

Jennifer Edwards

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Objective

Innovative, customer focused and successful RN Leader with the proven ability to collaborate within a highly matrixed organization. Engaging role model and mentor to multidisciplinary teams. Delivery of high quality, safe patient care, foster staff engagement and satisfaction in every role.

Skills & Abilities

LEADERSHIP

- As of June of 2022, over 8 years of progressively expansive leadership experience over multiple departments with upwards of 30+ direct reports
- BUMCP Nurses Day 2020 Award: Contribution to Nursing Leadership
- Quality & Patient Safety support for our Academic Ambulatory HOPD and PBC's.
- Co-lead and facilitator of Ambulatory PERM, developer of Ambulatory "Safety Champions" to improve our Culture of Safety and Safety Event reporting
- System level Clinical Implementation Call and planning
- Positive role modeling while providing oversight and leadership to multi-disciplinary staff utilizing just culture and culture of safety principles
- Facilitates multidisciplinary team collaboration and engagement for optimal safety, productivity, and fiscal responsibility
- Successful facilitator, subject-matter expert and engaged member of various multidisciplinary, local, regional, and system-wide teams
- Development and implementation of workflows and performance measures to collaboratively align with system and local initiatives
- Ambulatory Incident Command- Planning Chief
- BUMGP Nursing leader representative and decision maker for system level committees
- ADHS and JCAHO readiness, survey participation and knowledge
- Hiring leader, coaching and development of over 30 engaged direct reports

CHANGE AGENT

- Multiple Process Improvements development and implementation, including system level
- PI/PDSA committee member- system wide chemotherapy order process, consent and safe procedure process
- Successfully assisted with, supported, and opened new BMDA clinics within the service line
- Successfully restructured RN Pt Navigator role, reporting structure, and developed Department

TECHNOLOGY

- **Content Expert** on Cerner platform, integral part in process implementations and go-live
- **Content Expert** to RN Informatics team in Cerner adaptations and processes for all BMDA clinics system wide as well as continuous improvements to processes.
- ICD-10, CPT coding knowledge and workflows
- Cerner, McKesson, Epic HER, MS4, RevCycle- multiple platforms
- Microsoft, Outlook, Excel, Word

Experience

RN ASSOCIATE DIRECTOR | BANNER UNIVERSITY MEDICAL CENTER- PHOENIX| NOVEMBER 2019-CURRENT

- **Department of RN Navigators**
 - Department realignment and development of leadership structure
 - Standardization of orientation and onboarding
 - Continuous Improvement Champion and change agent for multidisciplinary team
 - Improved RN involvement and collaboration within team and a shared-governance structure
 - Implemented documentation improvements with Cerner team to allow for ease of information and decrease duplicative work with local and system level impact
- **Interim Role | BUMGP January 2020-August 2020 (in conjunction with CM/AD role)**
 - Patient Quality and Safety: AMB PERM revitalization, BUMGP participation in BUMCP QSC, Safety Event and Culture of Safety Champion
 - Ambulatory Nursing leader: MOCK Code facilitation, clinical skills and regulatory alignment
 - COVID response leader local and system: Supplies/PPE, Nursing support
 - BUMGP Nursing leader: Representative and decision maker for system level and local committees, implementation of system and local level processes, scope of practice, competency, compliance and policy development/implementation

RN CLINICAL MANAGER | BANNER THUNDERBIRD | MAY 2018-NOVEMBER 2019

- **Emergency Department and Level I Trauma Center**
 - Positive role modeling while providing leadership to multi-disciplinary staff
 - Promotes Banner Health's core values by supporting staff to provide excellent patient
 - Exemplary critical thinking, decision-making, and problem-solving skills
 - Collaborates with team to have optimal safe productivity, and fiscally responsible
 - Resource and content expert to staff/physicians

RN COORDINATOR| BANNER MD ANDERSON | SEPTEMBER 2015 – MAY 2018

- **Medical and Surgical Oncology Clinics**
 - Change Agent: Implemented multiple successful workflows and processes utilized in system clinics
 - Content Expert: Satellite Clinics, Cerner and MDA/Banner collaboration
 - Content Expert on Cerner platform, integral part in process implementation and go-live
 - Content expert to RN Informatics team in Cerner adaptations and processes for all BMDA clinics system wide as well as continuous improvements to processes.
 - Successfully assisted with, supported and opened new clinics within the service line
 - Facilitated collaboration amongst various multidisciplinary/system-wide teams
 - PI/PDSA committee member- system wide chemotherapy order process
 - Prepared and participated in ADHS and JCAHO readiness for BMDA clinics
 - Coordinate, plan and direct daily functioning and staffing needs of the clinic
 - Hiring manager; Successfully empowered and managed direct reports
 - ICD-10, CPT coding knowledge and workflows

RN RADIATION ONCOLOGY | ST JOSEPH'S | JUNE 2015 – SEPTEMBER 2015

- Provided age-specific nursing care Patient triage, assessment. education and procedural assistance
- Developed workflow to collaborate with endoscopy department for HDR patients
- Ensured RN staff were utilizing most up-to-date policy

RN CLINICAL MANAGER | BANNER UNIVERSITY PHOENIX| JUNE 2014-JUNE 2015

· Emergency Department and Level I Trauma Center

- Managed ER and Trauma department flow, including staff assignments
- Successfully empowered and managed over 20 direct reports
- Liaison between multidisciplinary teams and community services
- Disaster management
- Participated in EBP projects

RN EMERGENCY/TRAUMA| BANNER HEALTH | OCTOBER 2012-JUNE 2015

· Banner University Medical Center-Phoenix and Banner Desert

RN OUTPATIENT | BANNER HEALTH | SEPTEMBER 2010-JUNE 2017

- Outpatient Medical Oncology, Infusion, Radiation Oncology, Sickle Cell Clinic (Full-time and PRN)

RN | MIHS | OCTOBER 2008-2010

- Burn Unit (Peds/Adult), Oncology Clinic and Urgent Care

ROLES PRIOR TO OBTAINING RN

- Emergency Room Technician/Medical Assistant- BDMC/PCH/SHC-O
- PFS Rep- Emergency Department- BDMC
- ICD-9 coding and billing- Sonora Quest Laboratories

Education

- ANTICIPATED MBA MSN-L |SEPTEMBER 2024 | GRAND CANYON UNIVERSITY
- BSN |SEPTEMBER 2018 | GRAND CANYON UNIVERSITY
- ADN | MAY 2008 | SCOTTSDALE COMMUNITY COLLEGE

Certifications and Community

- OCN CERTIFIED RN
- LEAN SIX SIGMA GREEN BELT
- BLS
- AAACN, ANA AND ONS MEMBER
- AAACN NSI IMPLEMENTATION TEAM
- ACCCNS- DEVELOPING NEW NATIONAL AND PROFESSIONAL NURSING ORGANIZATION:
ASSOCIATION OF CHRONIC AND COMPLEX CARE NURSE NAVIGATORS
- HANCE PARK CONSERVANCY BOARD MEMBER- FQ STORY REPRESENTATIVE (RETIRED)
- ROYAL PALM NEIGHBORHOOD PLANNING MEMBER