

BRITTINY LITTLE

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Hospital Supervisor- Nursing Administration. The Hospital Supervisor assumes the role of in-house administrator during assigned shifts and has final authority regarding Hospital policy and problem resolution.

- Transporter
- CNA
- Medical Assistant
- Emergency Room Technician
- Health Unit Coordinator
- Nurse Tech
- Registered Nurse
- Charge Nurse
- Assistant Nurse Manager
- Nurse Manager

DEXTERITY

- Work Flow Improvement
- Patient Satisfaction Improvement
- Productivity Improvement
- Core Measures Improvement
- Service Improvement
- Public Speaker
- Experience with building relationships with Union
- Experience with Union Negotiations
- Policy building and implementing
- COVID-19 Cohort planning- Patient Care Training

EXPERIENCE

JANUARY 2021 – CURRENT

HOSPITAL SUPERVISOR, TACOMA GENERAL HOSPITAL

THIS POSITION IS RESPONSIBLE FOR THE OPERATIONS OF THE HOSPITAL, INCLUDING PATIENT CARE, STAFF MANAGEMENT, AND TROUBLESHOOTING/PROBLEM SOLVING. THIS POSITION IS ALSO RESPONSIBLE FOR THE DISTRIBUTION AND UTILIZATION OF AVAILABLE RESOURCES TO PROVIDE SAFE PATIENT CARE BASED ON HOSPITAL-WIDE ASSESSMENT IN A QUALITY AND COST-EFFECTIVE MANNER.

SEPTEMBER 2018 – JANUARY 2021

NURSE MANAGER, TACOMA GENERAL HOSPITAL

62 BED ER. 430 BED HOSPITAL. LEVEL II TRAUMA CENTER

WORKED IN THE EMERGENCY DEPARTMENT FOR OVER SEVEN YEARS, WORKING IN VARIOUS ROLES. RECENTLY MANAGING A LEVEL II TRAUMA 62 BED EMERGENCY DEPARTMENT AT A BUSY 437 BED HOSPITAL THAT CARES FOR 58,786 PATIENTS ANNUALLY. WE SERVE A CULTURALLY DIVERSE AND COMPLEX HEALTHCARE POPULATION AND PROVIDE EXCEPTIONAL CARE FROM BIRTH THROUGH THE LIFESPAN.

- Initiated process to improve staffing effectiveness and served in leadership role to build strong relationships with staff in the department.
- Oversaw scheduling, budget and staffing effectiveness for 150+ employees.
- Managed personnel effectively and analyzed workloads and skill requirements to meet patient's needs for an assigned shift.

SEPTEMBER 2017 – CURRENT

ASSISTANT NURSE MANAGER, TACOMA GENERAL HOSPITAL

53 BED ER. 430 BED HOSPITAL. LEVEL II TRAUMA CENTER

- Initiated process to improve staffing effectiveness and served in leadership role to build strong relationships with staff in the department.
- Oversaw scheduling and staffing effectiveness for 150+ employees.
- Managed personnel effectively and analyzed workloads and skill requirements to meet patient's needs for an assigned shift.

- Ensured that the department personnel followed hospital policies and procedures, safety and infection control practices.
- Assumed responsibility for remaining current on job-related knowledge, skills and ongoing education/in-service/credentialing/certification/licensure requirements
- Hired and developed new staff to include developing action plans to improve care
- Identified areas for improvement and implemented educational processes to improve care
- Developed unit-based Partnership Counsel to get staff ideas and implement new processes
- **Experience with:** Word, Excel, QlikView, Kronos, PowerPoint, Image Now (Invoice sign off) and Epic.

LEADERSHIP EXPERIENCE

- **Front End Pilot (2017-2018)-** The goal was to promote throughput while achieving our ED metrics target. This pilot provided a First Eyes RN who was able to coordinate flow throughout the department and an additional EST in triage to assist with Door to EKG times.
 - i. Door to Provider under 49mins from 79mins
 - ii. Left without being seen rate down to 2% from 4%
 - iii. Door to EKG average of 10mins down from 19mins
 - iv. Discharge Length of Stay down to 254mins from 345mins
- **Experience in running a “Pop up ED” (2019):** During Winter Surge the hospital was a full capacity. I had a census of 90 patients in the ED. Recommended to open the Intermediate Care Nurse (ICN) that was not being used to run as a “Fast Track” area for the ED. The creative space area had 12 bed opportunities. Staffed with a MD, three RN’s, and an EST. The ICN has been running for the last 2 months as an ED care space and has been successful with ED throughput giving us the capacity to see up to 200 patients a day while holding 25+ inpatients.
- **Multidisciplinary Workgroups with Inpatient Leadership (2017- Current):** The focus of this collaboration is to promote the best care to our patients. By collaborating with the inpatient leadership to diminish Hospital Acquired Conditions (HAC)
- Team member for Nursing education residencies for new hires and annual competencies
- Skilled in Staffing Management and payroll for 150+ employees
- **Implemented Trauma Committee and Education for Tacoma General Hospital ED (2017- Current):** Collaborated with staff and Trauma Trust to create a Tier 1 and Tier 2 trauma education class. The goal was to promote knowledge and set expectations for the standard of care a Trauma patient receives in our department.
- **CMS/Joint Commission and DOH Survey Experience (2017-Current):** Implemented new Triage process and clinical guidelines. Published Triage Policy for the MHS Healthcare System (2018). Implemented new process for EMS

reports to be scanned into the EMR system within 24 hours and follow up to all EMS within 24 hours if not received (2018).

- **VAD Survey Experience (2017-Current):** Designated Chest Pain Center, Cardiac catheterization and electrophysiology, Cardiac and vascular operating suites, and Chest pain cardiovascular short stay unit. Record breaking time of door to balloon within 15mins (2018). Recognized by the community and received an award.
- **Trauma Application/Designation Renewal Experience (2018-Current):** Manager of Level II Trauma Center. Tacoma General is designated as Level II by the Washington State Department of Health. The Level II designation shared by Tacoma General and St. Joseph means each hospital has a trauma surgeon on site when the facility is on trauma duty, and that cardiologists, cardiac surgeons, neurosurgeons and other medical specialists can respond with 20 minutes of being called.
- **Stroke Survey Experience (2017-Current):** Decreased door to TPA time from 144mins to 45mins in a year.
- **Length of Stay Committee (2017- Current):** The goal of the committee is to decrease the length of stay in the ER and increase patient throughput.
- **Pierce County WaTrac Collaboration (2017- Current):** A collaboration between Emergency Rooms within the Community and EMS/Fire. This group meets quarterly to discuss to promote communication and so that all members are aware of any concerns or issues going on in the community. We also discuss how to communicate effectively by using the WaTrac electronic system with EMS/Fire because we are a NO DIVERT community.
- **Assisting with the Development of Unit Based Council (2017- Current):** Currently elected as Leadership Representative of the Unit Based Council (UBC). The goal of the UBC is to encourage staff engagement while improving patient throughput, by coming up with ideas and strategies for better processes.
- **Recipient of “A Look at Leadership” Workshop (2017):** A one-year program that provides a closer look at leadership and management at MultiCare with a blend of self-discovery, new knowledge, skills and support. By invitation only and for exceptional staff nurses whose leadership team identified leadership talent and interest in an individual
- **Charge RN (2016-2017):** Balancing administrative tasks and clinical care by supervising, delegating nursing assignments, preparing schedules, overseeing admissions/discharges, and supporting nursing staff.
- **Created Fun Committee (2016- Current):** in the TG Department to help boost morale in the department. The Fun Committee has adopted a trauma family for Christmas, provided fun activities at work for holidays/celebrations, and participates in hospital wide activities i.e: Iron Chef.

- **“The Leading Edge” (2018):** Tacoma General Hospital, 2018. Brittiny Little, Panelist Guest Speaker. A program to assist new leaders
- **“A Look at Leadership” (2018):** Tacoma General Hospital, 2018. Brittiny Little, Panelist Guest Speaker. A program to award high performing staff and encourage them to continue on into leadership roles.

- **Culture Team (2018- Current):** Cultivating an engaged healthy culture in the workplace. We won the President's Award 2019 for improving employee engagement.
- **Shared Governance Coordinating Council (2019- Current): Co-Chair** Building and Implementing unified processes and improvement at a system level. The goal is to ensure the systems pathway to excellence of being a highly reliable organization.
- **Highly Reliability Organization- Trainer (2020):** MultiCare is on their pathway to excellence and magnet. The Organization is taking the initiative to have all staff to be educated on how to be a member of highly reliable organization.

JUNE 2016 – CURRENT

REGISTERED NURSE, FAVORITE HEALTHCARE STAFFING

- Working in multiple Emergency Room's in the Pierce and King county areas.
- Adapting to the facilities policies and procedures on a daily basis while providing optimal care to patients.

DECEMBER 2015 – SEPTEMBER 2017

REGISTERED NURSE/CHARGE NURSE, TACOMA GENERAL HOSPITAL

53 BED ER. 437 BED HOSPITAL. LEVEL II TRAUMA CENTER

- Quickly and accurately assess patient care needs
- Work collaboratively with doctors and staff to provide exceptional care
- Manage multiple cases simultaneously, prioritizing needs continually
- Comply with all legal and safety requirements at all times
- Maintain a clean, sanitary, and organized work environment
- Work at maximum efficiency without compromising quality of care
- Provide follow up care instructions to patients and make necessary referrals
- Maintain accurate and up to date patient charts

AUGUST 2015 – December 2015 (Transferred to Sister Hospital for lower FTE to complete my BSN)

REGISTERED NURSE, GOOD SAMARITAN HOSPITAL

45 BED ED. 375 BED HOSPITAL. LEVEL III TRAUMA CENTER

- Administered drugs, orally and by injection, and performed intravenous procedures under a physician's direction.
- Carried out diagnosis and checkup of patients brought into the emergency room.
- Assessed nature and extent of illness and injury to establish and prioritize medical procedures.

- Operated equipment such as EKGs, external defibrillators and bag-valve mask resuscitators in advanced life-support environments.
- Administered first-aid treatment and life-support care to sick and injured persons.
- Quickly and accurately assess patient care needs
- Work collaboratively with doctors and staff to provide exceptional care

AUGUST 2013 – JULY 2015

HUC/ER TECHNICIAN, GOOD SAMARITAN HOSPITAL

- Coordinates with other Hospital departments, such as Radiology, Housekeeping, Laboratories, Social Services, etc. to request and obtain supplies and services. Works with nursing staff to coordinate patient transfers to and from the unit.
- Serves as the unit's communication person, answering phone calls, taking and relaying messages. Answers questions of visitors, physicians, or other departments in person or by phone. Initiates emergency protocol under the direction of a physician or nurse.
- Initiates, maintains, and updates patient charts, inserting appropriate forms, ancillary department reports, consults, etc.
- Rearranges order of charts for medical records when patient is discharged. Ensures that charts for transfer patients are copied prior to transfer to other facilities.
- Ensures that the unit is adequately stocked with necessary supplies and equipment. Completes appropriate requisitions and/or charge slips, obtaining proper approvals.
- Providing efficient patient care related to bedside testing, specimen collection and procedures (EKG, phlebotomy, blood glucose and urine, sputum, stool specimen collection, dressing changes, etc.)
- Assists patient with physical care needs (ADL's, ROM, toileting, nutrition, etc.)
- Documents clinical and technical patient care tasks in accordance with established policy and procedure
- Monitors patient condition, readily identifying deviations from normal and reports appropriately to RN or other health care team member

DECEMBER 2012 – AUGUST 2013

FLOAT POOL CNA, GOOD SAMARITAN HOSPITAL

- Providing efficient patient care related to bedside testing, specimen collection and procedures (EKG, phlebotomy, blood glucose and urine, sputum, stool specimen collection, dressing changes, etc.)
- Assists patient with physical care needs (ADL's, ROM, toileting, nutrition, etc.)
- Documents clinical and technical patient care tasks in accordance with established policy and procedure
- Monitors patient condition, readily identifying deviations from normal and reports appropriately to RN or other health care team member

DECEMBER 2011 – MAY 2013

TRANSPORTER/ER TECH/MEDICAL ASSISTANT, FRANCISCAN HEALTH SYSTEMS

EDUCATION

IN PROGRESS

MASTER OF BUSINESS ADMINISTRATION CONCERNTRATION IN HEALTHCARE,
UNIVERISTY OF WASHINGTON-TACOMA

JUNE 2016

BACHELOR OF SCIENCE IN NUSING, UNIVERISTY OF WASHINGTON-TACOMA

JUNE 2015

ASSOCIATE DEGREE IN NURSING, TACOMA COMMUNITY COLLEGE

JUNE 2012

BACHELOR IN INTERDISCIPLINARY ARTS AND SCIENCES, UNIIVERSITY OF
WASHINGTON-TACOMA

CERTIFICATIONS:

- Trauma Nurse Core Course Certification (TNCC)
- Advance Cardiac Life Support (ACLS)
- Pediatric Advanced Life Support (PALS)
- Cardiopulmonary Resuscitation (CPR)
- Basic Life Support (BLS)
- National Institute of Health Stroke Scale (NIHSS)
- Crisis Prevention Institute (CPI)
- Disaster Management and Emergency Preparedness (DMEP)

