

# Caroline Ndiangui

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Dynamic, results-oriented leader with a strong track record of performance in turnaround and high-paced organizations.

## Work Experience

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### **Registered Nurse**

Nexim Healthcare Consultants, Inc., Various LTC Facilities  
January 2019 to Present

- Assess and interpret the patients physical and psychological condition within the framework of Nursing practice and established policies, along with other factors impacting their treatment outcomes
- Ensure the early identification of health issues and complications associated with chronic or communicable diseases
- Implement physicians' orders; administer medications, start IVs, perform treatments, procedures and special tests and document treatment pursuant to company policies and respective legislations
- Provide medical/nursing care to patients in accordance with the Legislated Standards of Nursing Practice
- Collaborate with the medical team to develop and implement a customized personal care plan for each resident
- Document full cycle resident care in a timely manner and adhere to the patient confidentiality policy
- Monitor and anticipate medical supplies entailed, placing orders, and restocking supplies dependent on inventory level
- Ensure the proper operation and maintenance of medical equipment by complying with manufacturer's instructions
- Forster a positive, clean working environment that is conducive to team members, residents, and family members
- Provide leadership as a charge nurse as required by the facility

### **Clinical Charge Nurse (Med-Surg Tele Unit)**

Shady Grove Hospital - Rockville, MD  
January 2009 to December 2021

- Evaluated and monitored patient care through consultation and direct rounds
- Provided direct patient care based on the unit staffing needs
- Communicated effectively with physicians and other members of the multidisciplinary team to develop and implement an individualized plan of care
- Delegated patient care priorities commensurate with the education and experience of available staff
- Documented care on plans of care, clinical pathways and other components of the medical record
- Contributed to the discharge plan by identifying homecare/continuum needs
- Intervened and implemented system changes to optimize department and patient outcome
- Audited medical records and performed unit-based QI/QA
- Ran unit-based Codes and Rapid Responses

- Assisted in hiring new staff nurses and interns; Assisted in completing annual staff performance evaluations
- Super user, cerner millennium

## **Performance Management RN**

Sound Inpatient Physicians - Rockville, MD

January 2014 to December 2019

- Utilized proprietary Sound Physicians-designed tools and processes to develop project deliverables scope, goals and objectives
- Managed scheduling and payroll for the hospitalist team (63 physicians)
- Created work plans, project schedules, cost estimates and budgets and shared with sponsoring executive stakeholder to ensure execution was within plan and standards, specified scope budget and schedule
- Managed project clinical and technical implementation, coordination, analysis, and support to achieve internal scorecard goals and established program Key

Performance Indicators

- Monitored ongoing performance for practice process and outcome metrics and created dashboards
- Conducted a high stake DMAIC process mapping project and implemented interventions towards readmissions, which went down by 9% and earned the hospital a \$2.2 million reimbursement from CMS
- Lead and collaborated with colleagues from other service lines on change management towards internal processes for the identified outcome metrics that were reportable at QBR's
- Served as a liaison between hospitalist and hospital and community stakeholders
- Managed and influenced cross functional multidisciplinary patient care teams and pilot projects
- Created presentations for Quarterly Business Review and Quarterly Performance Review with internal and external stakeholders
- Served in the Practice Advisory board and helped develop and update care plans, clinical pathways and order sets and other components of the medical record
- On-boarded and mentored new colleagues to site-specific clinical initiatives, tools and workflows
- Managed parallel pilot on Sound Physicians Transitional Care Services for population health valued at a projected cost of two Billion dollars

Notable Annual Achievements:

- 2015: Top performer in quality measures. Active exhibition of Sound Core Values culminating in a Regional Innovation Award.
- 2016: Successful Project Innovation and Implementation of Hospital wide

Multidisciplinary patient rounding

- 2017: Second place winner of the National Innovation Award for successful development and implementation of Patient Engagement Product
- 2017: Earned the hospital \$2.2 Million reimbursement from CMS on readmissions
- 2017: Abstract Publication

Ndiangui, Caroline. Use of a Patient Communication Checklist Is Associated With Improved Satisfaction Scores.

## **Histocompatibility Technologist**

MedStar Research Institute - Hyattsville, MD

January 2005 to December 2008

- Conducted clinical testing, analysis, interpretation and reporting, in Immunogenetics and Histocompatibility processes for solid organ transplantation.

- Leveraged strong administrative skills to ensure the accurate collection, documentation and maintenance of highly sensitive medical records and test results.
- Gained experience in the use, preventive maintenance, quality control and troubleshooting procedures of different types of advanced medical equipment such as Luminex 200 multiplex testing system.
- Thrived in the high-pressure environment, which demanded weekly on-call availability to perform time-critical deceased donor organ workups and compatibility testing.

## Education

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### **Master of Science in Clinical Nurse Leader Program**

University of Maryland School of Nursing - Baltimore, MD

### **Bachelors of Science in Biomedical Research and Technology**

University of Maryland Department of Medical Research - Baltimore, MD

## Skills

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- Multi-faceted professional with advanced analytical, reasoning, and problem-solving skills. Proven operations strategist with a track record in leading complex improvement initiatives and applying solid technical, research and analytical abilities. Skilled in Data Mining, Business Intelligence, C-Level Reporting, Project Management, Information Systems and New Product Development. Possess over ten years' experience in the healthcare field that includes performance management, project management, critical care nursing, supervisory duties, mentorship, and process improvement analysis. In addition, offers a solid foundation in clinical research statistics, analytical tools and methodologies, pharmaceuticals, clinical leadership, lean strategy, and current healthcare delivery advancements.
- Computer Languages-R programming, SQL
- Software- Microsoft Office
- Certifications:
- Languages-English
- Swahili
- German(basic)
- Excel
- Access
- Word
- Powerpoint
- Access
- Adobe
- Patient Pro
- Jira
- Asana
- Cerner
- Meditech
- Epic
- Point Click Care

## Certifications and Licenses

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**RN License**

**BLS Certification**

**ACLS Certification**

**CPR Certification**