



# Ngoc Ballard

## RN-Nurse Educator Surgical Services

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### STRENGTHS

- ♥️ **Patient-Focused Care**  
Elevated patient care standards through direct interventions, leading to more effective post-operative recoveries.
- 💬 **Effective Communicator**  
Fostered strong relationships with patients and families, simplifying complex health information into understandable terms.
- 📅 **Program Developer**  
Conceived impactful educational programs for nursing staff that led to improved competency across various clinical practices.
- 👥 **Team Collaboration**  
Strengthened interdepartmental coordination through consistent engagement, enriching operational effectiveness hospital-wide.
- 🔍 **Research-Oriented**  
Focused on evidence-based interventions, driving quality improvements that resonate with established nursing practices.

### SKILLS

Patient Care   Surgical Nursing

Educational Program Development

Critical Thinking

AORN Guidelines Compliance

Team Collaboration

Communication Skills

Time Management

Quality Improvement   Mentoring

Interdisciplinary Teamwork

Safety Protocols

Clinical Assessment

### SUMMARY

Dedicated nursing professional with over four years of experience in surgical services and patient education. Proficient in employing advanced nursing processes alongside critical thinking to enhance patient outcomes while ensuring safety during procedures. Developed and executed educational programs for nursing staff at varying levels, focusing on skill enhancement aligned with best practices. Collaborated successfully with healthcare teams to revise orientations and maintain compliance with regulatory standards, fostering independence in patients and promoting their overall well-being.

### EXPERIENCE

#### RN-Nurse Educator Surgical Services

Health Innovations Group 📅 May 2022 - Present 📍 Chicago, IL

Oversees educational programs for nursing staff, applying expert knowledge in surgical services. Facilitates assessment and care planning for designated patient populations, actively engaging interdisciplinary teams to improve treatments.

- Utilizes nursing processes and critical thinking to assess patient needs and provide tailored care, ensuring safety and comfort during surgical procedures.
- Develops and conducts educational sessions for nursing staff, enhancing skills in compliance with current clinical practices and patient care standards.
- Evaluates patient responses to interventions, modifying care plans based on individual needs and clinical outcomes.
- Collaborates with Patient Care Directors to design and revise orientation programs, ensuring alignment with best practices in surgical nursing.
- Serves as a mentor by scrubbing into surgeries, providing hands-on guidance to staff during complex procedures.
- Maintains certifications and participates in ongoing education, completing over eight hours of relevant training annually.

#### Nursing Intern

University Research Lab 📅 January 2021 - April 2022 📍 Chicago, IL

Gain practical experience in surgical settings under supervision, assisting with postoperative patient assessments while learning from experienced professionals.

- Assisted in patient assessments and care planning under supervision, gaining practical experience in surgical settings.
- Participated in the development of educational materials for patients regarding pre- and post-operative care.
- Supported nursing staff in maintaining compliance with AORN Guidelines and best practices for patient safety.
- Engaged in quality improvement initiatives focused on enhancing patient outcomes through evidence-based nursing interventions.
- Conducted research on patient education effectiveness, contributing to the development of new training modules for staff.
- Collaborated with a multidisciplinary team to ensure comprehensive care delivery during surgical procedures.

#### Nursing Student

Capstone Project 📅 September 2020 - December 2020 📍 Chicago, IL

Designed and implemented a patient education program aimed at improving post-operative recovery by utilizing evidence-based therapeutic techniques.

- Designed and implemented a patient education program aimed at improving post-operative recovery for surgical patients.

Instructional Design

Evidence-Based Practice

## LANGUAGES

English Native

Vietnamese Proficient

## MY CAREER



- RN-Nurse Educator Surgical Services at Health Innovations Group (4.1 Years)
- Nursing Intern at University Research Lab (1.2 Years)
- Nursing Student at Capstone Project (3 Months)

- Utilized surveys and interviews to assess the effectiveness of educational interventions on patient satisfaction.
- Collaborated with nursing faculty to evaluate and refine teaching methodologies for enhanced learning outcomes.
- Presented findings to university stakeholders, receiving commendations for clarity and practical application in clinical settings.
- Developed instructional materials that were adopted by the nursing department for ongoing student training.
- Demonstrated leadership in project management and teamwork throughout the capstone experience.

## LEADERSHIP & AWARDS

- Dean's List, University of Illinois at Chicago, 2018-2020
- Nursing Excellence Scholarship, 2020

## EDUCATION

### Bachelor's Degree in Nursing

University of Illinois at Chicago GPA: 3.8 2020 Chicago, IL

*Coursework: Medical Terminology, Patient Advocacy, Anatomy and Physiology, Pharmacology*

## CERTIFICATIONS

- Current RN License 2020
- CPR Certification 2020
- ACLS Certification 2022

## TECHNICAL SKILLS

- **Clinical Tools:** Electronic Health Records, Patient Management Systems, Nursing Informatics
- **Education Platforms:** Learning Management Systems, Simulation Platforms, Virtual Reality Training
- **Compliance Standards:** AORN Guidelines, HIPAA Regulations, Safety Protocols
- **Assessment Techniques:** Clinical Assessments, Patient Evaluation Metrics, Nursing Protocols
- **Patient Education Methods:** Teaching Methodologies, Informational Workshops, Instructional Design
- **Quality Improvement Frameworks:** Evidence-Based Practices, Performance Reviews, Patient Feedback Iteration
- **Certifications:** RN License, CPR Certification, ACLS Certification
- **Mentorship Strategies:** Peer-to-Peer Mentoring, Staff Training Initiatives, Clinical Guidance
- **Collaboration Tools:** Team-based Rounds, Multidisciplinary Meetings, Operational Briefings
- **Time Management Software:** Scheduling Applications, Time Tracking Tools, Workflow Analysis Tools

## PROFESSIONAL AFFILIATIONS

- Member, Nursing Student Association, 2019-2020
- Volunteer, Community Health Fair, 2020

## ADDITIONAL INFORMATION

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

## REFERENCES

AVAILABLE ON REQUEST