

ROBERT NELSON, MBA, MHA, BSN, RN

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CAREER SUMMARY

A senior healthcare executive and former Joint Commission reviewer with over 23 years of progressive leadership and management experience at the director level and above. A proven leader with nursing teams and focused on increasing nursing engagement, patient experience, physician relationships, quality management, productivity enhancement and cost reductions through knowledge of Lean/Six Sigma and shared governance. Financial expertise, accreditation/certification process expert, strategic planning, reengineering broken patient throughput with the ability to initiate positive change are key strengths.

EDUCATION

2001 Master of Business Administration

Joseph M. Katz Graduate School of Business University of Pittsburgh, Pittsburgh, PA

2001 Master of Health Administration

University of Pittsburgh, Pittsburgh, PA

1998 Bachelor of Science: Nursing

Pennsylvania State University, University Park, PA

PROFESSIONAL EXPERIENCE/ACHIEVEMENTS

07/2023-Present Quorum Health and Dava Health Corporation

Interim Chief Executive and Chief Nursing Officer Alta Vista Hospital, Las Vegas, NM

- CEO and CNO for a Joint Commission -accredited 51 bed hospital
- Led ED team to decrease LWOT rate 6% over a 5-month period to 1.6%
- Leading team to convert from a 51 bed acute care hospital to a 25 bed critical access hospital
- Led hospital team to overcome an average monthly loss of \$1 million to 8 months of positive EBIDTA
- Led hospital inpatient patient experience scores to the 99th percentile for 5 consecutive months

01/2023-6/2023 ScionHealth-Louisville, KY

Interim "O" Chief Nursing/Chief Operating Officer per diem Southwestern Medical Center, Lawton, OK

Interim Chief Nursing Officer

- Chief nursing Officer for a Joint Commission -accredited 199 bed hospital
- Led perioperative department with a new director to increase inpatient, GI, and ASC growth
- Led all nursing units including behavioral health 20 bed adult and 26 bed child/adolescent unit
- Led ED team to decrease LWOT rate 10 percent over a 5-month period to 4.5%
- Co-led with quality VP to decrease falls from a high of 7 per month to 2 per month

07/2019-07/2022 St. Dominic Hospital - Franciscan Missionaries of Our Lady Health System Jackson, MS

Chief Nursing Officer and Vice President Patient Care

- Chief Nursing Executive for 571-bed tertiary medical center
- Led all nursing and patient care services team through five COVID-19 surges
- Leader of all service lines including cardiac, perioperative, cancer center and neuroscience
- Served as patient experience officer for Jackson, MS market
- Led team to increased hospital patient satisfaction scores from the 29th percentile to the 75th percentile
- Led ED team to gain and sustain a 15-point percentage increase in patient experience
- Led hospital-based outpatient surgeries to 30% growth by increasing robotic surgery capability
- Led all nursing and service lines conversion from Cerner to Epic and Lawson to Oracle

2017-2019 **Norwegian American Hospital/Humboldt Park Health** **Chicago, IL**
Chief Nursing Officer/Vice President Patient Care

- Chief nursing executive for a 210-bed community safety net hospital in Chicago, IL Cook County
- Reduced RN agency and travel nursing staff by 80% in less than one year
- Served as interim perioperative director for 6 ORs, SPD, and GI lab as well as CNO duties
- Led team to Increased Orthopedic surgical volume by 100% at a community safety net hospital

2009-2017 **HCA Holdings, Hospital Corporation of America** **Fort Lauderdale, FL**
Vice President Orthopedics and Neurosciences East Florida Division

- Health system service-line Vice President for 14 acute care for-profit hospitals with 3,394 licensed beds, 168,000 annual admissions, and 800,000 annual emergency department visits
- Completed market and business analysis to develop and implement 7 orthopedic total joint replacement programs and assist development and launch of two level 2 trauma programs
- Led teams to create and launch Joint Commission certified total hip and total knee programs at 6 hospitals
- Attained and maintained 12 Joint Commission certified stroke programs and attained Joint Commission certification for orthopedics for 6 Hospitals
- Conduct regular Joint Commission mock surveys of neuroscience and orthopedic programs to ensure constant readiness for Joint Commission surveys

2007-2013 **The Joint Commission** **Oakbrook Terrace, IL**
Stroke Program Disease Specific Reviewer-Intermittent

- Primary stroke center reviewer for disease specific certification
- Performed Joint Commission primary stroke center reviews at hospitals across the United States
- Served as a trainer/preceptor for new stroke reviewers to ensure new Joint Commission stroke reviewers understood how to conduct a survey of a stroke program
- Trained annually to show competency in initial and re-certification reviews for primary stroke centers
- Completed the Joint Commission initial and ongoing training for disease specific investigators

08/2007-03/2009 **Broward Health System** **Deerfield Beach, FL**
Regional Nursing Director Neuroscience and Orthopedics

- Responsible for orthopedic services and the neurological institute administration including sleep lab, neuro-diagnostics, memory disorder center and the dizziness and balance center.
- Worked to assist the North Broward Medical Center rehabilitation hospital to become the first Joint commission disease specific certified hospital In Florida.
- Developed and launched a total joint replacement program that was the first in the area to receive the Joint Commission certification for total hip and total knee replacement.
- Worked with sales and marketing to advertise and market the hospital as the leading anterior approach hospital in South Florida which resulted in 300% growth of hip replacements at the hospital.

2005-2007 **Lee Memorial Health System** **Fort Myers, FL**
Health System Nursing Director Neuroscience and Orthopedics

- Neuroscience and Orthopedics System service line leader for orthopedics, neuroscience and neurodiagnostics
- Responsible for total administration of 32 Neuro medical/surgical beds and 14 Neuro-step down beds including day-to-day operations and staffing service line administrator of 125 FTEs including 3 direct report managers and directors.
- Responsible for a total of up to 83 medical surgical orthopedic and neuroscience patients.
- Led a team to obtain Joint Commission stroke certification for Lee Memorial Health System and achieved Florida AHCA primary stroke center certification for the Lee Memorial Health System

2004-2005

The Methodist Hospital

Houston, TX

Neurosurgical Intensive Care Unit Director

- Neurosurgical Intensive Care Unit (16 ICU beds) Responsible for administration of unit and unit staff which includes 45 registered nurses and 10 ancillary staff
- Managed operational budget of \$4 million active member on 4 committees which including new products, critical care, code-blue and neurosurgery committee
- Led magnet nursing forces chapter team for magnet re-designation

1998-2004

University of Pittsburgh Medical Center, UPMC Presbyterian Hospital Pittsburgh, PA

Neurosurgery and Neurology/Trauma Unit Director

- Managed surgical admissions, direct admissions, day to day staffing, and scheduling of 70 staff and 4 primary care nurse coordinators to cover a patient census of 41 including 4 epilepsy monitoring beds
- Managed all budget, payroll, and financial reporting for 2 units with a combined annual budget of \$2.8 million
- Responsible for human resource activities such as hiring, staff evaluations, and discipline up to and including termination
- Maintained 24-hour accountability for medical/surgical units which included patient care as needed to ensure patient safety
- Focused on staffing, discipline, and patient satisfaction problems related to nursing staff on the neurology/vascular/trauma unit

Registered Nurse Neurovascular ICU, 1998-2001: Promoted to Director in 2001

- Charge nurse/staff nurse/ casual pool nurse in a Neurovascular Intensive Care Unit (NICU)

1988-1992

United States Marine Corps

Camp Lejeune, NC

Corporal/E-4

- Served as team leader during Operation Desert Shield and Desert Storm.
- Organized and taught classes about leadership to other marines.
- Completed 4 years of service and received 4 medals for service and received an honorable discharge for my service.

CERTIFICATIONS/LICENSURE

Mississippi Registered Nurse, Compact State Registered Nurse

Washington State Registered Nurse

California Registered Nurse