

- Determined shift duties/assignments based on each staff competency level and the department acuity, ensuring the needs of the patients were met while maximizing department efficiency.
- Assisted director with staff performance reviews and performance management issues.
- Acted as a resource and provided clinical and administrative guidance to staff as needed, supporting department director in their absence.
- Addressed and resolved complaints from patients and families, escalating to director and senior leadership when necessary.
- Supported hospital leadership with JCAHO readiness, ensuring compliance with state and regulatory standards.
- Assisted with department performance improvement projects, improving staff and patient satisfaction.
- Collaborated with physicians and practitioners to strengthen patient care and quickly and seamlessly move patients through the department.
- Participated in hospital committees to improve nursing practice and patient care.
- Supported and facilitated student nurse and paramedic student clinical experiences.
- Actively participated and developed emergency and triage protocols during COVID-19 Pandemic, including expanding ED treatment areas to include utilization of open spaces, hallways and tents outdoors.

Hospital
Licensed Practical Nurse, Full-Time

FEBRUARY 20[REDACTED] - JUNE 20[REDACTED]

- LPN in a fast-paced, urban emergency department. Gained valuable nursing skills while completing nursing school

EDUCATION

University, Tempe, AZ - Bachelor of Science in Nursing

MAY 20[REDACTED]

Rio Salado College, Tempe, AZ - Associate of Science in Nursing

APRIL 20[REDACTED]

Phoenix College, Phoenix, AZ - Certificate of Practical Nursing

MAY 20[REDACTED]

AWARDS

Daisy Award May 20[REDACTED]

ASU College of Nursing Academic Achievement Award 20[REDACTED]