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

**2520 S. Rose Street**

**Kalamazoo, MI 49001**

**(630) 205-6137 (M) ▪** [**leneewilson@gmail.com**](mailto:leneewilson@gmail.com) **▪** [**www.linkedin.com/in/lenee-powell-wilson**](http://www.linkedin.com/in/lenee-powell-wilson)

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**SUMMARY:**Systems Thinking Nursing Operations Leader 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, Revenue Operations, North Central Consolidated Account Centers (NCCPAC) Nurse Manager – FT – 40+ Hours Worked/wk September 2022 - Present**

* Manage 40 nursing professionals who participate in the revenue cycle process by delivering clinical expertise and knowledge for 19 VA facilities located in 5 states.
* Manage up to 5 support professionals who also participate in the revenue cycle by delivering supportive tasks for nursing professionals.
* Provides leadership in the application of the nursing process to organizational processes and/or systems, improving outcomes at the program or service level.
* Provides leadership in identifying and addressing ethical issues that impact revenue recovery including initiating and participating in ethics consultation.
* Manages program resources (financial, human, material, or informational) to facilitate safe, effective, and efficient claim determinations.
* Negotiate revenue cycle processes with external interdepartmental customers to improve Revenue Utilization Review (RUR) departmental workload volume.
* Identify RUR departmental needs, seek and fulfill ordering requirements, track acquired items, and monitor item usage for inventory management.
* Participate in creating nursing and support staff processes for EHRM with interdepartmental staff and program developers.
* Coordinate RUR departmental involvement with building EHRM and developing job aids for approved processes.
* Developed, implemented and consistently maintains data analytical OneNote tool for staff to monitor workload inflow and outflow.

**Battle Creek VA Medical Center, Battle Creek, Michigan May 2012 – September 2022**

* Battle Creek VA Healthcare System serves 44,082 Veterans.
* 206 acres and about 30 buildings on the main campus in Battle Creek with 4 satellite locations
* 100th VA hospital in the United States with a total of 1,635 employees
* 327 volunteers who donated 25,518 hours to help our Veterans
* 276 total operating beds which includes 55 mental health beds, 109 community living center beds and 101 rehabilitation treatment beds.
* Community Living Center 5-Star overall rating, 2020
* 90% Veteran approval rating
* $465 million dollar budget

**Community Care Nurse – FT – 40+ Hours Worked/wk**

**December 2019 – September 2022**

Internal contracting approvals for veterans referred to community providers. Using sound judgement and clinical assessment to maintain financial responsibility by managing analytical activity of a team of up to 6 clinical and administrative staff members up to 20 categories of care. Consistently working to achieve and maintain qualitative measures by efficiently querying and interpreting Excel database to determine team performance analytics. Collaborate with internal partners and external customers to improve Veteran access for positive health care outcomes. Influence process improvements and recommend policy updates

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

**January 2017 – December 2018**

Performed house supervisor tasks such as managed inpatient staff schedules and patient access. Documented, recorded, and reported 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. Followed established staffing methodologies and employed negotiations to fulfill staffing needs. Maintained InterQual system requirements for outside admissions and transfers. Assisted in monitoring and facilitation of urgent and emergent patient care and nursing operational activities.

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

**May 2016 – December 2019**

As Assistant Nurse Manager, I assisted in leading and directing 65 employees and managed daily operations. The employee mix included nursing and clerical staff for Primary Care and Specialty clinics in an outpatient setting. In that role, I created opportunities for staff to participate in daily operational process improvement activities through industry and regulatory best practices to work toward fulfilling performance standards. As a change agent, I collaborated and interacted with other Battle Creek VA Medical Center system employees including interdisciplinary executive and leadership level personnel to modernize processes and create policies for an efficient and effective patient care experience by utilizing Lean and Six Sigma principles. I participated in maintaining quality process improvements including the development, trending, maintenance, interpreting, evaluation, and presentation of qualifying statistical analysis for outcome measures. Collaborated with senior leaders in making 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 collaborated and negotiated with Union officials to meet cohesive solutions for positive employee relation outcomes.

.

**Patient Aligned Care Team (PACT) RN Care Manager, FT - 40+ Hours Worked/Wk**

**May 2012 – May 2016**

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.

**OTHER EXPERIENCES**

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

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

FT - 36 Hours Worked/Wk – Progressive Care Unit Nurse

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

FT - 36 Hours Worked/wk - Cardiac Unit Nurse

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

FT - 36 Hours Worked/Wk – Medical/Surgical Unit Nurse

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

PT - 20 hours weekly – Pediatric Unit Secretary

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

FT - 40 hours weekly - Contract Analyst & Vendor Supplier Specialist

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

FT 40 hours weekly - Branch Manager

**EDUCATION**

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

University of Illinois at Chicago (UIC)

**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 January – December 2021**

**University of Illinois (UI) Health Partnership with Center on Halsted**

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

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

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

**LICENSURE**

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

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

**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
* American Academy of Ambulatory Care Nursing - Member
* Kalamazoo Historic Preservation Commission – Board Commissioner
  + OHOW – Old House Owners Workshop – Project Volunteer
  + Diversity and Inclusion Subcommittee - Member
* American Red Cross, Disaster Cycle Services (DCS) Southwest Michigan – Disaster Action Team (DAT) member/ Disaster Health Services– Volunteer

**Past**

* 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.
* 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.

**CONTINUING EDUCATION/CERTIFICATIONS**

* LEAN Training – V.A. System Redesign Black Belt Certified
* 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