



Hiring Team,

I recently received information regarding your company and a potential RN job opportunity. I feel I could be an asset to your company.

As my resume indicates, I possess more than 17 years' experience in nursing, and the majority of those in management/quality.

Attached you will find my resume. I would like the opportunity to discuss opportunities and learn more about your company.

Thank you,

Jami Gray

214-226-4424

jaycollc@outlook.com

JAMI GRAY

PROFESSIONAL SUMMARY

Registered Nurse with 17 years of experience in emergency medicine. Seeking quality and risk assurance position. Strong desire to Focus on patient satisfaction, provider satisfaction, employee engagement, staff recognition, care deliver & monitoring for quality. Workexperience in fast paced, high-volume traditional and free-standing emergency departments. Experience in chart review and education.

QUALIFICATIONS

- Registered Nurse
- Results driven
- Action oriented
- Management experience
- Free-standing emergency department experience
- Strong interpersonal skills
- Team-oriented personality
- Excellent communication skills
- Attentive to detail
- Effective handling of multiple tasks simultaneously

EDUCATION

GRAYSON COUNTY COLLEGE, DENISON, TEXAS
Major – Nursing Associate of Science Degree

EXPERIENCE

QUALITY CARE EMERGENCY-QUALITY/EDUCATION, GREENVILLE & PARIS, TEXAS 10 / 2021 - PRESENT
Quality manager and Educator for two freestanding emergency rooms. Responsible for chart review of all patients and quality assurance data. Maintain all staff certificates and responsible for staff education based on chart findings and annually.

LEGACY EMERGENCY ROOM & URGENT CARE, ALLEN, TEXAS 08/2020-PRESENT
As a Nurse Leader, responsible for leading nursing team, conflict resolution, monitoring staff performance, conducting interviews (in person and virtual), maintaining staff education requirements, scheduling, payroll, and department inventory. Maintained lab requirements in accordance with CLIA, COLA and TJC requirements. Took on-call for all 6 sites in DFW, responsible for implementing new policies and procedures/processes.

CITY HOSPITAL EMERGENCY CARE CENTER, MCKINNEY, TEXAS 5/18/2015-06/2020
As a Facility Administrator, responsible for leading nursing, radiology and front office departments, conflict resolution, monitoring staff performance, maintaining staff education requirements, conducting interviews (in person and virtual), scheduling, payroll, and department inventory. Maintained lab requirements in accordance with CLIA, COLA and TJC requirements. Opened and closed several facilities. TJC survey with no citations. Upon closure of McKinney facility (10/31/2019) accepted Regional Nurse Manager Position for nine remaining facilities for City Hospital responsible for managing COVID-19 patient throughput in addition to facility monitoring for 13 sites.

THE MEDICAL CENTER OF PLANO, PLANO, TEXAS 06/01/2004-2015
Completed nurse internship in 2004. Worked as a Registered Nurse until 2013. Relief charge nurse starting in 2010, and formally accepted Assistant Nurse Manager role in 01/2013. Managed day to day flow in high volume trauma center. Accepted Nurse Manager role 12/2013. Implemented new EMR (T-Systems to Meditech), successful TJC survey, trauma re-designation, stroke and trauma accreditation survey, and assisted with opening of Provider Based Emergency Room.

RENTAL PROPERTY MANAGEMENT 2006 - PRESENT
Manage 4 rental properties, involving tenants, subcontractors and property management. Oversee budget. Collect and keep careful records of rental payments.

BREE-LEIGH'S BEAUTY/GRACE GYNECOLOGY & WOMEN'S CARE 2021-PRESENT
RN injector of Botox Cosmetic for private parties and at Med Spa.

CERTIFICATIONS

American Heart Association Provider: BLS, ACLS, PALS

SKILLS & ABILITIES

- Meditec, T-Systems, EPowerDoc
- Lab equipment: Medonic, Piccolo, Triage, ISTAT (testing & maintenance)
- Microsoft Excel & Word
- Kronos & Exponent
- Paycom & Shift Admin
- Zoom
- Microsoft Teams

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of Recommendation for Jami Gray, RN

I give my highest recommendation to Jami Gray for any clinical or administrative position she is applying for. In ten years of Active Duty service in the US Army Medical Command and twelve years of civilian medical practice, Jami ranks as the top clinical and administrative nurse with whom I have worked with to date. She is a "must hire" individual who will bring a wealth of experience and knowledge to any team fortunate enough to recruit/sign her.

I first worked with Jami at Medical City Plano (the Level I Trauma Center for Collin County, Texas). As an Emergency Department Staff Nurse, her clinical acumen and patient care skills were exemplary. As a Charge Nurse, she kept that busy Department functioning effectively and safely at all times. With this level of experience and performance, I was extremely pleased to learn that she was selected as the Facility Administrator when we opened the free-standing Emergency Center in McKinney, Texas.

During her tenure as the Facility Administrator, her performance again demonstrated that she is well ahead of all peers in this complex role. In addition to adapting her nursing skills to the concierge model of Emergency Medicine, she also oversaw all administrative aspects for this seven-bed stand-alone facility, and as the Medical Director, I was never required to attend to any task associated with running the facility. She was also instrumental in organizing and executing the Community Outreach marketing effort, and together we secured direct admission agreements with local hospitals (Baylor and Medical City) as well as direct access to activating their Cardiac Catheter suites for any potential ST Elevation Mis that may have presented to the facility.

Jami was solely responsible for managing a \$130,000.00 annual operating budget, accounting for both medical supplies and facility administrative supplies. She has a very thorough command of effective supply discipline, and the facility was never without needed medical supplies, nor did we experience significant cost through excess expired medical supplies.

She was responsible for all tasks associated with opening the facility, to include all scheduled inspections, and the facility opened on time and under budget. Because of her performance, she was tasked by the organization to assist with organizing and opening four additional facilities, for which she received several accolades.

During her tenure, we completed two Joint Commission surveys. Our facility had no findings in either survey. During the process leading up to the actual survey, Jami's preparation was noted by the organization, which subsequently tasked her to facilitate all other facilities within the Dallas-Fort Worth metroplex (at one time numbering 23 facilities) for these critical inspections. All facilities passed with the highest recommendation.

As the Laboratory Manager, she completed three COLA inspections with no findings and very positive comments. She also oversaw two Texas State facility inspections that resulted in no adverse findings/recommendations.

Jami is an excellent personnel manager. She was directly responsible for supervising 28 employees (staff nurses, radiology technicians, and front office administrative personnel). She not only ensured all credentials were kept up to date, but she also implemented a professional development/mentoring program that resulted in exceptionally high customer ratings/customer satisfaction scores. She also arranged for the private ambulance company to provide monthly Staff Education and "mock codes" at no additional charge to the organization as part of the staff professional development/continuing education program (another "Best Practice" technique subsequently adopted by the organization).

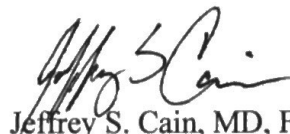
Her superior performance was recognized by the organization, and she was tasked to simultaneously manage two additional facilities for 4-9 months until a permanent facility administrator for those entities could be selected and trained. Several of Jami's laboratory, supply discipline, personnel management, and facility operation processes were subsequently adopted as "Best Practice" guidelines for the entire organization. She ensured that the McKinney facility seamlessly transitioned through the turmoil of two separate ownership changes.

As Jami transitioned to a higher Corporate position following the closure of the McKinney facility, she became responsible for organizing and updating the myriad tasks associated with COVID-19 testing and reporting, and when the organization ultimately failed financially due to decision making processes well outside mine or Jami's scope of influence, she oversaw the closing of thirteen facilities with no major losses of equipment accountability.

In summary, there are few individuals who can rival Jami's experience and performance while simultaneously understanding and incorporating the unique aspects of "Concierge Service" from the outset. She is highly adept and efficient in building/training a highly functioning team for this environment.

Please contact me at any time if I may be of further assistance. Very

Respectfully,



Jeffrey S. Cain, MD, FACEP