**Gurpreet Bhamra**

Roscoe, IL 61073

618-207-5726

gurpreetbhamra@gmail.com

**Summary**

Highly motivated Nurse Leader with over 9 years of experience leading and supporting interdisciplinary collaboration and transformational leadership. Self-starter with a positive attitude who enjoys working through people to achieve tremendous results. Team player who loves a good challenge, has a high level of integrity, and works diligently to exceed expectations. Successful in leading multidisciplinary teams, ensuring teamwork, and eliciting positive results and performance. Demonstrates strong organizational and prioritization skills, team/relationship building, and dedication to quality improvement. Advocate for excellence in patient care and experience, staff development, succession planning, process improvement, and best practices in the delivery of high quality, cost-effective care. Proficient in service line growth and outreach while continuously meeting and exceeding expectations of senior leadership.

**Skills**

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| * Defining, implementing, and revising operational policies and guidelines * Liaising with departmental heads to develop financial plans and ensure operational compliance * Staff training and development * Performance management and reporting * Managing procurement and resource allocation * Developing and executing new growth directives * Patient experience | * Goal attainment * Health and safety compliance * Business strategy development and multidisciplinary collaboration * Staff retention and team building * Process improvement * Effective communicator * Strategic planning and budget management * Financial and cash flow analyses |

**Experience**

SwedishAmerican Hospital

Rockford, IL

SwedishAmerican Heart Institute Operations Manager Oct 2018 - Current

* Direct day-to-day operations by spearheading implementation of short-term and long-term strategies to achieve business plan, profitability goals, departmental goals, strategic plans and objectives that support the Health System’s mission and values.
* Managing 24 FTEs, for the Cardiology and Cardiothoracic Surgery service lines, with a 20 providers (10 Cardiologists, Cardiothoracic Surgeon, and 9 Advanced Practicing Registered Nurses).
* Deliver excellent and quality patient experience by implementing and leading effective best practices.
* Develop and implement strategies to enhance staff and provider engagement and retention. Enhancing and fostering an environment that promotes positive change strategies and individual growth
* Collaborate with staff and providers to streamline procedures, interdisciplinary collaboration, patient transition, and improve bottom-line profitability. Working closely with physicians to establish and implement departmental mission, goals, strategic plans and objectives that support the health System mission
* Manage and maintain contractual commitment and relations with outreach clinics.
* Formulate department goals, objectives and strategic plans that integrate the organization’s values, service excellence philosophy and assure overall compliance with regulatory, safety, security, accrediting body and hospital standards
* Monitor staff resource utilization, including preparing and reviewing daily staff schedules and assigning daily work and/or patient assignments
* Prepare and monitor department operating and capital budgets and analyze monthly variances
* Monitor and evaluate operational, financial, and clinical outcomes and patient satisfaction making appropriate structural changes and communicating issues that need to be addressed with leadership, staff, and physicians

Barnes Jewish Hospital

St. Louis, MO

May 2009 – April 2018

Clinical Nurse Manager

*High Risk Cardiology Oct 2017- Apr 2018*

* Primary responsibilities (in addition to staff RN, Night Supervisor/Charge Nurse, and Assistant Nurse Manager) include: managing daily unit operations, supervising and evaluating staff performance, implement best practices and policies, setting strategic goals for the unit, contributing to staff development programs, recruitment and retention, develop and manage departmental budget and staffing, developing and implementing strategies to meet and exceed patient experience and quality goals, maintaining staff records and ensuring all staff are appropriately trained and accredited, and address personnel concerns to promote a productive environment and just culture.

Assistant Nurse Manager

*High Risk Cardiology May 2016- Oct 2017*

* Primary responsibilities (in addition to staff RN and Night Supervisor/Charge Nurse) include: supervising all staff members on the division; participating in leadership activities, hiring activities, coaching’s, write-ups, terminations; performing routine audits; performing touch-base/feedback; divisional goal setting; staff scheduling; and input in budget and Full Time Employee (FTE) allocation and distribution.

Registered Nurse Supervisor

*High Risk Cardiology* *April 2014 – May 2016*

* Primary responsibilities (in addition Staff Nurse (RN) role, division 2100- High Risk Cardiology) included: Supervising the night shift staff on a specialized unit with a capacity of 20 patients; leadership activities; patient and multidisciplinary rounding, service recovery; assisting in patient care, coordinating with staffing and patient placement.

Registered Nurse Supervisor

*Acute Care Medicine* *Aug 2012 – April 2014*

* Responsibilities included: supervising the evening and night shift staff on nursing divisions with a total capacity of 46 patients; participating in leadership activities, supervising patient care; multi- disciplinary rounding; leadership-patient rounding; service recovery; staff and chart auditing, staff scheduling, training staff and assisting with annual unit based competencies, budgeting; hiring, coaching, write-up and termination; and maintaining and updating staff records as needed.

**Education**

MBA: Healthcare Practice Management August 2018

Maryville University of Saint Louis, St Louis, MO

Bachelor of Science: Nursing May 2009

Southern Illinois University Edwardsville, Edwardsville, IL

Some College (No Degree) May 2004

University of Central Oklahoma, Edmond, OK

* Major in Biology/ Pre-med

**Certifications**

* Advanced Cardiac Life Support - 2021
* Basic Life Support – 2020
* NIH Stroke Scale Certified - 2018

**Professional License**

* Illinois-Registered Nurse
* Missouri- Registered Nurse

**Professional Affiliations**

* Missouri Nurses Association
* Illinois Nurses Association
* American Nurse Association (ANA)
* American Academy of Ambulatory Care Nursing (AAACN)