

Beth Owens

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A seasoned nursing leader with more than 12 years of experience in transformational leadership, clinical nursing and quality outcomes management, creating and establishing family centered care in many different hospitals, inpatient hospital care in many specialty areas as well as Joint Commission grievance and service recovery training all combined with excellent communication and organizational skills.

Many opportunities have been afforded to me in my years of nursing which gave me the opportunity to learn the art of caring for patients, families, and team members during every journey in life. Skilled and trained to understand how to best meet patient, family and team members needs in the most difficult of circumstances. Highly skilled and trained in communication skills and team building to ensure that excellent care is provided to all.

Work Experience

Executive Director

Kindred Hospice-Anderson, SC

December 2021-November 2022

- Day-to-day operations of all levels of hospice care
- Plan, organize, direct and evaluate services of all patients
- Direct and coordinate admission of patients to hospice services
- Supervise and evaluate hospice personnel and volunteers and coordinate services of all team members
- Collaborate with other providers in area to increase partnerships to enhance quality of care
- Regulatory oversight
- Patient Experience

Registered Nurse, School Nurse

Oakbrook Elementary School - Ladson, SC

July 2021 to December 2021

*Relocated to Greenville, SC for spouse employment

- Performed hearing, vision, and other health screenings
- Triage of student and team conditions with treatments as needed
- Developed individualized care plans for students with ongoing conditions
- Consulted with teachers, school administrators and other school staff regarding student care
- Administered medications
- Monitored student immunization record in compliance with DHEC standards
- Educated students and staff on health procedures
- Managed health for students with chronic or special disabilities and health needs
- Communicated effectively with parents and team members to promote health for all

Registered Nurse, PRN Float Pool

Summerville Medical Center - Summerville, SC

August 2020 to July 2021

- Acute adult inpatient setting, telemetry, ICU Step down unit and Emergency Department
- Administered medications to patients and monitored for side effects and reactions.
- Recorded patient vital signs and medical information in electronic medical record
- Performed special procedures, medical diagnostic, and clinical tests.
- Assessed, implemented, planned, and evaluated patient nursing care plans

Registered Nurse-Patient Experience Manager

Prisma Health - Greenville, SC

October 2017 to June 2020

*Temporary relocated to Summerville, SC for spouse job

- Collaborated with hospital leaders at satellite campuses across Prisma Health system
- Partnered with hospital leadership and front-line team members to align and standardized patient experience and quality reporting.
- Directed and designed the framework for the first Patient Family Advisory Council (PFAC) for Prisma
- Coached providers, nursing, and executive leaders in improving quality and experience
- Worked with multiple community members in building strong relationships for the PFAC.
- Collaborated with executive leaders, utilizing reporting, leading the optimization of key performance indicators to be implemented to gauge experience effectiveness.
- Provided meaningful, real-time, service excellence coaching to all partners (executive leaders, providers, nursing leaders, etc)
- Assisted nursing and support service leadership in identifying process improvement opportunities
- Promoted teamwork and positive patient perceptions through implementation of managing up techniques

Nurse Manager -Medical and General Inpatient Hospice

Prisma Health - Greenville, SC

November 2013 to October 2017

- Managed a team of more than 80 employees
- 24-hour management of a 29 bed Medical Surgical unit, 15 bed overflow unit 11 bed hospice unit
Developed, educated, and implemented new and current policies
- Scheduled and maintained adequate coverage for 24-hour care of patients
- Regulatory compliance and quality care
- Operational budget management
- Strategic planning
- Human resource management as well as interviewing and hiring
- Built rapport with patient and families daily to inspect quality of care and experience
- Managed over 75 contract hospice personnel
- Developed training and curriculum for all hospice education
- Networked with hospice providers and other key stakeholders
- Responsible for internal and external (vendor) hospice education and networking.
- Ensured high-quality patient care by performing rounds to observe nursing staff and speaking directly with patients and their families to gather feedback
- Fostered and led patient and family centered care
- Worked with patient, families and team members from diverse populations and cultures to transform health care.

Charge Nurse-Medical Surgical Inpatient Unit

Prisma Health - Greenville, SC

November 2012 to November 2013

- Responsible for safe quality care including all special procedures, audits, and staffing. # Responsible for rounding on patients and families
- Responded to patient and family complaints
- Maintained nursing process, assessment, planning, implementation, evaluation, and outcomes

Pediatric Registered Nurse-Pediatric Medical Surgical Unit

Prisma Health - Greenville, SC

April 2012 to November 2013

- 36 bed inpatient pediatric unit ranging from infancy to 18 years of age
- Maintained accurate, complete health care records and reports.
- Administered medications to patients and monitoring them for side effects and reactions.
- Recorded patient vital signs and medical information.
- Performed medical diagnostic and clinical tests.
- Monitored, reporting, and recording symptoms or changes in patient conditions.
- Assessed, implemented, planned, and evaluated nursing care plans by working with healthcare team members.
- Modified patient health treatment plans as indicated by patient conditions and responses.

Registered Nurse-Medical Surgical Unit

Prisma Health - Greenville, SC

June 2010 to April 2012

- Provided clinical direction for all aspects of patient care in an acute inpatient setting,
- Identified nursing priorities for the interdisciplinary plan of care based on nursing assessment
- Developed individualized plan of care that reflects current evidence-based practice
- Collaborated with patient, family, and interdisciplinary team

Education

Master of Nursing Administration in Nursing Administration

Clemson University

2018 to Present

Bachelor of Science in Nursing

University of South Carolina Upstate

2008 to 2010

Skills

-HCAHPS Reporting and Data Analysis -Strong Relationship Building
-Quality Outcomes -Project Management-Six Sigma
-Electronic Medical Records -Electronic Medical Records
-Inpatient Hospital Nursing -Patient and Family Centered Care
-Grievance Management -Leadership and Team Building

Nursing

Triage

Case Management

- Human Resources
- Acute Care
- Medication Administration
- Vital Signs
- DME

Languages

- English - Expert

Awards

Unit Council Chair-Summerville Medical Center

August 2020

Project Lead-Patient Family Advisory Council-Prisma Health

October 2017

Falls Committee Chair-Prisma Health

October 2016

Clinical Leadership Nursing Excellent Award-Prisma Health

January 2016

Restraint Committee-Chair-Prisma Health

January 2016

Certifications and Licenses

RN

BLS Certification