and training of staff
- Functioned as member of the ED Operational Leadership Team

- Planning, coordinating and evaluating unit activities to improve staff performance and their ability to provide optimal patient care.
- Promote team-building and professional development.
- Manage processes to identify gaps and trends. Identify and implement process improvement initiatives
- Shared Governance-Chair

Stroke and Sepsis Coordinator

HCA Corporate - Snellville, GA

March 2015 to May 2016

Manage stroke/Sepsis Program

- Daily Data Abstractions from medical records/chart abstractions and reviews. Compile reports and analyze data based on findings.
- Current and Retrospective chart reviews for evaluation of documentation according to CMS and Coverdale guidelines
- Develop unit specific education and staff development in reference to core measures for stroke and sepsis
- Improve patient outcomes by providing guidance to clinical staff to assure patients receive evidenced-based care according to CMS and TJC standards
- Lead/coach teams of physicians and nurses through performance evaluation and measurement
- Manage processes to identify gaps and trends. Identify and implement process improvement initiatives
- Develop power point and oral presentations.
- Provide stroke/sepsis education to new hires
- Organize team meetings educational forums
- Serves as an educational resource to nurses and physicians
- Evaluate and revise policies to align with the recommended guidelines for specific disease processes

Staff ED Nurse

Sutter San Leandro Hospital

February 2013 to September 2014

- Experienced as a triage and primary care nurse for the pediatric, adult and geriatric population requiring treatment for illnesses and diseases of the respiratory, cardiac, renal, gastrointestinal, neurological urinary systems.
- Relief charge nurse

Staff RN Emergency Department

Kaiser Vacaville - Hayward, CA

June 2012 to January 2013

Provided nursing care and monitoring of acutely ill patients in the emergency department.

Education

BSN in Nursing

Saint Louis University

January 1994 to May 1997

Nursing Licenses

RN

Skills

- Proficient in Microsoft applications, data abstracting and interpretation. Knowledge of evidenced-based practice guidelines and quality improvement initiatives in the healthcare setting.
- Progressive thirty-year career path in nursing with diverse areas of focus such as: Critical Care, Emergency Nursing, Stroke Care and Management, Sepsis Management, Dialysis, Home Health, Heart Failure, Neurology/Neurosurgery, Abdominal Organ Transplant, Nursing Supervisor, Precepting and Resource Nurse.
- Extensive project management abilities including; team management, organization, resource management and delegation. Staff education and development.
- Experience with providing progress and problem resolution strategies. The ability to engage staff and improve performance. Knowledgeable of regulatory requirements in relation to patient safety, quality, stroke and sepsis management and patient experience. Experienced with Epic, Meditech, Sorian and VisiCue charting systems. Experience with Microsoft Excel, Word and PowerPoint
- ICU Experience
- Nurse Management
- Triage
- Computer literacy

Certifications and Licenses

BLS Certification

ACLS, PALS, CPEN

Additional Information

PALS