**LENEE POWELL-WILSON, DNP, MPA, BSN**

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**Kalamazoo, MI 49001 (630) 205-6137**

**SUMMARY:**Systems Thinking Nursing Operations Leader, Doctor of Nursing Practice in Health Systems Leadership and Informatics graduate, ready to use Public Health, Health Informatics, and Business Administration experience to create, plan, organize, implement, direct, evaluate, and maintain modernized process improvements to promote and attain positive patient outcomes for both patient and staff satisfaction.

**PROFESSIONAL EXPERIENCES**

**DEPARTMENT OF VETERANS AFFAIRS (VA)**

**Battle Creek VA Medical Center, Battle Creek, Michigan May 2012 – Present**

**Care In The Community – Current, FT – 40+ Hours Worked/wk - $96,000 VN0610 Grade III Step 10**

Critically assessing the submission of consults for Veterans to acquire care in the community. Making determinations and approvals of eligibility and transfer documents to accompany the Veteran by using sound judgement and clinical assessment to maintain financial responsibility. Utilizing the CTM system to manage the analytical activity of a team of up to 6 clinical and administrative staff members for 15 categories of care. Consistently working to achieve and maintain qualitative measures for timely, efficient and reliable patient care. Efficiently querying and interpreting Excel database to determine team performance analytics. Create and influence process flows to standardize processes for team adherence. Adhere to fluid policies and procedures during payer and computer software changes and updates. Identify and advocate for Veterans requiring clinical needs that require VISN level approval for care through the submission of Issue Briefs and discussions with process coordinators. Collaborate with internal partners and external customers to improve Veteran access for positive health care outcomes. Create and maintain community partnerships with community representatives and company leadership. Advise local and national internal leaders with consult processing and tracking category outcomes. Assist leaders with navigating both VA and national regulatory policy. Influence process improvements and recommend policy updates. Follow former and new national and systemwide processes for timely delivery of care. Recommended efficient departmental processes for departmental information sharing. Research disease processes and evidence-based standards to effectively direct patient care to appropriate care provider.

***Accomplishments***

* Lead strategic efforts to decrease active consults for over 10 categories of care by up to 60% in approximately six months
* Collaborate with interdepartmental teams to systematically process consults within 30 days from pending to completion resulting in a 30% improvement by implementing DMAIC methodology to identify defects in processes.
* Strategized the processing of consults and produced statistical analysis for team and leadership review to showcase team successes and challenges in efforts to maintain systemwide and national performance measure standards. Developed tracking tool by utilizing Excel pivot tables for process improvement work groups and executive leadership presentation.
* Created and implemented processes to decrease patient care delay of care and patient complaints leading to positive patient care outcomes for such categories of care as Mental Health, Mammogram, and Otolaryngology.
* Educate and assist community partners with VA standards and process to create and improve working relationships to maintain the continuation of services in rural areas for veterans.
* Educate and influence departmental team regarding software use and data outcomes by relaying the importance of proper data entry for reporting and analysis purposes.

**Nurse of the Day (NOD) – Intermittent/PRN**

Manage inpatient staff schedules and patient access for multiple medical and behavioral health units on a 200-acre campus. Clinical and administrative resource for up to 15-unit Charge Nurses and ancillary staff during off business hours. Document, record, and report shift occurrences such as admissions, discharges, and incidents. Strategically resolve operational and patient care conflicts as needed. Monitor quality standards as outlined by VA policies and procedures. Make and receive calls from staff both on campus and off duty to fulfill staffing requirements for direct patient care. Utilization of established staffing methodologies and creative negotiations for staffing needs. Run and manipulate reports for senior leadership and unit management notification of after-hours shift concerns. Such reports could include problematic Issue Briefs and routine Daily Shift Reports. Maintain InterQual system requirements for outside admissions and transfers. Establish and cultivate relationships with front-line and executive leadership staff to follow and maintain policy and directive initiatives. Collaborate with lead clerical and medical personnel to facilitate teamwork in promoting a positive patient outcome. Assist in monitoring and the facilitation of urgent and emergent patient care and nursing operational activities.

**Assistant Nurse Manager/Acting Nurse Manager, FT – 40+ Hours Worked/Wk**

As Assistant Nurse Manager at the Wyoming Health Care Center, I assisted in leading and directing multi-disciplinary nursing and clerical staff caring for veterans in a complex recently built outpatient clinic setting. In that role I supported over 60 nursing and administrative personnel in Primary Care and Specialty Care departments including RNs, LPNs, Health Tech, and clinic Secretary. (Specialty clinic staff support such clinics as Podiatry, Chiropractic, Gastroenterology, Women’s Wellness, and Cardiology services.) I served as the subject matter expert and resource to internal and external customers regarding outpatient nursing care at the VA. Created opportunities for staff to participate in daily operational process improvement activities for patient safety and culture competence through best practices. Set goals, implemented, monitored and evaluated continuous process improvement activities for clinic patient care to standardize nursing care and decrease variance through best practices within and outside VA research. Collaborated and interacted with other Battle Creek VA Medical Center system employees including executive and leadership level personnel to modernize processes and create policies for efficient and effective patient care experience. Solicited staff and Veteran needs assessments in efforts to facilitate and influence the development of new and existing nursing staff and direct projects such as collaborating with staff on new employee orientation processes and contributing to curriculum programs for existing staff and nursing students. Created, implemented, and interpreted informatic efforts for tracking purposes to acquire and maintain staff, and redirect patient care services to accommodate both staffing and Veteran needs. Participated in maintaining quality process improvements including the development, trending, maintenance, evaluation, and presentation of qualifying statistical analysis for outcome measures. The analytical results of this project were taken from a homegrown time study data collection tool I created and presented to staff and nurse executive leadership to identify staff daily activities in efforts to improve efficiencies. I participated in budgetary decisions and acquisitions for purchasing clinical equipment and managing employee use of overtime and comp-time in efforts to limit costly departmental expenses. I ascertained contracting quotes and researched contracting agreements in efforts to understand and execute contractual obligations. I acquired and maintained agency and industry knowledge to keep up with healthcare dynamics for both Primary Care and Specialty clinics. This includes researching and analyzing equipment and products needed or requested by front line staff for VA and industry standards. As a change agent, I assisted in pursuing positive delivery of patient care to veterans. I worked closely with ancillary and interdepartmental leadership and staff members such as the facility’s HAS Manager and Leads, Laboratory staff, Police Services, Mental Health Chief and clinical staff, and Volunteer Services Coordinator to collaborate and improve services through organizational assessments for staffing needs and positive patient care delivery for such services as the Walk-In and Triage processes. In addition, I presented information and facilitate staff meetings with educational and practical knowledge regarding routine and newly introduced programs. I collaborated and negotiated with Union officials to meet cohesive solutions for positive employee relation outcomes. I represented BCVAMC by spearheading community partnerships with nurse education programs, and participating in writing, preparing, and submitting a grant opportunity in efforts to create clinical rotations and program development in outpatient care to prepare nursing students for population health-care management.

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***Daily Tasks/Duties:***

* Obtained and incorporated Veteran feedback in staff daily practices to improve patient care delivery.
* Contacted Veterans to assess customer service efforts from nursing staff and help facilitate positive outcomes through service recovery and constructive feedback.
* Created and monitored continuous process improvements through collecting data, maintaining run charts, and presenting findings to staff and Senior Leadership. Such improvements included the Walk-In process for primary care services. Time study research collected and evaluated to identify opportunities and challenges for process improvement through monitoring performance trends.
* Coached and educated staff on system directed processes as well as internal discovered processes. Such processes for Primary Care included personal customer service to Veterans, family members and caregivers, care coordination, triaging face to face and telephone health complaints, and managing incoming and outgoing medical records electronically. In the Specialty clinics, such processes included maintaining and exceeding agency and policies and regulations, and strategizing improvements to create better access.
* Managed and maintained day to day nursing operations such as identifying the need and maintaining equipment, monitoring staffing status for hiring and disciplinary actions, and seeking opportunities for departmental improvements.
* Participated in staff development and quality control efforts such as facilitating and monitoring chart reviews, presenting policy and practice updates during staff meetings, and updating educational repository of systemwide and evidence-based information.
* Maintained and managed staff credentialing competency and evaluation folders.
* Maintained and monitored staffing methodologies and daily scheduling to ensure par level for safe patient care.
* Performed routine human resources tasks such as interviewing, hiring, disciplining, counseling, and terminating employees. Regular fact finding and research were completed for employee development and discovery. In addition, intermittent tasks included writing and presenting Performance Appraisals for LPNs, HT and secretary, and Proficiencies for RN.
* Monitored and critiqued work performances for all staff. Interpret and present quality measures such as patient satisfaction through the VA SAIL (Strategic Analytics for Improvement and Learning) report and patient care measures such as the HEDIS report.
* Assessed, evaluated, recommended, implemented, and evaluated approved process changes in both Primary Care and Specialty Care clinics.
* Engaged in local and system wide process improvement decision making as a participant and consultant for SWOT analytics.
* Participated in Senior Executive discussions and offer new ideas for veteran care.
* Provided ICARE values in all aspects of my personal life and professional career.
* Worked on creating a curriculum for the HRSA grant for nursing students rotating in outpatient care. Collaborated with existing RN staff and academia staff in efforts to compile structured training plans for students along with preceptor tools.

***Accomplishments***

* Participated in root cause analysis (RCA) project to decrease the error rate of nurses taking the wrong medication from the medication dispensing machine. Failure Mode Effects Analysis was used (FMEA) to deliver a proposed solution. The outcome of this process reduced the risk of removing the look-alike medication (i.e., Tetanus and TDAP) from the MedSelect in error.
* Developed, edited, interpreted, and implemented system and departmental policies for standard practices according to evidence base practice. Such innovative SOP included researching evidence-based practices for the administration of lidocaine prior to IV insertion for patient comfort. The policy was approved and outcomes continue to be monitored for patient satisfaction.
* Learned regulatory and evidence-based practice regarding GI and Pain clinics to prepare for Joint Commission and other regulatory agency visits. The outcome of the regulatory visits resulted in minimal required corrections with an overall satisfaction of program efforts.
* Participated in Joint Commission reviews and provided guidance to staff on regulation standards in efforts to obtain positive ratings for accreditation.
* Monitored performance measures and trends through regular and consistent review of team analytics as identified in such reports as the VSSC website and the SAIL reports. Improved patient care and departmental performance measures such as HGBA1c HEDIS measures and the return of the FIT Kits, resulting in accolades from regional and local executives. Also results proved to expand veteran life span through early detection and treatment.
* Created and managed tracking trends for daily staffing methodology and notification for scheduling. The outcomes of this effort resulted in increased employee morale, improved transparency of staffing decisions, and decrease confusion of assignments.
* Participated in discussions with senior leadership for process improvement regarding same day access and the Walk-In process. As a result, I modified both Walk-In and Incoming Call scripting for administrative Telephone Triage and clinic clerks for system use. The project resulted in standardized scheduling and processing of alerts reducing interdepartmental conflicts and misunderstandings while promoting teamwork.
* Participated in quality measures for tracking disease specific results over a specific amount of time. In addition, managed efforts to monitor and track such results as adenoma polyp detection rates and other related measures to maintain and exceed national standards. Analysis of these results will allow process improvement efforts to be guided above industry standards.
* Identified the need for RRT/Code Blue Team and facilitated the initiation of ACLS training for staff and the qualifications for the Team. Recognized and presented analysis of the need for a second RRT/Code Blue Team due to increased same day access volume. This recommendation has delivered the same quality of care for each patient even when multiple codes are being processed at the same time.
* Facilitated and coordinated efforts to create and maintain mock code efforts consistently to minimize ineffective efforts in emergent patient care. The outcome proved to allow staff to be more comfortable with codes processes even though Code Blues are not called regularly. This effort increased the efforts of staff to deliver standardized, safe, and effective emergent care.
* Lead nursing function efforts as well as interdisciplinary efforts to open the newly developed Gastroenterology and Pain Interventional departments. Utilized the nursing process by researching industry standards and evidence-based practice to create new departmental processes and procedures. As a result, the nursing function was prepared to deliver services effectively and timely in all aspects of procedures. Managed initiation of departmental policies to maintain evidence-based standards. Continually survey surgical, pain and gastroenterology industry standards for new and improved processes and equipment for patient safety and nursing efficiency.
* Researched and created competency tools for skilled procedures. Lead committee members to coordinate annual Skills Fair for both Primary Care and Specialty staff. The outcome continues to give opportunity for staff to familiarize themselves with procedures that are not regularly performed. Partnered with Physical Therapy to deliver demonstrations of proper bending mechanics to prevent back injuries.
* Introduced and acquired the opportunity for a controlled medication to be dispensed from unit MedSelect machines instead of nursing staff standing in line at pharmacy waiting for medication to be dispensed. This LEAN effort relieved staff from inefficient productivity and effectively shortened wait time to deliver patient care.
* Advocated for patient safety and quality care by recommending Exit (Discharge) documentation to be presented to patient post Walk In process. This documentation consisted of diagnosis determined during visit, patient information and procedure results. Patients are commenting that this allowed them to review recommendations and diagnosis at home after clinic visit.
* Collaborated with the Wound Specialist to educate and train nursing staff on the stages of wounds and recommended treatments prior to Wound consult. This effort was projected to decrease the need for some wound consults and empower staff to treat minor wounds. The quality of veteran care has been timely and customer satisfaction has increased.
* Provided nursing perspective and consultation to contribute to new facility construction.
* Spearheaded a partnership with local university to collaborate in the writing and submission of a national grant opportunity offered by HRSA introducing and improving the BSN student education on outpatient care. Negotiated educational efforts for grant funding to provide learning opportunities for existing nursing staff to maintain quality care management. Awarded $2.4 million 4-year grant. Sought guidance from local and national VA leaders to facilitate modernized nursing staff and student training through evidence-based practices, proven VA processes, and recommended customer-focused care delivery.
* Created, implemented and promoted web-based dashboard to include performance measures per primary care team in run and control charts, chart review statistical evaluation results in a bar graph, the number of uniques per panel pie chart, and web links to pertinent sites that are utilized in daily practice.

**Patient Aligned Care Team (PACT) RN Care Manager, FT - 40+ Hours Worked/Wk- $78,000 VN0610 Grade III Step 6**

Managed panels of 700 to 1500 veterans in outpatient care using the patient-centered medical home phenomena. Educated, instructed, and encouraged positive patient self-management of care through health preventions and wellness-based patient goals. Performed health assessments to determine appropriate care paths and levels of care. Promoted personalized, proactive, and patient driven care through whole health care management. Initiated, managed, and tracked transitions of care for veterans in both internal and external departments/agencies. Collaborated and maintained professional relationships with internal and external clinical providers to promote patient centric care and continuity of care.

**HOSPITAL EXPERIENCE**

**Metro Health Hospital – Wyoming, Michigan May 2011 to May 2012**

**(Metropolitan Grand Rapids, Michigan area)**

Progressive Care Unit – PCU –FT - 36 Hours Worked/wk - $62,000 36 Hours Worked/Wk

* Facilitated and supported medical staff in providing critical and nearly critical nursing patient care through comprehensive evidence-based practices.
* Educated patients and family on disease processes and care while inpatient and after discharge.

**Alexian Brothers Medical Center – Elk Grove Village, IL February 2011 to May 2011**

$66,000 36 Hours Worked/wk

Cardiac Care Unit – FT - 36 Hours Worked/Wk

* Provided cardiac nursing care for pre- and post-surgical patients, as well as nearly critical cardiac diagnosed patients. Instructed on cardiac inpatient, home care and disease processes to patients and caregivers.

**Ingalls Memorial Hospital – Harvey, IL July 2008 to May 2011**

(FT - $ 55,00 36 Hours Worked/Wk)

Short Stay Medical/Telemetry Unit

Charge Nurse

Medical/Surgical-Telemetry Unit

Intensive Care Unit Nurse

* Admitted, discharged and cared for inpatient medical/surgical and critical care patients. Instructed and educated on various disease processes and inpatient care to patients and caregivers.

***BUSINESS EXPERIENCE***

**Central DuPage Hospital – Winfield, IL June 2006 to July 2008**

Pediatric Unit Secretary – Part Time – $ 20,000 - 20 hours weekly

**Caremark PBM – Northbrook, IL** **April 2002 to January 2006**

Contract Analyst – FT - $ 52,000 - 40 hours weekly

Vendor Supplier Specialist

**Alpha Home Health – Oak Park, IL** **October 1997 to April 2002**

Branch Manager – Chicago Territory - $45,000 - 40 hours weekly

**EDUCATION**

**Doctor of Nursing Practice– Health Systems Leadership and Informatics Candidate December 2021**

University of Illinois at Chicago (UIC)

* Nursing Administration Models, Policies and Governance
* Leading Transformation of Health Care and Systems
* Quality & Safety Through Health Technologies
* Theoretical Foundations for Evidence Based Practice – EBP1 & EBP 2
* Epidemiology & Statistics for Evidence Based Practice
* Health Economics
* Strategic Planning Operations Management
* Health Promotion Theories and Population Health
* Data-Driven Health Care Improvement
* Leadership, Policy, and Interprofessional Collaboration: Effecting Change in Complex Health Systems
* Strategic and Financial Planning for Clinical Courses
* Health Equity & Social Determinants
* Nursing Information Systems and Technology: Supporting Care and Generating Evidence
* Financial Management and Budget Planning
* Human Resources and Organizational Behavior

**U.S. Department of Veteran Affairs – Course Completion Completed: Spring 2019**

Introduction to Health Informatics (101) – Certificate of Completion

**U.S. Department of Veteran Affairs – Course Completion Completed: Fall 2018**

Introduction to Health Care Data Analytics

**CITI Program Certified** **Completed: Fall 2018**

VA Human Subjects Protection Training –– Collaborative Institutional Training Initiative

Completed required training for Ann Arbor, MI, and Battle Creek, MI

**Bachelor of Science in Nursing May 2008**

University of St. Francis**,** Joliet, Illinois

**Master of Public Administration w/ Concentration in Healthcare Management May 1994**

Southern University and Agricultural & Mechanical College, Baton Rouge, Louisiana

**Bachelor of Science in Marketing May 1992**

Southern University and Agricultural & Mechanical College, Baton Rouge, Louisiana

**DOCTORAL RESEARCH PROJECT/PRACTICUM**

**Center on Halsted Project PrEP Clinic 2021**

**University of Illinois (UI) Health Partnership**

Project Mentor: Dr. Karen Cotler

Faculty Mentor: Dr. Sheryl Stogis

***Objective:*** To explore and synthesize regulatory standards, policies and researched best practices to develop a patient safe and reliable operations policy manual for staff daily use. The resource tool was developed to create and maintain consistent, effective, and reliable clinic operations by using the Institute of Health Improvement’s Framework for Safe, Reliable, and Effective Care method and such standards as the Patient-Centered Medical Home standards and Center for Disease Control & Prevention guidelines. During the presentation to the stakeholders, a web-based version of the manual was created and presented to exhibit a more efficient and reliable way to deliver information to stay. Recommendations were provided to stakeholders to be incorporated in the manual for future credentialing and industry standard for PrEP clinic manual development. The product was disseminated and released to the clinic and other PrEP clinics representative who helped contribute to product development.

**Interprofessional Approached to Health Disparities (IAHD) Scholar 2020 – 2021**

**University of Illinois at Chicago (UIC)**

Intimate Partner Violence (IPV) Project – Connections for Abused Women and Children (CAWC)

Preceptors: Dr. Memoona Hasnain & Dr. Sonya Oyola

***Objective:*** Practiced Collaborative-Based Participatory Research (CBPR) approach with Medical and Pharmacy students and faculty to educate and inform participants at a domestic violence program on health-related topics to improve recovery efforts of independence with positive health outcomes.

*Project Question:* Will education sessions on various health topics positively impact self-efficacy, reduce stress levels, and improve health knowledge in English-speaking and Spanish-speaking women participating in CAWC support groups for survivors of IPV?

**Department of Veteran Affairs - Office of Research & Development Fall 2018**

**Center of Innovation for Complex Chronic Healthcare**

**Edward Hines, Jr. VA Hospital**

Topic: Research Contributions of Nursing at the Department of Veteran Affairs

Nursing Research Field Advisory Committee – Office of Nursing Services (ONS)

Preceptors: Dr. Tarlov & Dr. Hahm

**LICENSURE**

State of Illinois – Registered Nurse # 041368771, Expires: 5/31/22

State of Michigan – Registered Nurse # 4704283731, Expires: 3/31/23

**CLASSES INSTRUCTED/PRESENTATIONS/TRAINING**

**Department of Veteran Affairs**

* Hand Hygiene and Infection Control Efforts
* Importance of Documentation
* Exploring Evidence Based Practice in Healthcare

**Western Michigan University,** Kalamazoo, MI

* Health Services Delivery (Guest Speaker)
  + System Resources Health Services Professionals
  + Diversity in The Workplace
  + System Processes – Outpatient

**College of DuPage,** Glen Ellyn, IL

* Fundamentals of Business, Naperville, IL - Traditional

**DeVry University,** Addison, IL

* Introduction to Business – Accelerated & Compressed
* Introduction to Finance – Accelerated

**AWARDS/RECOGNITION**

University of Illinois (UIC) Interprofessional Approached to Health Disparities (IAHD) Scholar, 2020-2021

American Association of Ambulatory Care Nursing (AAACN) – Awarded opportunity to present abstract poster at annual conference, 2019 <https://library.aaacn.org/aaacn/speakers/view/5198>

Dr. Martin Luther King, Jr. – Professional Scholarship, Selected 2019-2020

Samuel McKelvie Public Service Scholarship, 2019-2020

Battle Creek Veterans Affairs Medical Center (BCVAMC), Certificate of Appreciation, ICARE Award, 2017

American Organization of Nurse Executives (AONE), Nursing Leadership Scholarship, 2007

**COMMITTEES/AFFILIATIONS**

Current

* American College of Healthcare Executives - Member
* Kalamazoo Historic Preservation Commission – Board Commissioner, Treasurer
  + OHOW – Old House Owners Workshop – Project Volunteer
* American Red Cross, Disaster Cycle Services (DCS) Southwest Michigan – Disaster Action Team (DAT) member/ Disaster Health Services– Volunteer

**Past**

* Women Veterans Health Advisory Committee for Battle Creek VA Medical Center in Michigan – Faculty/Committee Member
  + Assisted in the setup of new and existing facility needs regarding Women’s Health
  + Participated and assist with annual systemwide Baby Shower for Veteran Women
  + Facilitated and monitor facility services/equipment to ensure Women’s needs are met
  + Women’s Health Task Training - Assisted with staff instruction and presentation regarding procedures and testing to comply with national standards of care
* Battle Creek VA Medical Center Education and Training Advisory Committee – Member
  + Participated in bi-monthly meetings to discuss system wide policies relating to outside education and training opportunities for staff.
  + Discussed and gave opinion on approvals/denials for proposed conference opportunities outside VA.
  + Advised executive committee members on nursing practices and needs to support and promote conference attendance for potential internal nursing staff.
* The Black Doctoral Network (BDN) – Member
* Midwest Nursing Research Society (MNRS) – Member
* Battle Creek Shared Governance - Evidence-Based Practice Council – Chair
* Battle Creek Shared Governance – Nurse Leadership Development Council - Member
* Battle Creek Nurse Managers Council – Chair
* Wyoming Health Care Center – Unit Based Practice Council – Leadership Advisor
* Registered Nurse Primary Care (RNPC) Research Partner/Investigator –
  + Consulted and collaborated with Davenport University College of Nursing team regarding the $2.4M awarded grant to create a nursing student rotation at the VA clinic
  + Participated in creating the curriculum and activities
  + Provided VA outpatient care expertise
* Diversity Representative (Leader) for Wyoming VA Health Care Center in Michigan – Appointed Position
  + Created and published newsletter for facility staff featuring commentary on system wide activity, staff comments on diversity, national recognized celebrations for diversity, and VA diversity education.
  + Created facility recognition award for Woman of the Year honoring women working in the facility who exemplify the ICARE (Integrity, Commitment, Advocacy, Respect, Excellence) values.
  + Proposed program to invite local community leaders, recruiters and educators to have discussion on diversity recruitment at the Wyoming VA Health Care Center.
  + Proposed monument to be erected at new Wyoming VA Health Care Center honoring women in the military.
  + Led monthly meeting with committee members reviewing agenda and soliciting brainstorming to create and disseminate minutes.
  + Coordinated and organized facility Art Fair of creative pieces from veterans that was viewed by staff, veterans and visitors.
* Battle Creek VA Medical Center Diversity and Inclusion Advisory Committee – Appointed Position
  + Liaison on committee representing the Wyoming VA Health Care Center.
  + Participated in monthly meeting with other Special Emphasis Program Managers and Diversity Manager to discuss projects, identify diversity concerns, and brainstorm programs to meet Battle Creek VA Medical Center goals.
* Medication Tracer Program – Analyst at Wyoming VA Health Care Center in Michigan location
  + Monitored, corrected, and advised clinical compliance with multi-dose medications according to regulatory guidelines.
* Wyoming VA Health Care Center in Michigan - Education Committee – Member
  + Participated in committee meetings and discussions on coordinating new educational materials for new facility and set up guidelines.
  + Assisted with coordination of exam room set up and ordering materials and equipment for new facility.
  + Assisted with identifying educational needs and researching the purchase of such equipment.
  + Suggested equipment, researched need, and presented clinical educational usage for IPad tablets.
  + Assisted with coordinating internal training programs for set up and attendance.
* Wyoming VA Health Care Center in Michigan Holiday Party Committee – Member
  + Participated in fundraising activities and planning event.

**CONTINUING EDUCATION/CERTIFICATIONS**

* LEAN Training – V.A. System Redesign Green Belt Certified
* LEAN Training – V.A. System Redesign Yellow Belt Certified
* Huddle Board Training - Certified
* Mentor/Coaching Trained – Apprentice Level
* TEACH for Success Training - Certified
* Motivational Interviewing – Certified
* Stanford University’s Chronic Disease Self-Management Program, Certified Facilitator – 2013-2017

**PUBLICATIONS**

**Wyoming Health Care Center (WHCC)** (2015). Diversity monthly newsletter email.

**Powell, Lenee D**. (1994). A comparative study of the advertising effectiveness between Medical Center of Baton Rouge and Baton Rouge General Medical Center. Baton Rouge, LA: Hertzberg New Method, Inc.