

JOELLE PHILLIPS, DNP, RN

Enthusiastic nurse with over 20 years' experience in healthcare as a registered nurse, mentor, coach, and educator. Recognized consistently for performance excellence and contributions to organizational success. Eager to contribute to team achievements through hard work, collaboration, attention to detail and excellent organizational skills. Strong clinical expertise in the ICU and related critical care departments.

EXPERIENCE

AUGUST 2021 – PRESENT (Full Time – 40 hours/wk)

CHAIR, BSN PROGRAM / ASSISTANT PROFESSOR, *Hawaii Pacific University, Honolulu, HI*

Provides supervision, instruction, and guidance of students in the classroom and clinical setting, performing nursing duties to meet objectives of course level. Evaluate clinical work, facilitate critical thinking and facilitate learning experiences while fostering safe patient care. Provide nursing instruction via simulation as needed in addition to/ or in lieu of clinical site. As BSN Chair, provides oversight and guidance for the degree program to include management of faculty, staff, students, curriculum design, policies and procedures, and state and national regulatory requirements to meet NSCBN, WASC, and AACN standards.

APRIL 2020 – AUGUST 2021 (Full Time – 40 hours/wk)

CLINICAL INFORMATICIST (CONCURRENT ROLE), *Kaiser Permanente, Honolulu, HI*

Applies clinical expertise in combination with informatic to lead the organization's efforts to define, design, and execute process change to maximize quality of care and operational efficiency through implementation of information systems and technology-enabled care delivery. Consultant for EPIC system applications for physicians, nurses, and other patient care providers and affiliated end users Participates in design of mobile applications for healthcare and the development of tele-health network services.

2020/2021 IT Goals accomplished:

- Standardized clinical documentation protocols by implementing STORK application for Perinatal Services department.
- COVID-19 Leader for device integration of all workstations (to include ventilator, vital signs, and ECG monitor management) in the ED and Critical Care units to limit staff exposure in patient rooms and enable quicker delivery of patient data across systems
- COVID-19 Leader for initiating inpatient tracking system for COVID 19 patients, and immunization documentation, across the continuum
- Fleet configuration and device integration of national drug library for new replacement smart IV pumps
- Hardware device conversion for all clinical workstations (inpatient and outpatient)

MAY 2018 – AUGUST 2021 (Full Time – 40 hours/wk)

REGIONAL DIRECTOR OF PROFESSIONAL NURSING PRACTICE (CONCURRENT ROLE), *Kaiser Permanente, Honolulu, HI*

Provides consultation and guidance regarding nursing practice standards with strategic decision-making for nursing practice that significantly impacts operations. Directs the development,

implementation, evaluation, and continuous improvement of clinical/nursing practice with programs to optimize patient, organizational, staff, and community outcomes. Directs the development and evaluation of evidence-based nursing policies and procedures in accordance with regulatory requirements, laws, and professional nursing standards. Hires and leads a team of nursing educators in various departments to provide education, training, and staff development. Evaluates and facilitates opportunities to promote nursing activities through community relations and legislative efforts.

Chronological Accomplishments:

- 2019 – Implementation of first Nurse Residency Program
- 2019 – Wrote and received grants for development and implementation of 9 new training programs: RN First Assist, New Grad Programs in Med/Surg and Telemetry, New to Specialty programs in Maternal Child Health and NICU.
- 2019 – Developed orientation and continuous monitoring/evaluation for high school students participating in Project Search national program at Kaiser campuses.
- 2020 – Wrote and received grant for development and implementation of Sterile Processing Technician training program
- 2020 – Development of training programs to support nursing staff during pandemic to include training of: OR nursing staff to provide care to patients in Medical/Surgical departments, PACU staff and CRNAs to manage patients in the ICU and ED, clinic medical assistants to work as nursing assistants, other clinic clerical staff to work as ward clerks
- 2021 - Development and implementation of educational programs to support massive reorganization of nursing staff to include: ICU Training Program, Telemetry Training Program, Emergency Nurse Training Program

APRIL 2017 – MAY 2018 (Full Time – 40 hours/wk)

REGIONAL EDUCATOR, Kaiser Permanente, Honolulu, HI

- Managed the planning, development, implementation, and evaluation of education and development programs at the Moanalua Medical Center, and 22 outpatient clinics located on Oahu and neighbor islands in the state of Hawaii.
- Modified lessons and curriculum to accommodate diverse learners through adult learning principles, learning styles, personality styles, and conflict management styles.
- Consulted with clinical departments to implement competency program in alliance with strategic plan.
- Coordinated clinical placement for nursing/allied health students.
- Planned, developed, delivered, and evaluated orientation for new hired and contingent staff.
- Assisted and coached clinical personnel in designing, facilitating, and teaching of CE programs
- Primary Nurse Planner/Instructor for CE Program
- Simulation Coordinator
- Training Center Coordinator for American Heart Association
- Management Co -Chair – Kaiser Hawaii Workforce Planning and Development Committee
- Kaiser National Workforce Planning and Development – Hawaii Representative for Workforce of the Future Committee

APRIL 2013 – APRIL 2017 (Full Time – 40 hours/wk)

MANAGER, EDUCATION AND TRAINING, Castle Medical Center, Kailua, HI

Developed training material and strategies for 1100 staff in clinical and nonclinical areas. Researched, developed, and facilitated all annual education as required per accrediting bodies. Committee leader for the Castle Leadership Institute quarterly leadership training retreats.

(Researching and presenting topic content, procuring guest speakers, facilitating discussion and engagement at the event and evaluating feedback). Coordinator/facilitator/primary instructor of general hospital and clinical orientation for new staff members biweekly. Continuing Education Primary Nurse Planner and Instructor. Training Center Coordinator for Official AHA Training Center. Administrator, content designer, and facilitator for online LMS.

Chronological Accomplishments:

- 2013 - Facilitated Nurse Residency Program - retention rate 97%
- 2013 - Increased mandatory education compliance from 84% - 97% in one year
- 2014 - Facilitated University of Hawaii ADN-BSN program
- Increased BSN/higher rate from 64%-75% while at organization.
- 2015 – Co-Author for 2015 Malcom Baldrige National Quality Award – resulting in Award
- 2016 – Development of Mentor Program for New Graduate nurses
- 2016 – Implemented TEAM program for Workplace Violence
- 2016/2017 - Developed education/training hospital-wide for establishment of Neurosurgery Service Line

SEPTEMBER 2004 – OCTOBER 2015 (Full Time – 40 hours/wk)

OWNER / OPERATOR, INDEPENDENTLY CONTRACTED RN, *Critical Nursing Services, Aiea, HI*
Provided nursing care to ICU, ED, PACU and telemetry patients at various hospitals across Oahu through temporary staffing firm (nurses and other allied health professionals). Directly supervised employees in various clinical positions. Responsible for human resource management, performance improvement, educational assessment, financial responsibilities, contract procurement, and marketing.

JANUARY 2003 – JANUARY 2004 (Full Time – 40 hours/wk)

NURSING INSTRUCTOR, *Kapiolani Community College, Honolulu, HI*
Contributed educational and clinical expertise to optimize training courses. Presented lectures on adult health, functional health patterns, management of the changing patient condition, physiology, and psychodynamics of nursing care. Assesses student knowledge and abilities, monitored progress of students, provided coaching, mentoring and continuous evaluation.

APRIL 2000 – SEPTEMBER 2005 (Full Time – 36 hours/wk)

CHARGE NURSE, INTENSIVE CARE UNIT - *Castle Medical Center, Kailua, HI*
Overall Care of critically ill adult patients to include assessment, management and collaboration with care team, medication administration, development of plans of care, implementation, and evaluation of treatment outcomes.

AUGUST 2000 – SEPTEMBER 2001 (Full Time – 36 hours/wk)

STAFF NURSE, INTENSIVE CARE UNIT - *St. Francis Medical Center, Honolulu, HI*
Overall Care of critically ill adult patients to include assessment, management and collaboration with care team, medication administration, development of plans of care, implementation, and evaluation of treatment outcomes.

AUGUST 1998 – DECEMBER 2004 (Full Time – 36 hours/wk)

STAFF NURSE, VARIOUS DEPARTMENTS - *Kahu Malama Nurses, Honolulu, HI*
Overall Care of adult patients across multiple departments and healthcare facilities - to include assessment, management and collaboration with care team, medication administration, development of plans of care, implementation, and evaluation of treatment outcomes.

EDUCATION

AUGUST 2020

DOCTORATE IN NURSING PRACTICE, CHAMBERLAIN UNIVERSITY

Graduated with Distinction (3.99 GPA) – Sigma Theta Tau Honor Society

DECEMBER 2013

MASTER'S – NURSING EXECUTIVE LEADERSHIP, UNIVERSITY OF HAWAII AT MANOA

JANUARY 1998

BACHELOR'S IN NURSING, HAWAII PACIFIC UNIVERSITY

CERTIFICATIONS

- BLS for the Healthcare Provider
- Advanced Cardiac Life Support (ACLS)
- Certification Course: Epic for the Clinical Informaticist
- Certified Laser Technician
- Critical Care Course
- CRRT Provider
- Certified Chemotherapy Nurse
- GE CAP - Change Agent Plus
- NIHSS Certified

AFFILIATIONS / COMMUNITY SERVICE

- Hawaii State Center for Nursing – Chair, Nurse Residency Program
- Sigma Theta Tau Counselor
- Centralized Clinical Placement System – Steering Committee
- Chaminade University School of Nursing – Advisory Board
- Kapiolani CC School of Nursing – Advisory Board
- American Organization of Nurse Executives
- Hawaii Association of Professional Nurses
- American Association of Critical Care Nurses
- National Nurses in Business Association
- Volunteer, Good Samaritan Ministry
- Volunteer, St. Elizabeth School
- Guest Speaker, Mock Interviewer, Kapi'olani Community College Nursing School
- Guest Speaker, Mock Interviewer, University of Hawaii School of Nursing
- Guest Speaker, Mock Interviewer, Chaminade University School of Nursing

REFERENCES

LIBERTY KAAHANUI, NURSING MANAGER, ADVENTIST HEALTH CASTLE

- 640 Ulukahiki Street, Kailua, HI 96734
- Email: LIBERTYVILLALON@HOTMAIL.COM
- Phone: 808-393-3820

KELLIE PUCAN, NURSING MANAGER, ADVENTIST HEALTH CASTLE

- 640 Ulukahiki Street, Kailua, HI 96734
- Email: KANOELANI001@HOTMAIL.COM
- Phone: 808-387-1380

ERICA MONK, DIRECTOR OF CLINICAL COORDINATION, HAWAII PACIFIC UNIVERSITY

- 500 Ala Moana Blvd – WP1-425, Honolulu, HI 96813
- Email: emonk@hpu.edu
- Phone: 808-236-3565