

MICHELLE MURRAY

NURSE CONSULTANT

CONTACT



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St. Mary's, Pa 15857

EXPERIENCE

January 2020 - Present

Director Of Acute Care

Penn Highlands Elk, St. Mary's, PA

- Acute Inpatient Unit
- Geriatric Psychiatric Unit
- Wound Center
- Deficient free survey by Department of Health
- Recipient of National Quality Award-named Top 2% of Critical Access Hospitals Nationally
- Recipient of National Customer Service Award-named Top 2 out of 399 eligible hospitals who improved in all 10 components
- Contributed to FIP of 2.1 million dollars for facility
- Improvement of Employee Engagement Survey to increase retention
- Manage the daily functions of the units, control staffing and finances per budget
- Function as charge nurse and provide direct patient care to meet staffing needs

January 2016 - January 2020

Unit Coordinator

Penn Highlands Elk Pinecrest Manor, St. Mary, Pa

- Named 5-star facility from Hospital Compare
- Improved quality measures such as falls with major injury and pressure ulcers through process improvement strategies
- Development and Implementation of new computer charting platform to increase continuity of care throughout system
- Increase of resident satisfaction by actively listening during resident council sessions and implementing changes
- Managed daily function of assigned wings
- Functioned as charge nurse and provided direct resident care to meet staffing needs

January 2007 - January 2016

Administrative Nursing Supervisor And Manager

Penn Highlands Elk, Saint Mary's, Pa

- Intensive Care, Medical/Surgical Units, and Emergency Room
- Deficient free surveys by Department of Health and Center of Medicare and Medicaid Services
- Auditing consistent use of nursing care processes to improve quality care

- Maintained competency as a staff nurse to serve as an effective resource to all staff on all shifts
- Monitored utilization of resources to provide cost-effective care and implemented cost effective reduction processes
- Directed Nursing/Pharmacy Task Force to strategically develop new medication administration policies and processes to decrease medication errors
- Actively participated on Organizational Development Team which incorporated Graduate Nurse Bridge Program for orientation, examined and implemented nurse recruitment and retention procedures.

January 2005 - January 2007

Intensive Care Staff Nurse

Penn Highlands Elk, St. Mary's, Pa

- Served in a charge nurse role
- Promoted health and support patients and families in coping with illness
- Provided strong contributions as key member of unit quality assurance program designed to identify and evaluate problems, managed patient census, and allocated staff assignments
- Significantly improved facilities public image by ensuring exceptional patient satisfaction
- Repeatedly commended by patients and supervisors for outstanding quality of care; received consistent mention in care-survey responses.

January 2004 - January 2005

Telemetry Medical/Surgical Staff Nurse

Bradford Regional Medical Center, Bradford, Pa

- Provided direct patient care on Telemetry/ Med-Surg unit
- Delivered a complete range of RN services and expertise
- Accurately documentation of patient history and progress within the EMR
- Prepared equipment; assisted physicians during patient examinations and treatments
- Monitored patient conditions and response to treatment plan
- Exhibited motivation and dedication by providing the highest quality of care to all patients.

EDUCATION

September 2022

MS In Healthcare Administration

Colorado State University Global, CO

Awards & Honors

- Summa cum laude

May 2004

AS In Nursing

University of Pittsburgh, Bradford, PA

Awards & Honors

- Cum laude

May 2000

BS

Indiana University of Pennsylvania, Indiana PA

Awards & Honors

- Magna cum laude

January 2023

Basic Life Support (BLS) Certification

American Heart Association

January 2022

Advanced Cardiac Life Support (ACLS) Certification

American Heart Association

Relevant Coursework

- Advanced Life Support (ACLS)

January 2022

Pediatric Life Support (PALS) Certification

American Heart Association

January 2022

Comprehensive Crisis Management

UPMC Western Behavioral Health

January 2018

Comprehensive Crisis Management Instructor Certification

UPMC Western Behavioral Health

January 2016

Wound Treatment Associate

WOCN

SKILLS

- Widely recognized as an excellent care provider and patient advocate.
- Exceptional capacity to multi-task: manage competing priorities with ease while fostering delivery of superior patient care.
- Solid administrative and supervisory skills including management of staffing, completion of employee evaluations, and ability to assist with employee competencies, development of new policies and procedures to improve overall quality of care, assistance with quality assurance programs, conduct environmental rounds and safety surveys, working with other disciplines to provide patient centered care, participation, and assistance in surveys by regulating agencies.
- Demonstrated ability to forge, lead, and motivate outstanding health care teams that provide excellent quality patient care.
- Outstanding interpersonal and communication skills.
- Superior accuracy in documentation.
- Clinical experience, providing direct patient care within Medical/Surgical, Telemetry, Intensive Care, Geriatric Psych, Emergency, Wound Clinic, Cardiac Rehabilitation, and Long-Term Care settings.
- Nurse Management Duties
- Supervisory Duties
- Policy and Program Development
- Patient/Family/Staff Education

CERTIFICATIONS

- Project Management CSU Global

ADDITIONAL INFORMATION

Licenses/Certifications , Registered Nurse, State of Pennsylvania, License Number RN558325