

# JAMES R. TERRELL

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## OBJECTIVE

Seeking to obtain the position of Health Systems' Representative to serve on the Milwaukee Co. EMS Council.

## BACKGROUND

### **MANAGEMENT/ OPERATIONAL/CLINICAL EXPERT Emergency Services**

Efficient, reliable Management/Operational leader with more than 9 years of experience in operational and departmental management, business planning, clinical quality, and project management. Skilled in administrative support, recruiting, procurement and caregiver management. Experienced in a wide range of support functions including problem solving hiring, training, workflow analysis, team leadership, creating varieties of reports, regulatory compliance and strategic marketing. Proficient in office software with an aptitude for learning new technical skills. Clinical expert in field of emergency nursing for 20 years.

## AREAS OF EXPERTISE

Customer Service ♦ Data Entry ♦ Training and Development ♦ Quality Management ♦ Team Leadership  
♦ Recruiting and Procurement ♦ Marketing ♦ Business Administration ♦ Design  
Sustainability ♦ Microsoft Word/Excel/Windows Outlook/Internet Explorer ♦ Customer Service &  
Communication Skills Organizational & Quality Assurance ♦ Facilitating & Budgeting ♦ Community  
Outreach ♦ Conflict Resolution ♦ Emergency Nursing ♦ Emergency Department Regulations

## PROFESSIONAL EXPERIENCE

**Aurora Health Care, Milwaukee, WI**

**Director Emergency Services , St. Luke's Medical Center 07/2014 – current**

Develops and implements long and short range planning tools for process improvement. Works closely with leadership, finance and other departments to develop tools that impact the operational goals.

Engages with multiple disciplines to resolve complex operational/organizational issues that impact emergency services.

Promotes communication among patients, families, hospital departments, and medical staff to optimize the interdependence of all team members.

Maintains the optimal quality/cost balance maximizing customer satisfaction and quality outcomes. Establishes appropriate benchmarks for quality and service. Monitors and evaluates processes and takes action to correct problems as identified and ensure consistency across identified organizations.

Develops, plans and implements objectives, goals, business strategies and creative positioning to profitably build revenue for emergency services.

**Aurora Health Care, Milwaukee, WI**

**Milwaukee Healthcare Partnership Emergency Department Care Coordination Initiative Hospital Liaison  
Aurora Greater Milwaukee South Metro Emergency Departments, 10/2014 – current**

Works with the partnership to achieve our mutual goals as established by the Milwaukee Health Care Partnership and the participating health systems

Collaborates with the Emergency Department Care Coordination Initiative leadership team to develop processes and pathways to ensure our patients are offered a medical home when appropriate

Acts as a liaison between the partnership and the Aurora hospitals to disseminate the data specific to our performance in helping our patients find a medical home

**Aurora Health Care, Milwaukee, WI**

**Manager Emergency Services St. Luke's Medical Center , 07/2008 –07/2014**

Coordinates and manages all resources necessary to provide optimal nursing care. This includes the availability of staff resources, patient care supplies and automated patient care systems. Also responsible for effectively managing resources through systems management, carefully coordinating system issues to assure optimal patient care.

Responsible for using innovative and effective recruitment and retention strategies and coaching staff in recruitment and retention behaviors. Also responsible for establishing successful relationships and links with nursing instructors and students. Responsible for optimizing the work environment by effective use of all data, which includes but is not limited to employee feedback and the employee engagement index to enhance the retention of staff. Responsible for maintaining an optimal level of productivity based on the coordination of efficient staffing and scheduling patterns and labor management standards 24 hours a day/7 days a week.

Responsible for providing input, direction and expertise in the development, application, and evaluation of orientation and continuing education programs. Coaches staff to assist in identification of their goals to advance practice and career advancement. Develops a plan with employees for achievement of identified goals. Assists staff in areas where deficits are identified and in the identification of areas for growth.

Responsible for evaluating the quality of nursing care provided by all department staff by using the Standards of Practice and patient outcomes and other quality indicators to include peer review, incident reports, use of policy and procedures, evaluation of equipment, supplies and products. Responsible to ensure that appropriate resources are available for performance improvement initiatives on the department.

Develops service strategies and monitors service levels against indicators to demonstrate improvement in customer and patient satisfaction. Coordinates and integrates services with other areas. Holds employees accountable for meeting department, facility, and Aurora Service Standards.

**Aurora Health Care, Milwaukee, WI**

**Supervisor Emergency Services St. Luke's Medical Center, 03/2005 –07/2008**

Works with vendors and coordinates in services regarding new equipment. Participates in product trials for new equipment and submits recommendations for management review.

Educates staff on changes to policies and procedures.

Prepares staffing schedule, determining service assignments for staff based on knowledge, skill and ability. Makes ongoing evaluations of staffing needs in the department in collaboration with the manager.

Acts as liaison between the unit, ancillary services, management, and department heads.

Expedites patient flow through monitoring and assessing ED resources (personnel, equipment, and rooms). Collaborates with Clinical Nursing Coordinator/House Supervisor to facilitate bed placement issues.

**Aurora Health Care, Milwaukee, WI**

**Registered Nurse Emergency Department St. Luke's Medical Center , 11/2001 -07/2005**

Completes initial assessment of patient including psychosocial, environmental and physiological, self-care, educational, continuing care, and discharge planning factors. Plans and completes direct delivery of safe patient care as assigned and required for each patient.

Initiates and implements a written nursing care plan individualized to the needs of each patient within the time frame specified in unit-based standards. Documents nursing intervention and patient response on nursing care plan and patient care notes.

Participates in developing the discharge plan with the patient/family, physician, social worker, and other staff members as appropriate.

Assesses patient/family education needs, plans and provides necessary teaching, evaluates response to teaching, and documents in medical record.

Recognizes significant changes in patient's condition; takes appropriate nursing action when changes occur. Modifies nursing care plan as required by changing patient needs.

**Mercy Healthcare, Janesville, WI**

**Registered Nurse Emergency Department Mercy Lake Geneva 11/2003 -07/2005**

See above **Registered Nurse Emergency Department St. Luke's Medical Center**

**Advocate Health Care, Downers Grove, IL**

**Registered Nurse Emergency Department Christ Hospital Medical Center , 5/1995 -11/2001**

See above **Registered Nurse Emergency Department St. Luke's Medical Center**

**Advocate Health Care, Downers Grove, IL**

**Emergency Department Technician Christ Hospital Medical Center , 1990 -1995**

Assists the physicians and registered nurses in providing technical care of the patients by performing phlebotomy and IV starts, transporting patients to other departments, placing patient on cardiac and vital sign monitors, performs wound care, inserts foley catheters, and obtains lab specimens.

Documents information/procedures and promptly communicates observations, concerns and needs of the patient to the registered nurse.

Processes daily patient charges and/or related procedure through the Electronic Health record (EHR).

Collaborates with physicians to support communications required to facilitate patient care. Coordinates and facilitates all forms of communications (phone, verbal, paging, electronic, fax, and EMS system).

Maintains a clean and safe working environment, following department safety policies and standard precautions.

## EDUCATION & LICENSE

Registered Nurse  
National Registry 1995

Moraine Valley College  
Associate Degree Nursing, Graduated May 1995

University of Illinois - Chicago; Graduated May 1992  
Bachelor's Degree of Science

Brother Rice Catholic High School  
1983 - 1987