

## **Deana Cox, MHA, BSN, RN**

### **Registered Nurse**

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### **Experience**

#### **Encompass Health Rehabilitation Hospital of Cincinnati**

03/2020 – present

#### **Chief Nursing Officer**

05/2021 – present

- Manages overall patient care for two facilities 10 minutes apart; licensed for 100 patients in post-acute inpatient rehabilitation.
- Due to staffing shortages, I have provided bedside care including wound care, ostomy care, IV therapy, NG tubes, trach care and overall patient care. I have been a fill in supervisor, staff nurse, wound care nurse and infection Preventionist. I have worked with Spinal Cord Injury (SCI), Stroke, Amputees, Traumatic Brain Injury (TBI) and other complex cases.
- Responsible for over 100 employees including, nursing, registered nursing technicians, dieticians, wound care, hospital unit clerks, nursing supervisors, nursing managers, and infection control
- Monitored staffing patterns and nursing hours per patient days for efficiency and made changes when necessary to meet patient needs
- Incorporated evidence based practices to provide high quality of care for patients and their families
- Diligently monitors quality indicators to improve work methods and procedures
- Implemented standards of nursing care in accordance with state and federal guidelines
- Prepared quarterly data presented to Quality Council, Medical Executive Committee and Governing Body regarding scanned meds, wound care, educator, infection control and made appropriate actions plans to correct
- Established and maintained strong collaborative relationships with the medical director and Senior Leadership to provide a seamless transition of patients across the continuum of care
- Worked collaboratively with the Nephrology group and implemented a Hemodialysis and Peritoneal Dialysis program
- Assists with budget and expense reports
- Implemented nursing retention programs by asking for a market analysis for the clinical teams, and incorporating an extra shift bonus program
- Ability to create a positive collaborative work environment within the nursing department and across other interdisciplinary departments
- Addresses and manages conflict in a constructive, productive and professional manner
- Incorporates Comfort, Professionalism and Respect (CPR) into all practices within the hospital

- Familiar with EPIC, Cerner, Meditech, Patcom, Revenue Cycle, Microsoft Office, Match MD, Dragon Software

### **Director of Quality and Risk Management**

03/2020 – 06/2021

- Integrated evidence-based practices into operations and clinical protocols
- Reviewed incident and interviewed staff on all compliance concerns
- RL-solutions- Program input for patient complaints, concerns or staff diversions. Re-roll out to staff with new procedures to capture patient concerns, complaints and incidents.
- Directed Infection Control and Education Positions-Assisted CNO with development of needed education for staff and revamping of Infection Control Procedures
- Developed Policies and Procedures for all departments – Reviewed with all department leaders for appropriateness and completeness
- FPPE/OPPE processes for Physician Quality Measures and Credentialing
- Led Medical Executive Committee Meetings along with Medical Director and CEO
- Responsible for assisting department leaders in developing 2020 Goals
- Led the Quality Assurance Performance Improvement (QAPI) Committee – Re-roll out of expectations for PI program with training on plans of correction when goals are not met
- Presented Quarterly and Annual Reports to the Governing Board
- Assisted with development of Hospital Plans, including Nursing Scope of Practice, Performance Improvements, and Infection Control
- Assisting with Patient Satisfaction understanding and improvements
- Regulatory expertise with The Joint Commission, ODH and CMS.
- Plan of correction development for department deficiencies noted during regulatory auditing and Compliance Chart Reviews
- Accountability for staff related to new changes in all process to improve Patient Satisfaction, Staff Satisfaction and overall positive changes for Hospital improvements
- Worked with Chief Nursing Officer on Department Goals and Performance Improvement Measures for Improved patient outcomes.
- Attend Interdepartmental Conferences to assist with patient outcomes and quality measures
- Development of Falls Committee improvement action plans and Falls Protocol

### **Hospice of Hope**

05/2018 – 01/2020

#### **RN, MHA – Admissions Team Facilitator**

- Responsible for assessing a referred patient's medical status, planning, teaching and implementing immediate medical interventions on the day of admission.
- Completes an initial, comprehensive and ongoing assessment of patient and family needs
- Provide direct 1:1 care to patients, including medication administration and wound care
- Completes patient admission process by obtaining orders, ordering DME equipment and acquiring medications as needed by physician order.
- Collaborate with physicians and other professionals to develop patient care plan
- Completes maintains and submits accurate and relevant clinical notes regarding patient conditions

- Provides teaching regarding medication, diet and other instructions as ordered by the physician
- Works in cooperation with family/caregiver and hospice interdisciplinary group to meet the emotional needs of the patient
- Uses Consolo EMR and can operate MedTech and Epic software.
- Participates in IDT meetings and provides input
- Participates in completion of consents for admission
- Communicates admission information, issues and concerns in patient care meetings to assure smooth transition and continuity of care with other assigned staff
- Participates in QAPI program and Hospice sponsored in-services

**Vibra Hospital of Fort Wayne**

1/2/2018- 4/27/2018

**RN, BSN- Director of Quality and Risk Management, Security & Compliance Officer**

- Integrated evidence-based practices into operations and clinical protocols
- Reviewed incident and interviewed staff on all compliance concerns as the Assistant Compliance & Safety Officer
- Q-solutions- Program input for patient complaints, concerns or staff diversions. Re-roll out to staff with new procedures to capture patient concerns, complaints and incidents.
- Directed Infection Control and Education Positions-Assisted CCO with development of needed education for staff and revamping of Infection Control Procedures
- Developed Policies and Procedures for all departments – Reviewed with all department leaders for appropriateness and completeness
- FPPE/OPPE processes for Physician Quality Measures and Credentialing
- Led Medical Executive Committee Meetings along with Medical Director and CEO
- Responsible for assisting department leaders in developing 2018 Goals
- Led the Quality Assurance Performance Improvement (QAPI) Committee – Re-roll out of expectations for PI program with training on plans of correction when goals are not met
- Presented Quarterly and Annual Reports to the Governing Board
- Assisted with development of Hospital Plans, including Nursing Scope of Practice, Performance Improvements, and Infection Control
- Assisting with Patient Satisfaction understanding and improvements
- Development of Concierge Program to assist with Patient and Family Needs
- Initiated Facility 360 to capture hospital needs and maintenance request
- Created Patient Handbook to include Patient Rights, the complaint and grievance process and patient expectations
- LTRAX data entry- Reviewed and revised process with staff to ensure timely completion to CMS- defined staff and department roles for completeness and accuracy of data
- HCHAPS scoring review with all staff and Leadership team to improve Patient Satisfaction and overall experience
- Regulatory expertise with The Joint Commission, ISDH and CMS.
- Plan of correction development for department deficiencies noted during regulatory auditing and Compliance Chart Reviews

- Accountability for staff related to new changes in all process to improve Patient Satisfaction, Staff Satisfaction and overall positive changes for Hospital improvements
- Assisted with HMS implementation and New rollout of HMS for physicians
- Worked with CM Director on Department Goals and Performance Improvement Measures for Improved patient outcomes.
- Attend Interdepartmental Conferences to assist with patient outcomes and quality measures
- Initiation of Cyracom Services for continued Communication with non-English speaking patients
- Development of Falls Committee

## **Humana**

8/2017-1/2/2018

### **RN, BSN- Case Manager**

- Evaluate member needs and requirements to achieve and maintain optimal wellness state  
Guiding members and their families toward and facilitate interaction with resources
- Work in collaboration with a multi-disciplinary team, employing a variety of strategies, approaches and techniques to manage a member's physical, environmental and psycho-social health issues
- Proactive telephonic outreach to eligible Humana members and engage participation in Humana At Home care management programs
- Complete physical, psychological, emotional and environmental assessments, for the purpose of providing appropriate, timely interventions to ensure provision of optimal care
- Actively participate in all enrollment activities
- Coordinate community care and services as deemed appropriate
- HEDIS, NCQA, QI and HIPAA

## **Gateway Rehabilitation Hospital (Vibra Healthcare)**

7/2015-7/2017

### **RN, BSN- Director of Quality and Risk Management, Security & Compliance Officer**

- Achieved Joint Commission Re-Accreditation with no minimal discrepancies
- Achieved CARF Re-Accreditation - Certifying in Stroke and TBI
- Integrated evidence-based practices into operations and clinical protocols
- Completed Vibra Rise Training as an upcoming leader
- Reviewed incident and interviewed staff on all compliance concerns as the Compliance & Safety Officer
- Q-solutions- Program input for patient complaints, concerns or staff diversions
- Directed Infection Control and Education positions- including new roll out of New Employee Orientation (NEO) and revamping of Infection Control Procedures
- Developed Policies and Procedures for all departments
- FPPE/OPPE processes for Physician Quality Measures
- Led Medical Executive Committee Meetings along with Medical Director and CEO
- Responsible for assisting department leaders in developing 2016 & 2017 Goals
- Led the Quality Assurance Performance Improvement (QAPI) Committee

- Presented Quarterly and Annual Reports to the Governing Board
- Assisted with development of Hospital Plans, including Nursing Scope of Practice, Performance Improvements, and Infection Control
- Developed a Fall Committee and reduced falls by 50% within 6 months
- Initiated Fall Tiering System with Medical Director Input to improve patient safety and reduce falls
- Improved Overall Hospital Communication with Quality Outcomes, Patient Satisfaction and Daily Notifications of New Admissions.
- Assisted with Ambassador Rounding Initiatives to improve Patient Outcomes
- Collaboration with IRF-PAI coordinator to resolve issues with patient concerns and review FIM scoring.
- Collaboration with Case Management, Admission and Chief Marketing Officer to review patient criteria for admission and discharge planning with difficult placements.

**RN, BSN- Buffalo Trace Gastroenterology** 9/2014-7/2015

- Practice Registered Staff Nurse
- Implemented G-Med computer program
- Completed H&P's, review medications, update patient profiles for physician review
- Review lab and testing results with patients
- Schedule consultation appts, diagnostic testing and others as necessary

**RN, BSN-Clark Regional Medical Center -Emergency Dept.** 11/2013-9/2015

- Emergency Room Staff Nurse
- Specializing in Cardiac and Respiratory emergencies
- Triaging acuity of medical necessity skills
- Med Host, ACLS, PALS, TNCC & ENPC
- New Grad Preceptor

**RN, St. Claire Regional Medical Center Emergency Dept.** 11/2010-11/2013

- Emergency Room Staff Nurse
- Specializing in Cardiac and Respiratory emergencies
- Triaging acuity of medical necessity skills
- Med Host, ACLS, PALS, TNCC & ENPC
- Assisted in implementation of New Computer system
- New Grad Preceptor

**Education**

Grand Canyon University- **Master of Healthcare Administration (MHA)** 2019

Northern Kentucky University- **Bachelor of Science Nursing (BSN)** 2013  
**Graduated Magna Cum Laude**

Maysville Community & Technical College (MCTC) 2010  
**Associate Degree Nursing (ADN), Registered Nurse**

Maysville Community & Technical College (MCTC)  
**Associate of Arts Degree, with emphasis in Business Management**

2008

**Certifications/Qualifications**

RN Licenses: Kentucky, Compact RN License, and Ohio

Basic Life Support (BLS, recertified 4/15/2021)

ACLS (Will complete by 2/15/2022)

Basic Business Administration Certificate