

Heather Headley

Successful Healthcare Facility & Surgery Center Manager with years of compliance, regulatory guideline, survey, and risk management experience

Medford, OR 97501

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Energetic and motivated registered nurse with a passion for compliance, education and leading groups of people with 4 plus years of experience developing and ensuring adherence to policies and procedures, leading and educating nursing staff, driving quality and performance improvement while increasing revenue.

Authorized to work in the US for any employer

Work Experience

Manager/Clinical Director

Valley Plastic Surgery - Talent, OR

June 2018 to Present

- Operations Management: Oversee nursing staff and overall budget of medical clinic and ambulatory surgery center
- Responsible for all regulatory compliance including preparing for CMS surveys and audits by other authorized governmental agencies
- Develop, modify, implement, and ensure facility adherence with policies and procedures that meet all regulatory rules and requirements to ensure the highest quality safest patient care is provided
- Leader of Quality Assessment and Performance Improvement (QAPI) Committee and Governing Body
- Educate staff on policies, procedures, state and federal statutes, rules and regulations governing healthcare facilities and ambulatory surgery centers
- Perform quarterly and annual staff performance and competency evaluations
- Coach and mentor employees by fostering relationships with staff which led to moral improvement and an improvement in the quality of patient care provided
- Conduct staff meetings and In-services; lead all mega codes, fire drills, and disaster drills; and coordinated all CPR and ACLS training
- Created an efficient tracking system to ensure proper documentation of all staff training and certifications
- Created and Implemented a new materials management process that has reduced overall waste and cost
- Responsible for managing clinic and ambulatory surgery center finances and increasing revenue significantly
- Circulate, perform moderate sedation, admit and discharge patients as needed

Registered Nurse, Ambulatory Surgery Center Coordinator

Quave Clinic - Medford, OR

April 2017 to June 2018

- Supervised surgery center staff including Medical Assistants, Licensed Practical Nurses, Radiological Technologists, Materials Managers, and Sterilization Specialists

- Developed, modified and implemented policies and procedures that ensured patient safety, comfort, and quality improvement
- Ensured compliance of surgery center policies, procedures and governmental regulations
- Educated staff on infection control, safety, and policies and procedures and lead department meetings and In-services
- Collected, analyzed, and presented data to QAPI committee and Governing Body
- Performed Root Cause Analysis and presented findings to QAPI Committee and Governing Body
- Conduct staff meetings and In-services; lead all mega codes, fire drills, and disaster drills; and coordinated all CPR and ACLS training
- Circulate, perform moderate sedation, admit and discharge patients as needed

Registered Nurse, Circulator

Capital Region Medical Center - Jefferson City, MO

September 2016 to March 2017

Assessed patients prior to surgery, prepared patients for operations, continually assessed patient condition throughout surgery, and responded to emergency situations when necessary

Registered Nurse, Department Lead/Sedation RN

Quave Clinic - Medford, OR

June 2015 to June 2016

- Performed moderate sedation during pain interventions
- Provided pre-procedure, intra-procedure and post-procedure care coordination, assessment and management of patients
- Delegated appropriate tasks to and supervised care by LPN's and MA's

Registered Nurse, Pre-op RN, Post-op RN, Sedation RN, and CNA

Ashland Surgery Center - Ashland, OR

October 2010 to May 2016

- 5 plus years performing moderate sedation for endoscopy and pain management procedures
- Performed pre-procedure, intra-procedure and post-procedure care coordination, assessment and management of patients during GI procedures as well as pain management, cataract, and cosmetic surgery
- Worked as CNA assisting nurses with admitting and discharging patients, and prepared patients for laser eye procedures for 3 years prior to becoming an RN

Registered Nurse, Emergency Services

Providence Medford Medical Center - Medford, OR

August 2013 to June 2015

- Performed patient triage
- Initiated patient assessment to determine immediate care needs, and performed ongoing assessments
- Stabilized patients using BLS, ACLS, and TNCC protocols
- Managed care of critically ill patients, injuries, and other emergency situations
- Supervised care provided by Emergency Room Technicians

Education

Minor in Psychology

Southern Oregon University - Ashland, OR
January 2008 to June 2013

Bachelor of Science in Nursing

Oregon Health and Sciences University

Associates of Science in General Studies

Rogue Community College

Skills

- Infection Control Training
- Materials Management
- Medication Administration
- Nursing
- Pain Management
- Root Cause Analysis
- Operations Management
- Staff Development
- Staff Management
- Infection Control
- ACLS
- BLS
- Financial Management
- Epic
- Triage

Awards

Golden Lamp Award

June 2013

Recognizing exemplary scholarship, leadership, professional commitment, innovative contributions and humanitarian ideals.

Certifications and Licenses

Registered Nurse: Oregon State Board of Nursing, #201391276RN

Current BLS and ACLS