

MELINDA SMITH

La Plata, Maryland · 240.577.9216
melinda.a.smith@hotmail.com

Registered Nurse with 7+ years of experience in direct patient care and nursing positions in healthcare settings. Experience spans across med-surgical environments, with the last 4+ years spent in the Surgical setting. Passionate about providing programs and services in support of growth and healing for patients and fellow healthcare staff. Active listener with direct communication style and compassionate, non-judgmental approach to build trust and rapport. Outside-the-box thinker with strong crisis resolution skills.

Prior to Nursing, I spent 10+ years as an experienced Office Manager and Administrator Professional optimizing productivity, efficiency and service quality across various environments. Highly dependable, ethical and reliable support specialist and leader that blends advanced organizational, technical and business acumen. Works effectively with cross-functional teams in ensuring operational and service excellence.

EXPERIENCE

2/2021 – PRESENT

NURSE ADMINISTRATOR, POTOMAC VIEW SURGERY CENTER

- Supervision of nurses and other health care team members.
- Recruit, hire and train new nurses/personnel.
- Create work schedules and conduct annual performance reviews.
- Maintain the budget and reporting on financial matters.
- Serve as a liaison between nurses and other healthcare personnel, including executives.
- Establish policies and procedures and ensure staff is in compliance.
- Attending managerial meetings
- Addressing patient complaints
- Ensuring accurate record logs are kept
- Providing educational opportunities for staff to meet their continuing education requirements
- Preparation of various reports for volume, budget, monthly and weekly performance
- Preparing and facilitating the JCACHO and State surveys
- Planning and facilitating staff meetings, drills, and mock scenarios
- Preparing for and presenting Board member meetings quarterly
- Ability to address surgeon complaints
- Manage daily procedure schedule to prevent issues and/or delays
- Oversee material management, ordering of supplies, medical equipment, instrumentation, vendors, etc.
- Approval of AP, payroll, timekeeping
- Audits of patient charts
- Credentialing practices for surgeons and staff

2/2020 – 2/2021

OPERATING ROOM NURSE, HARBORSIDE SURGERY CENTER

- Train new nurses in proper techniques, care standards, operational procedures and safety protocols to optimize performance and safety.

- Prepare OR by ensuring it met asepsis standards, as well as setting out, organizing and counting all tools and equipment necessary for each procedure.
- Provide high level of individualized care to patients across multiple medical specialties.
- Assesse team members' workloads and pitched in to help in areas where need was most evident.
- Collect, label and call specimens into lab for pick up.
- Provide direct support to surgical team during procedures
- Verify patient information to make staff aware of relevant health factors and conditions
- Collaborate with members of patients' healthcare team to deliver appropriate level of care.
- Coordinate with other healthcare professionals to assess, plan and implement patient care plans.
- Participate in policy committees to discuss policies, propose revisions and implement changes.
- Participate in education activities, including evidence-based practice project implementation, nursing competency development and nursing simulation activities.
- Assist with time management and proper placement of other employees to best utilize the center and provide exceptional care to each patient, surgeon, and fellow staff members.

4/2019 – 4/2020

TRAUMA SURGICAL NURSE, UNIVERSITY OF MARYLAND CAPITAL REGIONAL (PGH)

- Circulator/Scrub nurse experience.
- Maintain a safe surgical environment.
- Medication safety, verification, and waste.
- Prepared surgical suite according to surgery and surgeon preference.
- Collaborated with the surgical team to ensure the highest safety and surgical standards for the patient.
- Adhered to AORN standards of perioperative practice.
- Specimen collection, labeling, and delivery to laboratory.
- Union Delegate.
- Trauma response, preparation, and procedures; following hospital protocols.
- Documentation of evidence collected.
- Collaboration with law enforcement.
- Cerner system for documentation.
- Directed patient care activities and provided guidance and training to and fellow RNs during shift while delegating assignments and providing treatment.
- Treated patients requiring stabilization and resuscitation for variety of illnesses and injuries.
- Maintained and upgraded knowledge, skills, nursing practice and competencies affecting quality of nursing care and re-licensure.
- Detected, monitored and attempted to prevent complications associated with health situations or treatment plans.
- Delivered high level of quality care to diverse populations
- Provided exceptional care to high-acute patients needing complex care such as ventilator management, extensive wound care and rehabilitation.
- Quickly responded to situations impacting safety and security to unit, actualizing crisis prevention interventions to control and de-escalate situations.

2018 – 4/2019

SURGICAL NURSE, CALVERT MEMORIAL HOSPITAL

- Acts as circulator and/or scrub nurse during the intraoperative phase.

- Performs a perioperative assessment.
- Antibiotic administration.
- Handle and confirm medication names, strength, dosage, and expiration date with scrub.
- Verify that every drug on the sterile field is labeled.
- Prepare operating room for procedure based on surgery, surgeon, and confirm all necessary instruments and supplies are present for the case, and in working condition.
- Performs counts according to policy.
- Applies principles of proper body alignment during the transfer and positioning of patients.
- Assists Anesthesia as needed before, during, and after the procedure.
- Prepares the surgical site using appropriate aseptic technique and enforces prep dry time per manufacturer's instructions.
- Ensures safety of the patient during the use of electrical equipment.
- Correctly collects and accurately labels specimens.
- Applies and monitors the principles of aseptic technique throughout the case.
- Ensures and respects the patient's right to privacy, dignity and confidentiality.
- Accurately and promptly reports and documents unusual occurrences during the case, malfunctioning equipment, and safety issues.
- Revises the physician's preference cards and communicates changes to appropriate personnel.
- Proper use of EMR including charge capture in addition to any other required written documentation.

2016 – 2018

CERTIFIED NURSING ASSISTANT, ST. MARY'S MEDSTAR HOSPITAL

- Medical-Surgical/Pediatrics Unit.
- Assessed, monitored, documented, and followed through on symptoms or changes in patients' conditions.
- Adhered to standards of safety and infection control, in the delivery of patient care.
- Demonstrated a thorough knowledge of and complied with all policies and procedures related to the performance of job duties.
- Provided hand-off reports.
- Participated in hourly rounding, shift meetings, and performed blood glucose checks.
- Transported, positioned and draped patients for exams and treatments.
- Assisted patients in ambulating.
- Took and recorded vital signs, weights and I & O.
- Passed and collected bed pans.
- Changed bed linens.
- Performed post mortem care.

2004 – 2016

OFFICE MANAGER/SETTLEMENT OFFICER, A-1 TITLE SERVICES, LLC

- Liaised with clients and business partners
- Provided complete meeting support, including materials preparation and notes or minute taking.
- Oversaw appointment scheduling and itinerary coordination for both clients and personnel.
- Created and finalized contracts for legality deals with clients and partners.
- Established efficient workflow processes, monitored daily productivity and implemented modifications to improve overall effectiveness of personnel and activities.

- Improved office operations by automating client correspondence, record tracking and data communications.
- Produced high-quality legal documents, spreadsheets and presentations for internal and customer-facing needs using MS Office suite.
- Handled all incoming business and client requests for information.
- Hired, managed, developed and trained staff, established and monitored goals, conducted performance reviews and administered salaries for staff.
- Managed CRM database, including troubleshooting, maintenance, updates and report generation.
- Oversaw office inventory activities, including ordering and requisitions, stocking and shipment receiving.
- Tracked and recorded expenses and reconciled accounts to maintain accurate, current and compliant financial records.
- Optimized organizational systems for payment collections, AP/AR, deposits and recordkeeping.
- Streamlined office operations by computerizing activities, managing customer communications, scheduling payments and tracking records and documents.
- Handled new-hire orientation and basic recruiting tasks for best-in-class talent identification.
- Kept physical files and digitized records organized for easy updating and retrieval by authorized team members.
- Provided proper scheduling of clients, ensuring timely and effective allocation of resources and calendars.

EDUCATION

MAY 2018

ASSOCIATE DEGREE IN NURSING, COLLEGE OF SOUTHERN MARYLAND

NOVEMBER 2019

BACHELOR OF SCIENCE IN NURSING, GRAND CANYON UNIVERSITY

SKILLS

- General OR/Trauma
- Laparoscopic general surgeries
- Isolation precautions
- Infection prevention
- Patient privacy and confidentiality
- Collaboration/Communication
- Catheterization
- HIPPA Compliance
- Written Documentation
- Scheduling
- Notary
- Legal documentation
- Policies
- Positioning
- Protocols
- Safety
- Medical Records Management
- Office management
- Time management
- Administrative support
- EMR (Meditech and Cerner)