

Benjamin Patrick Thelen

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Profile:

- Competent in using analytical frameworks to evaluate data and implement programs for patient care in varied settings with documented successful performance and outcomes.
- Extensive knowledge of nursing and systems leadership.
- Critical thinking and leadership skills developed through years of military training, formal education, and real world applications.
- Provides leadership and facilitates collaboration between multiple healthcare professions at the health systems level.
- Excellent written and oral communication skills.
- Successful implementer of performance and quality improvement initiatives.

Experience:

- Clement J. Zablocki VA Medical Center, Milwaukee WI September 2015 to present
Program Manager, Emergency Department
 - Program Manager for Level 1A Emergency Department with 24,000+ visits per year and 40+ FTE – includes both RN and ancillary staff.
 - 24/7 accountability for Emergency Department nursing operations, patient care, and environment of care.
 - Member of multiple nursing and interdisciplinary committees.
 - VA representative to Wisconsin Hospital Emergency Readiness Coalition – Region 7.
 - VISN 12 Lead Emergency Department Nurse Manager
- Marquette University, Milwaukee WI January 2018 to present
Clinical Assistant Instructor, College of Nursing
 - Part time lecturer in College of Nursing
 - Culture and Health – HEAL 1025
 - Lecturer for undergraduate course for 27 students of various degree pathways.
 - Provide in class and virtual instruction to students, serve as a resource and mentor for students.
 - Collaborate with Course Coordinator to ensure curriculum meets Marquette University objectives.
 - Veterans Health and Culture – HEAL 1400
 - Lecturer for undergraduate course open to all students/degree pathways.
 - Online course with service learning requirement.

- Collaborate with Marquette University College of Nursing for curriculum development.
- Veterans Affairs Nursing Academic Partnership (VANAP) Program Director*

 - August 2020 – June 2021
 - Program director of Marquette-VA partnership.
 - Cohort of eight nursing students that complete majority their of clinical experiences within VA system.
 - Facilitates clinical placement coordination, subject matter expert on VA system, and Marquette-VA collaboration
- Clement J. Zablocki VA Medical Center, Milwaukee WI August 2011 to September 2015

Clinical Unit Supervisor, Intensive Care Unit

 - Clinical Unit Supervisor in a combined surgical/medical 18 bed Intensive Care Unit with 64 FTE.
 - Respond to all Code 4 and Rapid Response calls during normal business hours.
 - Responsible for daily operations and planning, including staffing, scheduling, logistics, and implementation of new technology and practices.
 - Sitting member of multiple nursing and interdisciplinary committees.
 - Responsible for ensuring staff competency and patient safety in the critical care environment.
- Clement J. Zablocki VA Medical Center, Milwaukee WI June 2008 to August 2011

Staff Nurse, Intensive Care Unit

 - Staff nurse in an academic surgical and medical ICU.
 - Responsible for all intensive care nursing skills and competencies for high acuity patients.
 - Provides for veteran and veteran’s family focused care as an advocate and leader.
 - Responsible for collaborating and coordinating multiple health care professions to deliver quality care to the patient.
 - Participates in unit and hospital level committees, education, and groups.
 - Advocates for and participates in evidence based practice and best practice recommendations, as well as assists in educating staff as a super user in several areas.
- Bell Ambulance, Milwaukee WI 2003 to 2008

EMT Basic, Crew Chief

 - EMT Basic: responsible for all skills under EMT Basic licensure.
 - Provided care for a diverse patient population in an urban setting with a focus on both medical and trauma emergencies.
 - As Crew Chief, responsible for immediate supervision and leadership for one to two additional EMT’s. Also responsible for coordination and communication between multiple health care providers and sources.
 - Assisted with training of new EMTs and EMT students.

- Wisconsin Army National Guard, Appleton WI 2001 to 2008
Combat Medic, 32nd Infantry Brigade, 2/127
 - Combat Medic in an infantry brigade specializing in advanced trauma care in a variety of settings, including a one year combat tour in Iraq (2005-2006).
 - Responsible for immediate life-saving trauma related interventions, mass casualty and triage management in field environment and combat operations.
 - EMT-B and LPN level cares in medical treatment facility settings.
 - Responsible for training and maintaining first aid skills for infantry soldiers in the brigade, as well as logistical planning for first aid supplies on a platoon to battalion level.
 - Trained in multiple forms of patient evacuation, nuclear, biological, and chemical warfare medicine, advanced trauma injury interventions.
 - Participated in and led state of the art field trauma training, experienced in new emergency and combat medical equipment and training.

- St. Luke's South Shore, Cudahy WI 2003 to 2004
Emergency Department Technician
 - ED Technician providing cares for patients under EMT Basic licensure and as directed by nursing and physician staff.
 - Responsible for obtaining laboratory samples, 12 lead ECG, establishing intravenous access, patient transportation, splint application, foley catheter insertions.

Education:

- University of Wisconsin Milwaukee
B.S. Nursing, 2008.

- Marquette University
M.S. Nursing, Systems Leadership and Healthcare Quality, 2016.

Certifications, Awards, Activities:

- Professional:
 - Certified Nurse Manager and Leader (CNML)
 - Active 2016 – 2023
 - BLS, ACLS
 - Member, Emergency Nurses Association (ENA)

- Current Committees:
 - Board member – Milwaukee County EMS Council 2019 to present.
 - Chest Pain Committee
 - Code 4 and Rapid Response Committee
 - Chair, June 2016 to summer 2017
 - Critical Care Committee
 - Disruptive Behavior Committee
 - Emergency Management Committee
 - Co-lead evacuation and exercise subcommittees.

- Milwaukee County Emergency Services Coordinating Committee
 - Member, 2015 to present.
- Patient Flow committee
 - Chair, April 2016 to 2017.
- Stroke Committee
- VISN 12 Lead Emergency Nurse Manager
 - November 2021 to present.
- Military and Veteran:
 - Recipient of Bronze Star and Army Commendation Medal during Operation Iraqi Freedom, 2005-2006.
 - Member of Iraq and Afghanistan Veterans of America (IAVA).
 - Served as a Digital Stormer for the IAVA 2012 Storm the Hill Campaign.
- USA Hockey Certified Coach CEP 1
 - Head Coach Milwaukee Winter Club 8U Mites
- Training
 - Administrative Investigation Board training (2016).
 - Center for Domestic Preparedness Health Care Leadership and Mass Casualty Training (July, 2014).
 - Lean Yellow Belt - certified (2017).
 - Milwaukee Leadership Development Program (completed May, 2015).
 - VHA Certified Mentor (June, 2012 to present).
 - VA National Center for Patient Safety RCA/HFMEA training (2013).
 - VHA Patient Flow Coordination Collaborative training (2018-2019).

Activities and Presentations:

- Dietz, E., & Thelen, B. (2015, May). *Clinical alarm management: Reducing nuisance pulse oximetry alarms in an ICU*. 17th Annual Southeastern Wisconsin Nursing Research Conference: Building Bridges to Research Based Nursing Practice, Milwaukee, WI. Poster presentation.
- Panelist, *Nursing Grand Rounds – Alphabet Soup: VANAP, VANEPP, VALOR – Impact on Veteran Care*. (2016, March). Clement J. Zablocki VA Medical Center.
- Presenter, *Improving ED Access Through EMS Collaboration*. (August, 2018). U.S. Department of Veterans Affairs VHA Innovator's Network Demo Day. Washington, D.C. Lecture/presentation.
- Presenter, *Improving the ED Admission Process*. (March, 2019). U.S. Department of Veterans Affairs VISN 12 Community of Practice. Virtual presentation.
- Recipient of FY18 VHA Spark Innovation Grant – Improving ED Access Through EMS Collaboration.
- Recipient of FY19 VHA Seed Innovation Grant – Improving ED Access Through EMS Collaboration.
- Thelen, B. P., & Schaak, J. (2018, August). *Improving ED access through EMS collaboration*. VHA Innovator's Network Demo Day. Washington, D.C. Oral presentation.

- Thelen, B. P., & Schaak, J. (2019, May). *VA/EMS collaboration to improve Veteran access to emergency care*. 21st Annual Southeastern Wisconsin Nursing Research Conference: Building Bridges to Research Based Nursing Practice, Milwaukee, WI. Poster presentation.
- Thelen, B., & Harlow, S. (2019, October). *Improving the ED Admission Process*. Emergency Nursing 2019. Emergency Nurses Association. Austin, TX. Poster presentation.
- Schaak, J., & Thelen, B. (2019, October). *Serving Those Who Served our Country: How an MIH and VA Hospital Partnership Helps Veterans*. EMSWORLD Expo 2019. New Orleans, LA. Oral presentation.
- Thelen, B., Suarez del Real, A., & Baggett, A. (2020, November). *Anticipating the Emergency: EMS Rescues Veterans Before the Crisis*. COVID in 20. Department of Veterans Affairs.
- Thelen, B., Suarez del Real, A. (2021, January). *Connecting Veterans to Care – How EMS and the VA use MIH to Help High Risk Veterans*. ImageTrend.
- Thelen, B.P., & Harlow, S. (2021, May). *Improving the ED Admission Process*. 23rd Annual Southeastern Wisconsin Nursing Research Conference. Virtual Poster Presentation.

Performance Improvement Projects:

- Bedside Registration
- Rapid Sequence Intubation and Moderate Sedation interdisciplinary simulation
- Mobile Integrated Health and improving access to 911 for veterans
- Split flow, first nurse, direct rooming, RN policy orders, and provider in triage
- Blood culture contamination reduction
- Functional Pain Scale implementation
- Charge nurse orientation and education
- ED admission length of stay reduction
- Emergency Management – REACT framework
- KINDER 1 Fall scale
- DASA screening assessment for potentially violent patients
- Door to ECG times
- Women's health
- Naloxone kit distribution