

Betsy Fynn

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Patient-Focused Medical / Surgical Unit Leadership

Compassionate, Quality Care | Effective Patient Advocacy | Multimillion-Dollar Budgets | Continuous Process Improvements

Profile:

- ✓ Radically transformed multiple healthcare units.
- ✓ Directed 140 employees while filling key executive role.
- ✓ Seamlessly managed 110 beds and a \$4.5 million budget.
- ✓ Received prestigious nursing leadership award.
- ✓ Boosted Healthgrade ranking from 3 stars to 5 stars.
- ✓ Served in 6 different nursing/healthcare associations.

Results:

- ➔ Elevated patient satisfaction scores from 56% to 99%.
- ➔ Minimized Registered Nurse turnover, keeping it under 5%.
- ➔ Completely eliminated hospital-acquired pressure ulcers.
- ➔ In a single year, reduced falls with injury by 86%.
- ➔ Decreased type of bloodstream infections by 75%.
- ➔ Cut sitter usage 60% and achieved 99.9% productivity.

CAREER SUCCESS

MACGRUBER HEALTH SYSTEMS, Cincinnati, OH

System has the largest hospital in Cincinnati (983 beds), the Adler Stroke and Neuroscience Center, a verified burn center, and one of the busiest Level I trauma centers in the country.

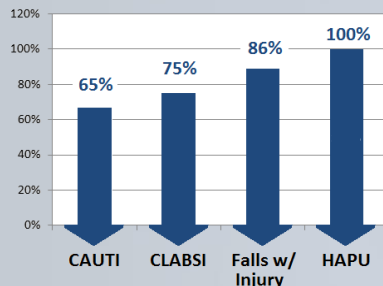
Scope of Leadership:

- ✓ Managed up to 110 Beds
- ✓ Led up to 140 Employees
- ✓ Controlled \$4.5M Budget

Unit Director, Neurology and Medical Overflow, 2011 to Present

Provide administrative oversight to 65 beds and 68 full-time employees (FTEs), with matrix coverage of an additional 45 beds and 73 FTEs during immunology and surgical overflows. Consistently exceed expectations of patients and their families by establishing and maintaining the highest standards in patient care. Optimize daily clinical operations, staffing levels, and patient service. Continually identify and capitalize on opportunities to improve health outcomes, systems efficiency, and employee satisfaction. Ensure sound fiscal management while overseeing payroll and a \$4.5 million operating budget.

YTD REDUCTIONS



Significantly improved results across continuum of patient care. Decreased unnecessary utilization of Foley catheters, central lines, and midlines. Notable reductions include:

- ➔ Catheter-associated urinary tract infections (CAUTI) 65%
- ➔ Central line-associated bloodstream infections (CLABSI) 75%
- ➔ Patient falls with injury 86%
- ➔ Hospital-acquired pressure ulcers (HAPU) 100%

Exceptional Patient Care

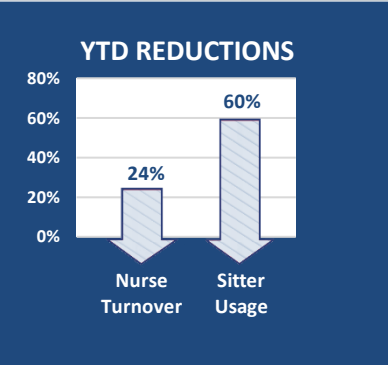
- ➔ Achieved highest patient satisfaction score (99%) in MacGruber Health Systems. Elevated Press Ganey patient satisfaction scores from 60th to 90th percentile by redesigning clinical workflows and instituting changes according to patient feedback.
- ➔ Drastically improved care for the elderly/dying: Instituted valuable programs and expansions, including Nurses Improving Care for Healthsystem Elders (NICHE) and Acute Care for the Elderly (ACE) facilities; added 26 new beds.
- ➔ Maintained 100% compliance with federal, state, and local regulations; ensured complete adherence to standards set by the Joint Commission and the Nurse Practice Act.
- ➔ Immunized 99% of patients with flu and pneumonia vaccinations upon admission.



Won Outstanding Nursing Leadership Award system-wide in 2018

Maximized job satisfaction by coaching, mentoring, and educating staff. Played key leadership role in Six Sigma Green Belt project to reduce RN turnover in Med-Surgical and Critical Care Units. Protected staff break privileges and introduced Tranquility Center.

- **Decreased RN turnover 24%**, bringing it down to only 5% in 2017.
- **Empowered 20% of staff to pass difficult exam** for Med-Surgical Certification.
- **Reduced sitter usage 60%** by implementing video monitoring system.
- **Increased employee satisfaction**, boosting annual survey scores to 4.2/5.0.
- **Achieved 99.9% staff productivity** in 2016 while ensuring all positions were filled.



Additional Triumphs

- **Achieved Comprehensive Stroke Certification** in 2013; completed recertification in 2015.
- **Cut total cost of office supplies 10%** by decreasing use of copy paper.
- **Increased morning discharge rates 15%** with multi-disciplinary physician rounds.

EASTSIDE HOSPITAL, Cincinnati, OH

Ranked #4 on U.S. News & World Report's list of the Best Hospitals in Cincinnati, Eastside Hospital performs more heart surgeries than any other hospital in the United States.

Clinical Manager, Neuroscience Progressive Care Unit, 2006 to 2011

Maintained smooth daily operations. Led, coached, and motivated supervisors, clinicians, and department staff to peak performance levels; recruited, hired, oriented, and evaluated the performance of highly proficient/efficient employees. Kept staff apprised of policy/procedure updates and ensured full compliance with post-op orders, discharge instructions, patient chart requirements, hospital standards, and government regulations. Administered process improvement plan, managed incident reports, and developed capital/operational budgets. Followed up with all patients and ensured they received accurate/detailed information.



- **Boosted overall patient satisfaction scores from 56% to 99%** and staff productivity from 90% to 106%.
- **Reduced RN turnover from 34% to 15%**, and decreased staffing agency fees from \$1 million to \$16,000.
- **Brought Healthgrade rankings from 3 stars to 5 stars** for spinal and neck surgeries in a single year.
- **Successfully renovated new unit** with 22 acute care beds and 9 intermediate beds.

Clinical Supervisor, Neurovascular Unit/Extended Recovery Unit, 2000 to 2006

Assumed managerial role; set care priorities and assigned patients based on patient acuity and clinical competence of each staff member. Trained, mentored, evaluated, and supervised nursing/patient care staff. Established department goals and policies while introducing best practices. Spearheaded quality improvement initiatives and recommended operational changes to enhance unit services. Completed rounds and coordinated admissions/discharges.

Education:

Master of Science in Nursing (MSN) | THE OHIO STATE UNIVERSITY, Columbus, OH, 2015

Bachelor of Science in Nursing (BSN) | THE OHIO STATE UNIVERSITY, Columbus, OH, 2000

“Betsy was crucial to MacGruber Health Systems earning Magnet designation after transforming its nursing culture, increasing front-line nurses’ ownership of key initiatives, and dramatically improving patient outcomes. Because of her, more than 25% of the unit’s nurses are now nationally certified in their specialty field.” – John Dowe, CEO of MacGruber Health Systems

Affiliations

American Nurses Association, 2015 to Present | Ohio Nurses Association, 2015 to Present | Society for Collegiate Leadership and Achievement, 2015 to Present | Sigma Theta Tau International, 2015 to Present | American College of Health Services, Ohio Chapter, 2014 to Present | Chi Eta Phi Nursing Sorority, 2009 to Present