

RESUME

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PROFESSIONAL EXPERIENCE

Over the past ten years have focused on healthcare quality in multiple settings including hospitals, long term care centers, home health settings, clinics, and networks. Have experience with decreasing costs, improving patient/customer satisfaction and quality, while involving teams from the facility, including physicians and administrative staff. Have extensive experience with the survey process, especially with the Joint Commission on Accreditation of Hospitals (JCAHO) standards and surveys. Currently contracting as clinical faculty for JCAHO and for Cole, Hilsabeck & Associates, as well as an independent healthcare consultant to all types of healthcare facilities and systems. Accepted as a Fellow of the National Association for Healthcare Quality.

WORK HISTORY

Mellott & Associates, Houston, Texas
President & Healthcare Consultant

1995 - Present

- ! Consultant to facilities for performance improvement, cost reduction, case management, reengineering/reorganization and the JCAHO survey preparation process.
- ! Present education programs on variety of topics including, but not limited to performance improvement, case management, and JCAHO topics.
- ! Developed & implemented the ASpecialty Performance Measurement System for LTAC hospitals & SNFs. This system has met the initial criteria for inclusion in the future accreditation process and is included on the Joint Commission=s list of acceptable systems.

U.S. Army Reserves, various units
Chief Nurse, Training Officer, Supervisor, Staff Nurse

1976-1996

- ! Chief Nurse (Nursing Administrator) for 341st Medical Group in Saudi Arabia during Desert Storm.
- ! Received the Bronze Star while serving in Saudi Arabia.
- ! First nurse in 4005th General Hospital to ever hold the position of Training Officer.
- ! Currently retired from the Reserves.

Sisters of Charity Healthcare System, Houston, Texas

1990-1995

Manager of Nursing, Quality & Clinical Performance

- ! Worked as a consultant to the hospitals, long term care centers, home health, and clinics within the system for quality improvement and JCAHO preparation.
- ! Utilized clinical benchmarking, case management, critical pathways, and CQI methodologies to decrease costs and length of stay (LOS), while maintaining/improving the quality of care.
- ! Coordinated the JCAHO system surveys in 1991 and 1994, resulting in increasing hospital scores each survey year. In 1994, two of the eleven hospitals received accreditation with commendation and the average score of the eleven hospitals was four points above the national average for the year.
- ! Coordinated for the system, CQI rollout & education, clinical benchmarking, case management, and critical pathways, all leading to decreased costs and LOS for the hospitals.
- ! Redesigned the Medical Staff structure and quality program at one hospital into two departments with a Performance Improvement Committee that reports to the Medical Executive Committee and that coordinates all medical staff quality. This has enabled the medical staff to function more smoothly and has lead to improvements in the clinical care of the hospital.

Sharpstown General Hospital, Houston, Texas

1988-1990

Director of Nursing

- ! Developed Nursing Standards of Care and Practice, and resulting policies and procedures.
- ! Developed a management education program teaching management skills to managers and above.
- ! Developed an overall quality program for the hospital which was interdisciplinary and which identified areas for improvement, resulting in meaningful actions being implemented.
- ! Successfully completed JCAHO and HCFA surveys during the same year.

University of Texas School of Nursing - Houston, Houston, Texas

1981-1988

Associate Professor & Coordinator of Women's & Children's Division
of the Undergraduate Program

- ! Taught didactic and clinical experiences for Pediatrics, Management, and Community Health courses.
- ! Developed research activities in child abuse and school health.

- ! Published several articles, developed community health education programs on the use of seat belts, and co-authored a book entitled *Childhood Cancer: A Nursing Overview*.
- ! Faculty advisor for the Student Nurses Association at the school.

Memorial Home Health, Houston, Texas

1987-1988

Staff Nurse

- ! Home Health visits for adults and pediatric patients.
- ! Teach parents before leaving the hospital regarding use of Apnea monitor & CPR of their infant. Monitor the patients at home for up to 6 months.
- ! IV therapy as needed.

CERTIFICATION

Certified Professional in Healthcare Quality (CPHQ)

1992 - Present

Fellow National Association for Healthcare Quality

1999 - Present

EDUCATION

<u>COLLEGIATE INSTITUTIONS ATTENDED</u>	<u>DEGREE</u>	<u>DATE</u>
Indiana University of Pennsylvania Nursing	BSN	1973
University of Pennsylvania Pediatric Nursing	MSN	1978
Texas A&M University Health Education & Wellness	Ph.D.	1987

EDITOR

Journal of Healthcare Quality

1996-1998

National Association of Health Care Quality