

JENNIFER C. MILLET

PROFESSIONAL SUMMARY

Results-driven Clinical Director excited to bring talent and vision to growing team. Successful in creating innovative education programs and working with nurse leaders to improve patient care and outcomes. Focused on developing strong teams while serving as a positive role model.

I am successful in leveraging evidence-based data to improve nurse education, patient outcomes and audit results. Skilled in developing robust training and education programs to build strong integrated nursing teams. Seeking to bring talent and expertise to organization offering room for growth.

SKILLS

- Staff scheduling
- Patient education
- Regulatory compliance
- Case management
- Resource coordination
- Patient relationship management
- Resource coordination
- Team leadership
- Records management
- Nurse education program development
- Direct patient care
- HIPPA
- Wound Care Management
- Training and onboarding
- Unit-based shared governance
- Effective communication

WORK HISTORY

10/2016 to Current

Clinical Director

University Medical Center of Southern Nevada – Las Vegas, NV

- Clinical Director of 115 beds (5 units) and overseeing 300 staff members.
- These units are Medical surgical in nature with emphasis on Orthopedics, Transplant, and Behavioral patients.
- I am responsible for financials, recruitment and retention of staff, and the educational needs of the staff and units.
- I mentor and work alongside Clinical Managers over each unit to ensure that each area is financially sound and meeting staff needs as well as align unit goals with the hospital wide objectives and goals.
- Facilitate hiring of qualified Clinical Managers by interview applicants and making recommendations for employment.
- Developed and implemented strategic plans that would enable the facility to meet its budgetary and quality assurance goals.
- Implement and develop new policies, procedures and educate staff on changes.
- Interacted effectively with all stakeholders, including clinical staff and patients by using active listening and interpersonal skills.

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- Monitored, analyzed and corrected staff performance and worked with nurse manager to raise standards of practice.
- Develop, implement, revise, and evaluate policies and procedures.
- Worked with nurse manager to develop nursing staff through education, evaluation, performance management and competency improvement.
- Participated in nursing research and evidence-based clinical audits and leveraged data to improve research-based methodologies within clinical areas.
- Managed and directed fiscal operations, including planning budgets, authorizing expenditures, accounting, establishing service rates and coordinating financial reporting.
- Coordinated with other internal departments and customers to keep operations running smoothly and solve both routine and complex problems.
- Confidently managed the overall operation of nursing services and patient care, including financial management, quality assurance, patient care, safety risk management, teammate satisfaction, quality index scores and facility maintenance.
- Investigated and reported issues relating to patient care or conditions that might hinder patient well-being.
- Analyzed patient and family feedback to identify opportunities for staff recognition as well as areas for improvement.
- Coordinated Quality Improvement Activities (QIA's) to identify performance areas for improvement.

08/2015 to 10/2016 **Clinical Manager**

University Medical Center of Southern Nevada – Las Vegas, NV

- Manager of 32 bed Orthopedics unit and 30 bed Observation Medical/Telemetry units.
- Involved in many hospital committees and responsible for recruitment and retention of staff.
- Strong leader for nursing personnel assigned to the unit/shift.
- Ensured safety and well-being of patients.
- Participated in unit-based Quality Assurance Program.
- Established standards for selection, promotion and termination of staff.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Managed and directed fiscal operations, including planning budgets, authorizing expenditures, accounting, establishing service rates and coordinating financial reporting.
- Developed and achieved financial and growth goals.
- Monitored Infection Control and Critical Incidents, Risk Management and Quality Improvement plans.

- Reviewed documentation for compliance with requirements and accuracy of information.
- Confidently managed the overall operation of nursing services and patient care, including financial management, quality assurance, patient care, safety risk management, teammate satisfaction, quality index scores and facility maintenance.

03/2014 to 06/2015 **Chief Clinical Officer**

Kindred Healthcare Las Vegas DeLima Campus – Henderson, NV

- CCO of 28 bed unit, 6 of which are ICU beds with the remaining beds split between IMC and Med-Tele status patients.
- I was in charge of nursing staff, Respiratory, Case Management, Rehab Therapy services, Pharmacy, Dietary, and Wound Care.
- Worked alongside the CEO and Case Management to increase financial accountability by monitoring and maintaining patient stays.
- Collaborated with the physicians on the unit to evaluate the need and upgrade patients to our ICU thereby decreasing the return to acute patient numbers.
- Assessed and implemented safe staffing levels and maintained a balanced Position control.
- Occasionally stepped into staffing to help out during staffing crunches.
- Built a relationship with host hospital and shared Emergency management systems plans.
- Was on multiple committees including the Marketwide RTA committee and Patient Care and Safety Committee.
- Supported Chief Operating Officer with daily operational functions.
- Responded to customer requests via telephone and email.

04/2017 to 08/2017 **Clinical Instructor**

University of Nevada Las Vegas – Las Vegas, NV

- Instructor of 3rd Semester students on the Intermediate Medical Care unit.
- Supervised students when administering medications to ensure patient safety.
- Analyzed clinical settings' effectiveness in helping students achieve course and program outcomes.
- Evaluated students' competencies through written assignments and examinations.
- Instructed students on how to perform head-to-toe assessments on patients and how to intervene in medical emergencies.
- Delivered individualized instruction on observation, assessment, decision-making and patient health teaching.
- Assigned students to patients based on students' learning objectives and patient needs.
- Provided immediate and constructive feedback to students individually and as group.

- Provided nursing skill demonstrations in a lab setting, including medication administration, dressing changes, preparing meals and managing clinical logs.
- Encouraged creative thinking, problem solving, and empowerment as part of the facility management group to improve morale and teamwork.

08/2010 to 12/2017 **Clinical Instructor**

College of Southern Nevada – Las Vegas, NV

- Clinical instructor of first and second semester nursing students.
- I have also taught second semester lab.
- Hands on teaching of the nurse-patient relationship and building positive and accurate nursing skills to the novice nurse.
- Analyzed clinical settings' effectiveness in helping students achieve course and program outcomes.
- Provided nursing skill demonstrations in a lab setting, including medication administration, dressing changes, preparing meals and managing clinical logs.
- Assigned students to patients based on students' learning objectives and patient needs.
- Instructed students on how to perform head-to-toe assessments on patients and how to intervene in medical emergencies.
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- Evaluated students' competencies through written assignments and examinations.
- Supervised students when administering medications to ensure patient safety.
- Provided immediate and constructive feedback to students individually and as group.
- Conducted clinical simulations and provided feedback for each individual student.
- Pharmacological and non-pharmacological management and treatment of various disorders and diseases.

02/2010 to 01/2014 **Nurse Manager/ Registered Nurse**

Summerlin Hospital Medical Center – Las Vegas, NV

- Manager of 36-64 bed Medical Telemetry floor, 61 staff members.
- Maintaining fiscal responsibility with a capital budget in excess of 2.5 million dollars.
- Assessment of staffing and floor needs, planning and implementing changes with staff engagement.
- Involved with system wide and hospital committees.
- Planned and implemented a Dedicated Education Unit in conjunction with UNLV to integrate a new learning approach fostering students and Bachelor's prepared Registered Nurses to learn together and enhance the teaching/learning process for both the student and the patient.

- Developed and implemented the Ticket to Ride across the Summerlin Hospital encompassing all areas.
- Active member of HCAPHS Action team.
- Developed and implemented No Pass Zone to increase awareness to all members of the team to increase Responsiveness scores.
- Active member of Value Analysis Committee saving the hospital 2.2 Million in 2011 through various efforts.
- Member of the Utilization Review Committee.
- Occasionally step into staffing to help out in staffing crunches and to help out.
- Reviewed department performance and adjusted coverage to compensate for changing conditions.
- Managed unit schedule and individual work assignments.

09/2007 to 10/2009 **Registered Nurse, Head Nurse Manager**

University Hospitals of Cleveland – Cleveland, Ohio

- Managed a 38-bed telemetry unit.
- Compiled 6-week schedules for a staff of 63.
- Managed staffing levels to maintain fiscal accountability.
- Operated unit with budget constraints.
- Organized unit for better flow for staff and patients.
- Developed Small bed hospital staffing pattern and implemented Relationship Based Nursing on the unit.
- Member of multiple Hospital and System wide initiatives.
- Including the new RN evaluation tool and implementation of the 360-degree peer review.
- Developed Telemetry guidelines for admission and discharge criteria to the unit, implemented Kronos Scheduler into the hospital and across multiple units.
- Taught all new employees the Soarian system of admission, discharge and the transfer of patients at the hospital.
- Developed orientation criteria for new employees to the unit.
- Developed and delegated PI projects for the unit, and implemented a unit based Process Improvement group on the unit.

09/2007 to 01/2009 **Registered Nurse**

University of Akron

- Registered nurse at the Center for Nursing Clinics, a non-profit center focused on the community caring for low-income or no-income families for care.
- Project manager for the Chronic Care Model Grant structuring the flow of Diabetic and Cardiac patients.
- Developed teaching models to work with low-income and homeless patients.
- Data keeping and reporting for grant writing for the center.

07/2006 to 09/2007 **Division Supervisor**

University Hospitals of Cleveland – Cleveland, Ohio

- Managed a 30-bed Medical telemetry unit.
- Compiled 6-week schedules for a staff of 55.
- Developed and managed QA/PI projects on the unit.
- Work with staff members to sort out problems and issues.
- Communicate with family and patients to help relieve concerns and problems that may arise.
- Interim Head Nurse Manager for the unit between October 2006 and January 2007.
- Managed productivity and variance within the department.
- Interviewed and filled vacancies within the department.
- Helped to prepare the unit for Joint Commission and Magnet accreditation.
- Stepped onto the unit to fill RN holes and help out the licensed and unlicensed personnel.
- Active member to increase throughput on the unit.

09/2005 to 07/2006 **Assistant Director of Nursing**

University Hospitals of Cleveland – Cleveland, Ohio

- ADON of a 60-bed Skilled and Rehabilitation unit.
- Compile 6- week schedules for 80 staff members.
- Developed and implemented the "Pain Clock" for the patients on the unit.
- Work on the floor as needed.
- Has had two deficiency-free surveys.
- Participated in the Magnet project.
- Managed and followed all Process Improvement projects on the unit.
- Cover for the Director of Nursing when she is out of the office.
- Managed payroll.

10/1998 to 01/2006 **Registered Nurse**

Cleveland Clinic Foundation – Cleveland, Ohio

- Full time in the Inpatient/outpatient Gastroenterology Department.
- Skilled Endoscopy nurse in ERCP, EUS, Dilatation, Remicade Infusions, PDT Therapy, Charge duties and managing the scheduling as necessary.
- Float RN in the PRN float pool and was utilized in all Medical/Surgical areas.
- Developed departmental education for nurses/ancillary personnel.

07/1996 to 10/1998 **Registered Nurse**

Kiethley House – Cleveland, Ohio

- Full time rehabilitation nurse and house supervisor on an as needed basis.
- Worked with Hospice and FIM scoring of Residents.
- Conducted comprehensive patient assessments and evaluated patient care plans.

- Assisted patients with long-term physical disabilities and chronic illnesses by creating personally tailored recovery plans.
- Coordinated patients' discharge planning needs with members of the healthcare team.

06/1995 to 07/1996 **Registered Nurse**

Judson Retirement Community – Cleveland, Ohio

- Full time nurse in a Skilled Nursing facility and Long term care areas.
- Also Supervisor as needed to the Assisted Living Residents.
- Assisted patients with daily functions.

EDUCATION

06/2022

Doctorate of Nursing Practice

University of Nevada Las Vegas – Las Vegas, NV

05/2010

Masters of Science: Nursing, Healthcare Administration

University Of Akron - Akron, OH

06/2008

Management Certificate: Management

Case Weatherhead School Of Management - Cleveland, OH

05/1999

Bachelors of Science: Nursing

University Of Akron - Akron, OH

03/1995

Associates Degree: Nursing

Lorain County Community College - Lorain, OH

05/1994

Computer Certificate: Computers

Ursuline College - Pepper Pike, Ohio

1994

Bachelors of Arts: Psychology

Ursuline College - Cleveland, OH

REFERENCES

Professional References Available Upon Request

CERTIFICATIONS

- Registered Nurse in Nevada
- BLS
- ACLS