

# Amy Collins

Longview, TX 75605

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Hands-on management experience. Committed to the highest level of excellence through achievement. Excellent decision-making and problem-solving skills developed while meeting the challenge of a constantly fluctuating healthcare business environment. Strong commitment to customer service.

- Offers a Bachelors degree in Nursing and a Masters degree in Business with a Certificate in Healthcare Administration.
- Analytical, detail oriented with strong people skills; excellent work ethics. Specialized knowledge of horizontal leadership and accountable for the management of care and the care environment.
- Excellent interpersonal communication skills, a time management specialist, and demonstrates exceptional critical thinking skills.
- Leadership role: participation at Corporate level, Leadership Team, Nursing Director, Charge Nurse, etc.
- Fiscally responsible, managing supply and chain budgets.

## Work Experience

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### **Director of Nursing**

Summer Meadows - Longview, TX

March 2022 to Present

Lead the nursing team to provide excellent patient care. Stay compliant with all State and Federal regulations. Review, adopt, amend and work within operational policy and procedures. Work within the QA board as well as the QAPI team. Help with ongoing education within the facility. Maintain and work within the nursing budget.

### **Assistant Director of Nursing**

Summer Meadows - Longview, TX

August 2020 to March 2022

Assist Director in managing clinical operations of the nursing department. Develop nursing programs to ensure quality patient services. Supervise and guide nursing staffs on their daily job duties. Ensure nursing staffs follow department procedures and policies. Identify department issues and recommend corrective actions. Analyze audit results and implement audit recommendations. Address patient complaints promptly to ensure patient satisfaction. Schedule regular meetings to discuss about any patient service updates, issues and recommendations. Ensure that nursing programs comply with federal, state and local standards.

### **Director**

Kilgore College LVN Program - Longview, TX

August 2016 to August 2020

Taught Clinical and Reality Nursing with the LVN nursing students in patient care settings. Trained students on how to effectively work as part of the healthcare team in the hospital setting. Graded completed assignments and recorded grades.

Observed clinical students carefully completing practicums and rounds. Shared extensive knowledge of nursing practices and help mold and motivate future nurses.

## **RN**

Genesis Clairmont Nursing Home - Longview, TX  
November 2015 to April 2017

As RN, I focused on the immediate needs of patients, I was responsible for overseeing each patient's overall health and medical histories, and ensure that each resident received the best care possible. In addition to the basic nursing duties, I was also responsible for advanced activities such as starting intravenous infusions, administering oxygen, monitoring blood sugar levels and consulting with the supervising physicians. I directed and supervised patient care delivered by other healthcare personnel like LVNs and CNAs, and served as team leader instructing CNAs and LPNs in correct procedures and techniques for resident nursing care.

## **CNO**

Allegiance Specialty Hospital - Kilgore, TX  
April 2014 to November 2014

as Chief Nursing Officer, I had the responsibility For overseeing and coordinating the nursing department and its daily operations. In this position, I was successful in clearing the facility of a previous 52 page state survey. I was able to hire over 50 nurses within a four month time frame. I Provided orientation, training, and ongoing education to nursing staff. I Assisted in marketing, admissions as well as Ensured patient safety and excellent patient care was provided.

## **Facility Administrator**

Davita Dialysis Longview Dialysis Center - Longview, TX  
December 2011 to April 2014

## **Facility Administrator**

Kilgore Dialysis Center - Kilgore, TX  
August 2011 to April 2014

As Facility Administrator I was in charge of two clinics including Fredonia Street with a capacity of 125 patients on in - center hemodialysis, as well as another 80 patients in the Home Hemodialysis program. I was also in charge of the Kilgore facility which has a capacity of 50 patients. The Longview clinic maintained approximately 40 team members, as well as another 10 at the Kilgore Facility. I was a coach, I built and lead the team and was accountable for patient care, teamwork, and financial management. In this position I earned the highest bonus awards within the region of fifteen facilities for performance.

## **Assistant Nurse Manager**

James A. Quillen Department of Veterans Affairs Medical Center - Mountain Home, TN  
April 2011 to September 2011

I had the duty of supporting the primary nurse manager. I assisted with directing the clinical operations; helped with scheduling and staffing; gave performance evaluations, feedback and coached; and established and enforced policies and procedures for the clinic. Additionally, I prepared administrative records and budget information. I also served as a representative of the clinic in meetings, seminars, and other functions. I had to leave this position due to my husband's transfer to Texas.

## **Patient Care Manager**

James A. Quillen Department of Veterans Affairs Medical Center - Mountain Home, TN  
August 2010 to April 2011

As a Primary care manager, I provided services such as family support, healthcare management and identification of special healthcare needs, assisted in providing ongoing primary care, and coordinated with a broad range of ancillary services to patients identified as at risk for or with an acute and or chronic medical condition. My primary care management activities directly related to patient care and are complementary to, not duplicative of, case management. I functioned as a liaison between the Medical Center, the patient's primary provider and the patient and perhaps their family. It is my goal to positively correlate these disciplines to achieve better patient health outcomes as well as lower overall costs and disparity of care. I use communication skills to effectively discuss and educate patients, and family members about acute and chronic disease processes and healthcare resources, enhanced our Primary Care team dynamics with huddles and team meetings, and communicated with the various ancillary departments. I followed up with patients that have recently visited the Emergency Department or have had an inpatient stays ensuring they received continued care. I performed nursing process including assessments and plan of care. I use available technology to organize and follow patients and projects, and to track my performance. I assist urgent, and walk in patients as well as helping patients over the phone and via secure messenger.

## **Nursing Clinical Leader**

Holston Valley Hospital - Kingsport, TN  
May 2007 to March 2010

Holston Valley Hospital sponsored me in obtaining my Bachelors in Nursing as well as my Masters in Business with a Certificate in Healthcare Administration.

Responsible for the day to day operations of a busy post surgical unit at a level one trauma hospital. Clinically competent to care for patients; knowledgeable about disease processes and can identify symptoms of complications. I am able to integrate care of multiple disciplines to achieve the highest outcomes. I managed a team of 54 people, scheduling and coordinating staff to ensure effective nursing services were provided and standards of quality of care were met. I demonstrate leadership skills and am able to organize, manage and evaluate the functions of the healthcare team. I am skilled at delegation, supervision and the evaluation of patient care. I was responsible for employee performance evaluations, staff recruitment, and retention and quality improvement. I am knowledgeable about nurse sensitive indicators and national benchmark data, along with performance improvement methodology. I am current in evidence based practice in clinical areas of focus to facilitate quality outcomes. I am competent to serve as a steward of resources; not only fiscally, but also personnel, materials and time, identifying resources needed for optimal patient care, and substantiating the need for resources and recommendations for the budget. I am able to clearly articulate patient needs, concerns, and their perspective to physicians and other care providers, consulting and collaborating with other healthcare professionals to coordinate the management of patient care.

While in this position, I completed a performance improvement project that saved the unit and the hospital thousands of dollars monthly. Ultimately this project was adopted by the hospital system.

## **Clinical Educator**

Holston Valley Hospital - Kingsport, TN  
January 2007 to May 2007

I combined clinical expertise and a passion for teaching in the hospital setting to prepare and mentor current nurses. I was responsible for aiding in strengthening the nursing workforce, serving as a role model and providing leadership needed to implement evidence based practice. I created a positive

learning environment and provided learning opportunities for the healthcare interdisciplinary team and identified the competencies that facilitate team functioning. I provided practical guidance on developing learning goals and objectives and developed strategies to help staff learn about hospital policies and procedures. I was responsible for researching and dealing with sentinel events, designing courses to correct and to prevent them. I provided general competency courses, as well as ones specialized for specific areas.

I oriented new staff at appropriate levels, from new grads, to nurses in new areas, to specialists coming into their own area but new to the facility. I taught staff how to be good mentors and preceptors, recruiting staff to help teach classes. I researched evidence based studies to update policy and procedures in house to maintain state of the art care.

### **Emergency Department Registered Nurse, Charge Nurse**

Holston Valley Hospital - Kingsport, TN

May 2005 to January 2007

In charge of implementing and incorporating the fast track program in the ER to help ease crowding and waiting times. Observed staff performance and resolved interpersonal problems amongst staff. I worked directly with Doctors in patient care. I maintained accountability for Fast Track appearance and shift responsibilities, and oversaw the day to day functioning of the unit. I acted as a resource for policy decisions and was responsible for scheduling staff, and mid-level practitioners.

## Education

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### **Certificate in Assistant Living Manager**

123 Online

February 2022 to February 2022

### **Masters degree in Business**

King College - Bristol, TN

December 2009

### **Bachelors of Science in Nursing**

Walters State Technical and Community College - Morristown, TN

December 2007

## Skills

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- Communication skills
- Financial concepts
- Time management
- Primary Care Experience
- Nurse Management
- Nursing
- Financial Management
- Medication Administration
- Recruiting

- Experience Administering Injections
- Program Development
- Critical Care Experience
- Emergency management
- Hospital Experience

## Certifications and Licenses

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### **RN**

### **BLS Certification**