

Eric T. Johansen

Results-Driven Leader Dedicated to Optimizing Acute Care & Hospital Operations

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Executive Profile

- Highly accomplished **Healthcare Leader** eager to contribute 20+ years of professional experience in Patient Advocacy, Strategic Leadership, Operations, and Program Management toward maximizing a top employer's success, driving patient-centered care.
- Expertise in developing and implementing process improvements to increase patient safety and satisfaction, reduce wait times, optimize administrative efficiency, and build collaborative teams.
- Influential initiative-taker who quickly rectifies on-site and virtual challenges by streamlining hospital operations, eliminating safety-related risks, and adapting to evolving scenarios in fast-paced environments
- Strategically prioritize, coordinate, improve quality outcomes, and manage multiple projects while achieving on-time, on-budget, and high-quality performance goals in the healthcare and medical industries.
- Dynamic communication and interpersonal relation skills with a continual commitment to directing, managing, and training high-performance teams.
- Adept at quickly earning trust, confidence, and respect to cultivate positive relationships.

Highlights & Achievements

- Managed clinical operations during the COVID-19 surge, including the expansion of operational beds from 260 to 396
- Oversaw several new projects, including the Opening of 2 satellite EDs, Mobile Stroke Unit build, Wireless Capnography Monitoring system, Wireless / Remote Cardiac Monitoring system, and Transfer Call Center Implementation
- Achieved 25th percentile for productivity by revamping administrative processes.
- Decreased *Left Without Being Seen* to less than 1%
- Drove a reduction in *Door to Provider Times* and improved overall Patient Satisfaction Scores
- Spearheaded the start-up and implementation of 2 Satellite Emergency Departments
- Reduced LOWBs from 8% to 0.3%; Hartford Hospital & UMC of El Paso
- Improved *Door to Provider* from 54 minutes to 15 minutes; UMC of El Paso
- Earned the 2021 Gage Award, 2020 & 2019 Impact Leader Award, 2015 STARS Performer Award, 2007 Tucson Fabulous Fifty Award (Tucson's Nurses Week Foundation), and 2000 Going Above and Beyond Award (Pima Community College)
- Expanded functional care beds from 254 to 450 during COVID surge.

Career Track

UNIVERSITY MEDICAL CENTER OF EL PASO

2014 – PRESENT

INTERIM CHIEF QUALITY OFFICER; 2022 – PRESENT

- IMPLEMENT STRATEGIES TO IMPROVE QUALITY METRICS
- DEVELOP A QUALITY PLAN AND APPROACH
- IMPLEMENT PROCESSES SUPPORTING HIGH-RELIABILITY ORGANIZATION
- OVERSEE REGULATORY COMPLIANCE AND INITIATIVES
- OVERSEE ROOT CAUSE ANALYSIS, FMEAs, AND SENTINEL EVENTS
- COLLABORATES WITH EXECUTIVE LEADERS AND PHYSICIANS TO MONITOR AND IMPROVE QUALITY OUTCOMES
- DEVELOPS AND PRESENT A QUALITY STRATEGIC PLAN

ASSISTANT CHIEF NURSING OFFICER; 2020 – 2022

- Play a vital role in ensuring the seamless operations of daily nursing activities.
- Guarantee capital expenses for the Nursing Division to adhere to strict budgetary constraints.
- Effectively managed, motivated, and coached a high-performance team of 250 Agency Nurses during the COVID surge
- Utilize electronic systems to manage the Staffing and Scheduling Program

- Strategically coordinate, plan, and manage the COVID-19 ICU family visitation program, ET3 program with El Paso Fire Department, Telemedicine Triage program, and Nurse Practitioner Department for satellite EDs
- Proficiently analyze statistical data to evaluate performance and determine methods for expanding capacity and improving organizational processes.
- Streamline and expedite telehealth processes to maximize the patient's quality of care.
- Oversight of Nursing Operations
- Collaborated with service line leaders to improve the quality of care and patient outcomes.
- Implementation of evidence-based practices to improve HAIs, and PSIs to enhance the quality of nursing of care.
- Development of Nursing division yearly budgets.

ASSISTANT ADMINISTRATOR EMERGENCY SERVICES; 2016 – 2020

- Prioritized daily workflow based on statistical data to maximize productivity and efficiency.
- Provided dynamic administrative support to the Vascular Access Team by managing budget plans, business strategies, and reimbursement initiatives.
- Kept lines of communication open with Physician Leadership to discuss strategies for optimizing the Vertical Flow Process
- Skillfully developed and implemented materials for RN Ultrasound IV Access Training
- Recruited and hired qualified talent that met position requirements and goals for Satellite EDs
- Offered the necessary resources and training for employees to meet patient care objectives.
- Development of budget for Emergency Services.
- Mentored and coached Emergency Services leadership teams.
- Successfully opened two satellite ED's February 2020, including recruitment of a contracted physician team, operation budgets, and equipment procurement.

EMERGENCY DEPARTMENT NURSE MANAGER; 2014 – 2016

- Supervised the development and implementation of the Provider in Triage Workflow, Midline Insertion Team, Ultrasound Vascular Access Program, and Fall Prevention Committee
- Established improvement processes for optimizing Patient Satisfaction Scores and reducing Left Without Being Seen percentages.
- Served an integral leadership role as a Change Agent within the organization.
- Worked with leadership personnel to coordinate the organizational-wide IV Catheter and Safety needle conversion.
- Implemented a Unit-based Council to support a shared governance model.
- Implemented bedside nursing report.
- Work with IT and Nursing Informatics to enhance and improve EMR for nurses and providers.
- Implemented self-scheduling processes.
- Improved patient satisfaction scores for the Emergency Department.
- Implemented and sustained EOC rounds and processes for daily TJC preparedness.

HARTFORD HOSPITAL

2010 – 2014

CHARGE NURSE / STAFF RN; 2011 – 2014

- Provided valuable training and guidance for staff to understand nursing processes, procedures, and guidelines.
- Improved operations within the 95-bed Emergency Department to maximize patient care quality and productivity.
- Actively assisted management professionals with implementing the Vertical Flow process and coordinating the electronic scheduling rollout.

INTERIM NURSE MANAGER, CARDIOVASCULAR SERVICES; 2010 – 2011

- Used electronic systems to manage employee schedules and shifts
- Cultivated a positive work environment conducive to staff accountability, performance, and satisfaction
- Properly educated staff about comprehensive care standards and quality goals

MERCY MEDICAL CENTER

2008 – 2010

DIRECTOR, EMERGENCY SERVICES

- Created and executed operational budgets, the RN Residency Program, Patient-Focused Care Models, and Shared Governance Models

- Leveraged behavioral interviewing processes to coordinate interviews with peers
- Maintained accurate and updated records of patient charts, information, and data

Additional Work Experience

UConn Health Center CMHC: Correctional Managed Care; 2012 – 2014

Per Diem Staff RN

Northwest Medical Center; 2001 – 2008

Nursing Director: Telemetry/Acute Care Telemetry, Administrative Nursing Supervisor, Clinical Nurse Lead, ER

Education & Professional Development

Doctorate in Health Administration (DHA), University of Phoenix; 2020 – 2023

MSN / MBA / HCA: Health Care Administration, University of Phoenix; 2011

Bachelor of Science in Nursing (BSN), University of Phoenix; 2006

Associate of Science in Nursing (ASN), Pima Community College; 2000

*Certifications: Certified Legal Nurse Consultant
BLS*

Affiliations

America Nursing Association

American Organization Nursing Leadership

Emergency Nurses Association

El Paso ENA - Former Chapter President

Texas Organization Nursing Leadership