

Charlene Gozony MSN, RN, CCRN, LNC
949-966-3567

GOZONYLNC@OUTLOOK.COM

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2321 E. 4th Street C 442, Santa Ana, CA 92705

PROFESSIONAL CREDENTIALS

Professional experienced RN of over 24 years in a variety of acute care settings and nursing disciplines to include Hospital Leadership, Medical-Surgical, Telemetry, Progressive Care Unit, All Critical Care Areas to include Open Heart, Burn, Trauma, Neuro Trauma, Emergency Department, Pre-operative, and Post Anesthesia care services.

EDUCATION

ADN: Associate Degree in Nursing RN: UNITED STATES ARMY HOSPITAL RESERVE UNIT 6252 USAH. Golden West College, 1998

BSN: Bachelor of Science in Nursing: University of Phoenix 2012

MSN: Master of Science in Nursing with emphasis on Hospital Leadership: Grand Canyon University 2018

Cal State University, Long Beach: Legal Nurse Consultant Training Certificate Course February 2023

LICENSE and CERTIFICATIONS

Registered Nurse BRN license # 552479 current

Legal Nurse Consultant Certification current 2/24/2023

Certified Critical Care Registered Nurse (CCRN) current

Advanced Cardiac Life Support (ACLS) current

Pediatric Advanced Life Support (PALS) current

Basic Cardiac Life Support (BCLS) current

American Heart Association National Stroke Certification (NIHSS) current

PROFESSIONAL MEMBERSHIP

American Association Critical Care Nurse (AACN)

American Association of Neuroscience Nurses (AANN)

American Association Legal Nurse Consultants (AALNC)

Bay Area Chapter of Northern California (BACNC/AALNC)

American Medical Writers Association (AMWA)

Newport Beach Chamber of Commerce

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(PROFESSIONAL MEMBERSHIP CONTINUED)

Santa Ana Chamber of Commerce

Orange County Bar Association

United States Army Reserves 6252 United States Army Hospital: 1992-2003

SUMMARY OF QUALIFICATIONS

- Expert Critical Care Nurse greater than 24 years.
- Ability to meticulously analyze Medical Charts and for Root Cause Analysis and Regulatory Compliance.
- Clear and Concise Chronology of Medical Treatments and Documentation.
- Able to easily discover and identify breeches in standards of care and violation of hospital policies.
- Expert in Patient wounds, Lines, and drains.
- Expert in patient falls with injury.
- Expert in Urology, General Surgery.
- Expert Witness, DME, PME, IME.
- Experienced in hospital Policies and Procedures
- Experienced in Corporate and Hospital Compliance: Medicare/Medical/CMS/ The Joint Commission, California Department of Public Health (CDPH).
- Expert in advanced hemodynamic monitoring of Cardiac/Pulmonary pressures, Swan Ganz catheter, and Arterial lines for invasive blood pressure monitoring. Flo-Trac minimally invasive monitoring.
- Care of the critically ill adult patient in a variety of settings to include post anesthesia care units.
- Critical Care, Telemetry Nurse Educator.
- Expert Nursing Leader: Nurse Manager/ Nursing Director 7 years to include: day to day operations, budget management, Hospital Survey readiness and Regulatory Compliance.
- Management of over 250 employees.
- Administrative oversight of Medical-Surgical, Telemetry, Flex Units, ICU, and Float Pool.
- Development and Implementation of Evidenced- based and hospital- wide policies and procedures.
- Created and successfully Implemented new hospital units to include New supplemental Nursing Float Pool, ICU/ Emergency Department overflow Flex unit.
- Created and Implemented Congestive Heart Failure Program to decrease readmission rates and overall improve outcomes of patients with Congestive Heart Failure.

PROFESSIONAL EXPERIENCE

Gozony Legal Nurse Expert Consultants LLC. Owner: Current

Riverside Community Hospital Trauma Center: Trauma RN, Neuro Trauma RN, Emergency

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Department RN, Critical Care Float Pool RN, Progressive Care Unit, Intermediate Care Unit. April 2021 to present.

Martin Luther King Jr. Community Hospital Los Angeles CA. Nurse Manger/ Liaison Dialysis for DaVita. January 2018- April 2021

- Oversight of more than 250 employees from Float Pool and Telemetry/ Medical Surgical units, dialysis.
- Successfully led the Telemetry Medical/Surgical and Dialysis teams through the triennial Joint Commission Survey with minimal to no findings for these nursing units.
- Created and Implemented ADT (Admission, Discharge, and Throughput) Nurse establishing throughput processes which lead to a 22% decrease in wait times for admissions from the Emergency Department even with a 15% increase in admissions.
- Successfully developed and implemented Float Pool decreasing contract labor costs in the millions of dollars.
- Maintained staff engagement scores above the 90th percentile in all direct reporting units.
- Successfully led steering committee for development of Heart Failure Education Program decreasing Heart Failure Readmission rates below benchmark at 18% and improving patient outcomes.
- Maintained Patient Satisfaction Scores for all nursing areas above the 85th percentile for over a year.
- Decreased fall rate by 80%.
- Decreased Hospital Acquired Pressure Injuries (HAPI) by 60%.
- Increased hand hygiene compliance from 36% to 96%.
- Conducted departmental human resource management functions. These include participating in the hiring and firing process as well as conducting coaching and performance appraisals in a timely manner. Ensures every effort for staff engagement and retention, inspiring excellence in employees.
- Maintained budget and productivity with no variance.
- Decreased premium dollars by decreasing overtime (OT), double time (DT), and contract staff by 100%.

B.E Smith Professional Leadership Interim Management Services: Nurse Manager Martin Luther King Jr. Community Hospital 2017- 2018.

Nurse Manager/ Liaison Dialysis for DaVita.

- Ensure Joint Commission readiness for Telemetry and Medical-Surgical Units.
- Maintain day to day operations for Telemetry and Medical-Surgical Units
- Management of over 250 employees
- Created and Implemented throughput program to increase throughput for the Emergency room, decreasing patient wait times.

Southern California Hospital Culver City: Director of Critical Care Services January 2017 to

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November 2017

- Oversight of Day-to-day operations for all critical care areas.
- Created and developed New Graduate Nursing Program for Hospital.
- Management of Fiscal budget for Critical Care units.
- Management of twenty bed ICU and ten bed Direct Observation Unit.
- Successfully implemented new ICU team, decreasing contract staff by 100%. Saving of work force dollars by over 3 million in one year.
- Decrease in premium dollars by decreasing OT and DT.
- Development of New graduate program and 6-week CCRN review course.
- Increased retention rate by 30% in the first year.
- Implemented “Every Patient, Every Day” Multidisciplinary rounding decreasing Length of stay and ventilator time by two days.
- Significant improvement in quality measures, Hospital Acquired Pressure Ulcer (HAPI), Catheter Associated Urinary Tract Infections (CAUTI), Central Line Associated Blood Stream Infection (CLABSI), and FALLS.
- Maintained budget and productivity with no variance.

USC Keck Hospital: Nurse Manager Urology/ Float Pool. January 2016 to December 2016

- Oversight of day-to-day operations for units assigned.
- Management of Fiscal budget with no variance for units assigned.
- Created an environment of engagement and retention of Nursing staff.

Covidien Clinical Specialist Educator, Respiratory Division completed contract 2013-2014.

Dr. Yeh Facial Plastic Surgery. January 2012 to January 2015. Surgical Nurse / Procedure circulating RN.

Loma Linda University Medical Center: Clinical Educator/Nurse Manager for Critical Care areas including Emergency Department. May 2014-January 2016

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- Developed and Implemented Flexible Integrated Team (FIT team).
- Created and Implemented New RN Graduate Program to fill gaps throughout organization.
- Developed Evidenced Based Teaching tools for all staff within Registered Nursing Standards of Care.
- Oversight of Day-to-Day operations of FIT team.
- Successfully Onboarded of over 250 talented Nurses, Certified Nursing Assistants (CAN), Telemetry Monitor Technicians (MT), to various hospitals within the Loma Linda System.
- Development of new nursing graduate program for FIT team. Successfully onboarded eighty-six new graduates in the health system.
- Decrease in premium dollars by decreasing OT, Incidental DT, and contract staff by 100%.
- Successfully decreased contract staff and saving organization over Kaiser Permanente 2011-2013: Care of the critically ill adult patient: ICU RN, Intra-Aortic Balloon Pump (IABP), Pain Resource RN, Relief Charge RN.
- Successfully created and Implemented Critical Care 6-week Course for all RNs.
- Successfully created and Implemented the New RN Graduate Nursing Program.

St. Joseph Hospital Health System: 2006-2012 Pre/Post Anesthesia Care Unit. Pediatric-adult, Evening Charge RN, 1996-2000 Tele, E.D, and ICU.

St. Joseph/ Mission Hospital/ St. Jude Medical Center: 2003-2006 CCU/ICU, Open heart nurse, Continuous Renal to Renal Transfusion (CRRT), Intra-Aortic Balloon Pump (IABP), St. Joseph Health Corporation.

West Med Santa Ana: 2000-2002 ICU, assisted in the opening of Grossman Burn ICU, Supervisor RN -BURN ICU. Trauma ICU RN.

UCI Medical Center: 1999-2001, 2002-2004: **Critical Care RN:** Trauma ICU, Burn ICU, Neuro Trauma ICU, Liver Transplant, Critical Care Float Pool.

St. Joseph Hospital: Orange County CA. 1996-2003 LVN to RN Med-Surg -Telemetry.

St. Joseph: Wound Care LVN Outpatient Wound Care Center 1997-1999 Orange County CA.

United States Army Reserves: 6252 U.S Army Hospital. March Air Force Base. 1992-2003 VA Loma Linda.

COMMITTEES and IMPLEMENTATION OF HOSPITAL WIDE EDUCATION/ IN-PATIENT UNITS

Chairman of Congestive Heart Failure Committee: Martin Luther King Jr. Community Hospital 2019-2021.

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Developed and Implemented new Float Pool Unit to include Policies and Procedures for Float Pool unit. Martin Luther King Jr. Community Hospital 2019.

Developed and Implemented new FLEX unit to include ICU and Emergency Department Overflow unit. Martin Luther King Jr. Community Hospital 2020.

Member of Steering Committee for hospital throughput, Emergency Department to Inpatient units. Martin Luther King Jr. Community Hospital, 2019-2020.

Member of Steering Committee for DaVita Dialysis Emergency Credentialing Process, Martin Luther King Jr. Community Hospital 2019-2021.

Member of Falls Committee: Southern California Hospital 2016, Martin Luther King Jr. Community Hospital 2018-2021.

Member of Patient Belongings Committee: 2020-2021.

Member of Code Blue/ Resuscitation Committee: 2019-2021.

Developed and Implemented EKG/ Dysrhythmia Class for all RNs, Martin Luther King Jr. Community Hospital 2018.

Developed and Implemented Progressive Care Certification 4-week Course for all RNs, Martin Luther King Jr. Community Hospital 2019.

Development and Implementation of New Graduate Critical Care 6-week course, Southern California Hospital Culver City 2017.

AWARDS, RECOGNITION, AND ACCOMODATIONS

Recipient Leadership Incentive for success Southern California Hospital 3/2017

St. Joseph Hospital **Values in Action** Award for Justice 2006

St. Joseph Hospital **Magnet** Award 2007

St. Joseph Hospital **Captain Courageous Award Emergency Room** 2008

Kaiser Permanente **Radiant Star** Award 2013

Kaiser Permanente **Everyday Hero** Award 2013

AACN Ambassador 2015-2019