

Joyce Deithorn

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A Director of Nursing in Maternal Child Health, Pediatrics and Neonatal Intensive Care nursery with over 12 years of progressive leadership and management experience. Led the delivery of patient care and nursing services to achieve/exceed quality clinical standards and performance measures. Ensured and improved clinical practices, services, and operations by designing and implementing efficient processes and procedures and methodologies to evaluate and improve patient care within assigned department. A proven leader with an intense focus on building positive physicians and nurse relationships, quality management, customer satisfaction, revenue and productivity and enhancement and cost reductions. Financial expertise, process expert, strategic planning, reengineering with the ability to initiate positive change are key strengths.

Authorized to work in the US for any employer

Work Experience

Nurse Director

Mercy Hospital - Baltimore, MD

2019 to Present

Mercy Hospital is a private, nonprofit 520 bed hospital in Baltimore Maryland. Responsible and oversee 256 FTE's. Report to the CNO of Mercy hospital.

- Assist with overseeing the cost centers in labor and delivery, NICU, pediatrics and post-partum unit.
- Accountable to productivity, benchmarking and budget
- Accountable for establishing guidelines and working on the restructure and planning for the unit.
- Working with the managers to help improve patient satisfaction.
- Mentoring and growing new nurse managers to the role within their unit.
- Working to build collaboration with nurses and providers.

Nurse Manager

Carroll Hospital Center - Westminster, MD

2016 to 2019

Carroll Hospital is a private, nonprofit 193 bed hospital in Westminster Maryland. Responsible and oversee 82 FTE's. Report to the senior clinical director of Women and Children's services. Assist with overseeing the cost centers in family birth, special care nursery, and pediatrics. Accountable to productivity, benchmarking and budget.

- Helped coordinate and build Maryland's first neonatal couplet care unit. This was a two year project that helped the families to stay and be part of the care of the newborn needing more supportive care.
- Improved nursing satisfaction by 10%.
- Work cohesively with the all the charge nurses, nurse educators and senior clinical leader to work as unit functioning under transformational leadership.
- Working towards improving nurse turnover. Have not had any turnover in the last 6 months.
- Currently working with the unit quality council on many quality initiatives
 - 2 hours of quite item for new mothers

- Exclusive breast-feeding education for the providers and staff and patients
- Working towards building staff relationships
- Continually to strive and improve patient satisfaction with staff involvement.
- Have consistently had 100% on leader rounding and nurse rounding.
- Envisioned, developed and improving a women's health initiatives on mental health by implementing education, a completed process flow with the providers and the EPDS scale for evaluation of the patient's mental health.
- Implemented a postpartum mental health support group.
- Continually looking for cost saving for the unit. Working with charge nurses on staffing down effectively.

Nurse Director

Anne Arundel Medical Center - Annapolis, MD
2015 to 2016

Anne Arundel Medical Center is a not for profit hospital. Anne Arundel Medical Center (AAMC), a regional health system headquartered in Annapolis, Maryland. Responsible for oversight of 91 FTE's. Direct report to the senior director of Women and Children's services. Oversees the cost center for both areas. Is accountable for the budget, productivity and benchmarking for those areas. Works cohesively with 3 other clinical directors in the Women and Children's services.

- Maintaining a turnover <1%
 - Initiatives driven by staff and stated with the quality committee related to peer to peer and staff input has aided in this area.
- Oversee a budget of \$19,000,000.00
 - Excess income from operating expenses \$11,286,228.00
 - Operating expenses of approximately \$8,000,000.00
- Patient satisfaction initiatives in place and working towards increasing the rate.
 - Started with satisfaction of 64% increased to 84%
- Currently working with the Joint Commission goal for exclusive breastfeeding
 - Started at 34% exclusive breastfeeding. Rate increased to 69% prior to leaving.
- Working towards building staff relationships
- Working closely with the clinical unit charge nurse and unit educator
- Currently working with the unit quality council on many quality initiatives
 - Glucose gel for newborns
 - 2 hours of quiet time for new mothers
 - Exclusive breast feeding education for the providers and staff.

Nurse Director

Hanover Hospital - Hanover, PA
2011 to 2015

Hanover hospital is a 93 bed not for profit facility, non-union environment. Responsible for the oversight of 82 FTE's. Direct report to the VP of Nursing. Oversee 4 cost centers. (Maternity, Nursery, Pediatrics, Infusion services.) 638 deliveries a year; 6 bed LDR unit and a 12 bed post-partum unit, 18 bed Nursery and a level II nursery.

- Revised charge description master and improved charge capture in L&D
- Maintained less than 1% employee turnover rate among the 82 FTE's for 2 consecutive years, resulting in cost savings of \$250,000 for training new personnel, etc.
- Eliminated agency/travel nursing
- Recently received the Quality Achievement Award

- Patient Satisfaction Scores 95% or higher (60% increase from hire date). Improved customer satisfaction from the 10th percentile to the 85th.
- Cesarean Birth rate at 18% per year
- Established a program for the Mennonite/Amish population for self-pay patients.
- Implemented a computer documentation system for fetal monitoring in the maternal child area.
- Implemented a charge capture system for the obstetric area to help capture lost revenue.
- Assisted with the creation and development of the press gang committee
- Assisted with the creation and development of a Nurse Leader development/training program.
- Established a program with the clinical educator to train and develop the labor nurse for circulating cesarean births.
- Eliminated patient care assistants to then create and established the OB surgical tech position.
- The circulator and Ob surgical tech position helped ensure and decrease the decision to incision for cesarean births from 40 minutes to 20 minutes.
- The implications of the labor nurse circulating helped with the patient experience and continuity of care. Same nurse from the beginning to the end.
- Renovated the labor and delivery unit.
- Implemented a quality and safety initiative for debriefing following abnormal birth outcomes.
- Received the Hanover Hospital first ever Health-care Quality Award.
- Captured lost revenue.
- Implemented many LESN projects in the maternity, infusion and pediatric area.
- Created and implemented an Obstetric Collaborative.

Staff Nurse, Charge Nurse

Lancaster Women and Babies Hospital - Lancaster, PA
2001 to 2011

Clinical Ladder 5

- Lancaster General Health is a three-hospital not-for-profit health system located in South Central Pennsylvania. Members of the LG Health System include 533-bed Lancaster General Hospital (LGH) The 98 bed Women and Babies Hospital and the 59 bed Lancaster Rehabilitation Hospital.
- Administered, supervised, managed, and evaluated patient care personnel.
- Directed, educated, coached and mentored nurses to develop/keep a strong team atmosphere on the unit.
- Supervised junior nursing employees in their duties and assigned work accordingly.
- Assisted in the manpower process by assigning departments to employee as per needs and expertise.
- Evaluated individual employee performance and ensured adherence to all rules and guidelines.
- Improved quality of professional nursing practices and quality of patient care-recommended clinical care improvements and initiated participated in change initiatives.
- Led and directed health relationships among nurses, physicians and other professionals.
- Adhered to safety regulations and procedures during performance of medical tasks and while working with patients and equipment.
- Able to perform-Assessment diagnosis, planning, implementation and evaluation of patient care.
- Organizational skills- ability to set priorities to work in a team and as a leader of a nursing staff.
- Critical Thinker - Consults, learns, and shares medical knowledge to provide optimum healthcare treatment.

Staff Nurse, Charge Nurse, Clinical Ladder

Capitol Health System - Trenton, NJ

1998 to 2001

Capitol Health System is a 223 bed, non-union, tertiary center. Reported directly to the Nurse Manager of the Labor and Delivery Unit. I started my nursing career here. Helped with eth p9olicy and procedure committee. Helped implement training and development of the nursing patient care assistant program for the units. Trained and developed many new RN's on the unit.

- Evaluated and assessed medical status of patient s- performed nursing care for patient s with complex medical issues and multi-system health cases.
- Improved quality of professional nursing practices and the quality of patient care - recommended clinical care improvements and initiated/participated change initiatives.
- Led and directed healthy relationships among nurses, physicians, and other professionals.
- Adhered to safety regulations and procedures during performance of medical tasks and while working with patients and equipment.

- Able to perform assessment, diagnosis, planning and implementation and evaluation of patient care.
- Organizational skills: Ability to set priorities to work in a team and as a leader of a nursing staff.
- Critical Thinker: Consults, learns, and shares medical knowledge to provide optimum healthcare treatment.

Education

MSN

Western Governors University - Salt Lake City, UT
2014

BSN

Pennsylvania College of Health Sciences - Lancaster, PA
2011

None in Web Design

Bucks County Community College - Bucks, Pa, US
2005

ASN

Mercer Medical School of Nursing - Trenton, NJ
1989

AAS

Bucks County Community College - Bucks, Pa, US
1987

Nursing Licenses

RN

Skills

- Nursing

- RN
- Management Experience
- director
- Nurse Management
- Quality Assurance