

# Malia Wise

## Registered Nurse Manager

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### STRENGTHS

- Team Leadership**  
Creates an environment that encourages open dialogue and collaboration, empowering teams to excel in high-pressure settings.
- Patient Advocacy**  
Empowers patients through education and support, ensuring seamless access to necessary health resources.
- Financial Acumen**  
Drives budgetary discussions that lead to optimized financial planning and strategic resource deployment in clinical settings.
- Quality Improvement**  
Implements innovative strategies that consistently enhance patient experience and drive satisfaction ratings significantly.
- Regulatory Compliance**  
Leverages deep understanding of regulations to educate teams, ensuring organization-wide adherence and safety.

### SKILLS

- Clinical Leadership
- Patient Care Management
- Quality Improvement
- Budget Management
- Team Collaboration
- Regulatory Compliance
- Healthcare Operations
- Staff Development
- Interpersonal Skills
- Health Education Data Analysis
- Protocol Implementation
- Mentorship
- Community Engagement

### SUMMARY

Compassionate and driven Registered Nurse with over four years in clinical management. Achievements include leading teams to ensure high-quality patient care while adhering to policies and regulations. Demonstrates strong financial acumen in managing budgets and optimizing resource allocation, enabling successful implementation of new healthcare services. Collaborative by nature, fostering positive teamwork among various stakeholders. Passionate about enhancing operational efficiency via continuous improvement initiatives and training programs, all while promoting a culture of compassion and community engagement. Looking forward to contributing expertise and leadership skills to make a significant impact in future roles.

### EXPERIENCE

#### Clinical Nurse Manager

Healthcare Innovations LLC 📅 January 2022 - Present 📍 Rockford, IL

Oversee operations and patient care delivery for a department of 20, ensuring optimal performance in a busy setting. Drive quality improvements while maintaining compliance and safety standards. Work closely with administrative staff to manage budget effectively, maximizing resources without compromising on quality.

- Implemented protocols that elevated patient satisfaction scores by 15%, proving effective managerial strategies.
- Spearheaded budget optimization initiatives that cut operational costs by 10%, yielding financial stability while maintaining service excellence.
- Cultivated collaborative relationships with healthcare professionals and community partners, resulting in a 20% increase in health education outreach.
- Conducted comprehensive training for nursing staff, boosting regulatory compliance and colleague confidence.
- Analyzed departmental performance metrics, using data-driven decision-making to inform policy changes that enhanced practice workflows.
- Enhanced treatment pathways for patients through the establishment of streamlined admission processes.

#### Nursing Supervisor

Wellness Medical Center 📅 June 2020 - December 2021 📍 Rockford, IL

Managed day-to-day operations of a high-performing nursing team, assuring the delivery of superior patient care aligned with best practices and governance structures. Developed departmental procedures that underpinned efficient workflow.

- Oversaw nursing staff operations, ensuring adherence to evolving industry standards, significantly improving care quality.
- Facilitated the development of key departmental policies aimed at increasing operational effectiveness and patient care outcomes.
- Reviewed patient care analytics, leading targeted interventions that resulted in reduced hospital readmissions.
- Provided mentorship to incoming nursing staff, supplying essential support and fortifying team capabilities.
- Engaged multidisciplinary teams to coalesce around patient needs, further enhancing the organization's service provisions.
- Contributed in quality assurance checks leading to facility's favorable accreditation results.

#### Registered Nurse

Green Valley Health Services 📅 January 2019 - May 2020 📍 Rockford, IL

Delivered direct patient care within varied clinical scenarios, always focusing on the highest standards of patient feedback and satisfaction. Worked collaboratively to develop comprehensive care plans throughout treatment timelines.

- Achieved outstanding patient feedback repeatedly through dedicated, compassionate direct care.

Resource Allocation

Performance Metrics

## LANGUAGES

English Native

Spanish Intermediate

## MY CAREER



● Clinical Nurse Manager at Healthcare Innovations LLC (4.4 Years)

● Nursing Supervisor at Wellness Medical Center (1.5 Years)

● Registered Nurse at Green Valley Health Services (1.3 Years)

- Assisted nursing teams in developing detailed care plans, integrating input from specialists to advance patient health outcomes.
- Educated families on important health management techniques, ensuring continuity of care post-discharge.
- Documented patient care efficiently, communicating vital information across caregiving teams and enhancing care continuity.
- Initiated infection control measures resulting in marked reductions in hospital-acquired infections.
- Participated actively in professional development opportunities, keeping abreast of contemporary medical methodologies.

## LEADERSHIP & AWARDS

- Dean's List, University of Illinois
- Nursing Excellence Award, Green Valley Health Services

## EDUCATION

### Bachelor's Degree in Nursing

University of Illinois 🎓 GPA: 3.8 📅 2018 📍 Chicago, IL

**Coursework:** Health Policy, Human Anatomy, Patient Care Management, Community Health

## CERTIFICATIONS

- Registered Nurse (RN) License 📅 2020
- Basic Life Support (BLS) Certification 📅 2021
- Advanced Cardiac Life Support (ACLS) Certification 📅 2021

## TECHNICAL SKILLS

- **Patient Management Systems:** Epic, Cerner, Meditech
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Communication Tools:** Slack, Zoom, Teams
- **Healthcare Regulations:** HIPAA, OSHA, CDC Guidelines
- **Quality Assurance Processes:** Lean, Six Sigma, Kaizen
- **Training Methodologies:** Onboarding Programs, Workshops, Seminars
- **Data Analytics Tools:** Tableau, SPSS, R
- **Statistical Analysis Software:** SAS, Stata, Microsoft Access
- **EHR Systems:** Allscripts, NextGen, Athenahealth
- **Budget Management Systems:** QuickBooks, SAP, Oracle

## PROFESSIONAL AFFILIATIONS

- Member, Illinois Nurses Association
- Volunteer, Local Health Fair

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST