

JOAN SEXTON

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Career Profile

Multi-faceted, resourceful, and dedicated management professional with comprehensive diverse experience in Surgical Services Business Management, Clinical/Administrative Operations and Nursing Services. Goal-driven, hands-on and proactive leader, with Master of Science in Nursing with concentration in Administration, seeking opportunities to effectively utilize academic credentials and experience. Collaborative and decisive person with excellent communication and interpersonal abilities with proven track record of clinical quality and leadership accomplishments for more than 20 years in varying environments.

CORE COMPETENCIES

- Administrative/Operations Management ▪ Nursing Management ▪ Financial Analysis/Management
▪ Project Management ▪ Systems Administration ▪ Automated Report Documentation ▪ Process Improvements ▪ Staff Supervision/Training/Performance Management ▪ Capital Planning ▪ Clinical/Administrative Operations
▪ Budgeting/Cost Controls/Billing and Auditing ▪ Inventory Control ▪ Resource Allocation ▪ Team Leader/Motivator ▪ Standards of Care/Quality Assurance

Technical Proficiency:

Microsoft Office Suite: Word, Excel, Access, PowerPoint, Project Management; DOS; COGNOS; HSS/PMM; Electronic medical record documentation (EPIC - Hyperspace/PICIS), API/OneLink Systems

PROFESSIONAL EXPERIENCE

SENTARA NORFOLK GENERAL HOSPITAL - Norfolk, VA
Business Manager - Surgical and Peri-operative Services

Jan 1989 - Jan 2022
(May 2004 - January 2022)

- Oversee financial and budgetary processes for 15 cost centers within Surgical, Peri-operative and Endoscopy Services with responsibility for inventory, billing and OR scheduling department; analysis of financial reporting to determine financial performance and if variance justifications are required. Develop and update policies and procedures for charge auditing. Maintain compliance with all applicable regulatory and accrediting organizations. Maintain business continuity plans for all assigned cost centers.
- Manage centralized charge auditing for all surgical, endoscopy and anesthesia charges for 12 hospitals in the system.

Key Achievements:

- Assisted with business case for implementation of fetal in utero surgery, HIPEC surgery for oncology population, and robotic surgery utilizing davinci robot for Urology and ENT programs.
- Managed revenue >\$409 million and exceeded budget after expenses by >\$326 million.
- Established new cost center for system surgery charges and standardized processes to be implemented across the system at 12 hospitals and created SOP manual for compliance. Provide overall management of all surgery, anesthesia and endoscopy charges and auditing for the 12 hospitals. Implemented home based flexible work schedules for staff to increase employee satisfaction while maintaining departmental productivity at >104%.
- Recipient of CEO Award for Surgery Optimization
- Assisted with implementation of Best Practice Recommendations for Surgical Services based on recommendations of consulting firm, DJ Sullivan. Improved on time starts from 69% to 81%, daytime operating room utilization increased from 62% to 74%, pre-operative screening of patients at 99%, improved block utilization from 64% to 75%, and savings of 2.3M dollars in operational efficiencies.
- Implementation of a Vascular Hybrid Operating Room and capital purchases to support program
- Provided leadership for implementation of computerized documentation system; provided assistance in acquisition and installation of hardware; collaborated with other facilities from the planning phase to post-implementation and actively contributed to Reports Committee and the Steering Committee and worked with the IT Project Team.
- Developed Surgery Folder on an IT shared drive to provide automated financial documents, statistical data, and reports to enhance efficiency and ease of use for leadership.
- Developed and participated in cost savings initiatives that saved excess of \$724,000 including the CDM Standardization Project for Surgery and in excess of \$665,000 for reprocessed items.
- Introduced process improvements to streamline inventory processes and contribute to OR efficiency.
- Key Contributor for establishment of asset inventory with established PAR levels with minimum and maximum levels and identified asset amounts; resulted in decrease in PAR levels for realized savings of \$196,000 and reduced obsolete inventory for a savings of \$140,000; decreased time elapsed before closing Pass Purchase Orders and decreased number of rush orders; improved invoice process.
- Assisted in development of tissue tracking process for documentation with audit tool to maintain accreditation compliance.

Manager – High-Risk Labor, Delivery and Ante-Postpartum Units**(Jun 1998 – May 2004)**

- Managed clinical and administrative operations of the high-risk antepartum and postpartum units and a staff total of 160 with responsibility for resource allocation, equipment functionality, and supply utilization management.

Key Achievements:

- 24/7 staff supervision, training, scheduling, coaching, and performance management to ensure standards of care and meet service satisfaction goals with mentoring and self-directed work teams.
- Assisted with closure of WH Units at another Sentara Healthcare facility involving transfer/relocation of all employees of those units while working with HR on transition and communication plan
- Managed and maintained capital/operational budget and financial accountability.
- Collaborated with physicians, staff, patients, and others to ensure positive patient relations and superior care.
- Member of multiple performance improvement teams, task forces, and committees to ensure optimal performance and exceptional care especially during redesign and care delivery methodology changes.

OTHER PROFESSIONAL EXPERIENCE

- **Sentara Norfolk General Hospital, Norfolk, VA**
 - **Asst. Manager, High-Risk Labor, Delivery and Ante-Postpartum Units** Sep 1997 – Jun 1998
 - **Asst. Manager, High Risk Neonatal Services** Sep 1994 – Sep 1997
 - **Charge Nurse, High Risk Neonatal Services** Dec 1989 – Sep 1994
 - **Charge Nurse, Cardiovascular ICU (Open Heart/Transplant Unit)** Jan 1989 – Dec 1989
- **HCA Newport Richey Hospital, Newport Richey, FL**
 - **Manager, IV Team** Jan 1987 – Dec 1988
 - **Staff Nurse – IV Team** Jan 1984 – Dec 1986
- **Staff/Charge Nurse Positions in Critical Care and Psych Units in VA, LA and FL** Jun 1973 – Dec 1983

EDUCATION / PROFESSIONAL DEVELOPMENT

- Kaplan University Online Program, Davenport, IA
 - Master of Science in Nursing, July 2014, GPA 4.0
 - Bachelor of Science in Nursing, August 2012, Summa Cum Laude, GPA 4.0
- Tidewater Community College, Virginia Beach, VA – Associates Degree in Business Administration, May 2011
- Norfolk General School of Professional Nursing, Norfolk, VA – Diploma of Professional Nursing, May 1973

LICENSURE

- Wisconsin Registered Nurse #235260-30 (Compact State – previously licensed in VA, FL, GA, LA)
- Virginia Registered Nurse #0001052899 (Original license)

PROFESSIONAL ORGANIZATIONS

- American Nurses Association (ANA)
- Virginia Nurses Association (VNA)
- Sigma Theta Tau International
- Alpha Beta Kappa
- National Society of Collegiate Scholars
- Golden Key International Honor Society

REFERENCES

- Jennifer Rust – jarust2933@gmail.com - 757-318-0119/757-507-1410
- Pam Streetman – pssrusty@aol.com - 757-635-7293
- Sharon Finefrock – Sharon.finefrock@gmail.com – 757-4390095
- Zinnerias Freeman – zinnerias@gmail.com – 757-334-2416