

Somi Nagaraj, DNP, MSN, RN, SMQT, CONTL, CLSSGB

19616 S. EDINBURGH COURT FRANKFORT, IL 60423 Cell Phone: (773)289-7679

Email: sominagaraj@yahoo.com

MANAGEMENT PROFILE

- *Quality & Performance Improvement* • *Care Transitions & Clinical Outcomes*
- *Patient Care Services* • *Nursing Excellence* • *Process Improvement*
- *Innovative Leader* • *Academia*

1. Highly dedicated and results-focused leader, with an extensive career in patient care services.
2. Transformational leader with the capacity to provide cost-effective solutions that meet superior quality standards.
3. Energetic healthcare professional with over thirty years of effective strategic leadership skills.
4. Expertise in providing hands on leadership and direction for program development, performance improvement, patient satisfaction, mentoring and coaching staff for clinical and operational excellence and growing market share.
5. Excellent interpersonal relationships with a solid track record of operational management, strategic planning, and program development.
6. Proven ability to lead and sustain programs to include oversight on large-scale projects.
7. Strong skills in customer service, relationship-building, team leadership, and communication.

CORE COMPETENCIES

- Policies & Procedures in Healthcare
- Clinical Excellence Projects
- Customer Service and Support
- Patient Satisfaction Initiatives
- TJC Standards for Laboratory
- Federal/ CMS Rules & Regulations
- State Operations Manual (SOM)
- Project Planning and Execution
- Executive Level Budgeting and Forecasting
- Staff Supervision and Training
- HFAP Standards & Requirements
- Online Teaching: Research & Health Assessment

INNOVATIVE PROJECTS ACCOMPLISHED

- Restraints Reduction Program
- Clinical Quality Dashboards
- Fall Prevention Program
- Leadership Teamwork Project
- Staffing Acuity Matrix ACU
- Multi-disciplinary Pt. Rounds
- EVS Leader Pt. Rounding
- HFAP Mock Survey
- Hospital Safety Score (*Leapfrog*) Project
- Non- Clinical Quality Dashboards
- Nursing Administrator Centralized Reporting System
- Reduction of Preventable Readmissions
- Nursing Retention through Leadership Development
- Diabetes Clinic: Continuum of Care
- *HCAHPS* / Patient Satisfaction Project
- IDPH Survey (Prenatal Services) Total Process

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PROFESSIONAL EXPERIENCE

Illinois Department of Public Health (IDPH), IL (September 2016 – till date)

Healthcare Facilities Surveillance Nurse (HFSN)

- Conducting surveys on Quality of Care and Patient Care Safety as surveillance nurse for Health Care Facilities and Hospitals with the Office of Healthcare Regulations, Illinois.
- Certified in Surveyor Minimum Qualification Test (SMQT).
- Surveying the Annual State License for healthcare facilities, Acute Care Hospitals and Behavioral Health Hospitals.
- Surveying the Annual Federal Certifications and Re-certifications for healthcare facilities.
- Surveying complaints on patient safety and quality of care at healthcare facilities and hospitals.
- Surveying various facilities – Ambulatory Surgical and Treatment Centers (ASTCs), Dialysis Facilities, Federally Qualified Healthcare Clinics (FQHCs), Outpatient Physical Therapy (OPT), Rural Healthcare Centers (RHCs), Critical Access Hospitals (CAHs), Community Mental Health Centers (CMHCs), and Certified Community Behavioral Health Care Centers (CCBHCC).
- Actively participating in education & knowledge enhancement in the public health surveying on CMS / Federal rules and regulations.
- Team Leading – Transplant Surveys, EMTALA Surveys, Post-Complaint Visit Surveys, and Validation Surveys.

Governors State University, University Park, Illinois

Assistant Professor – August 2023 – till date

- Program Coordinator for the Nursing Executive and Innovative Leadership Program.
- Chairperson for the Department of Nursing – Assessment/Evaluation Committee.
- Chairperson for the NEIL Program Student Council.
- Expertise in developing Student End of Program Exit Surveys and Program Satisfaction Surveys.
- Data collection and analysis of Program Satisfaction and Job Placement surveys.

University Lecturer – August 2017 – July/2023

- Online teaching for Graduate student in Nursing Executive and Innovative Leadership Program.
- Coordinator for the Nursing Executive and Innovative Leadership Program.
- Co-Chair for the Department of Nursing – Evaluation Committee
- Chairperson for Nursing Education & Technology (NET) Committee.
- Chairman of Leadership Succession Committee for the Lambda Lambda Chapter – Honor Society of Nursing
- Committee member for the Doctoral Capstone Project - DNP -9961 – Thesis Project
- Online course curriculum and syllabi development for graduate program.

Visiting Professor (August 2016 – August 2017)

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- Online teaching for Health Assessment graduate and undergraduate nursing students
- Uplifting the existing hybrid courses to fully online course in the nursing administration track
- Examine the nursing administration track courses for re-consideration to vitalize it based on the present trends in the health care industry
- Work closely with the department chair in building the online curriculum for the graduate courses in collaboration with the post-graduate courses simultaneously
- Working as a committee member for the DNP Capstone Projects for doctoral students.

Adjunct Professor (January 2013 – July 2016)

- Teaching Nursing Research for master's in nursing Program students
- Teaching Online Nursing Health Assessment for bachelor's Nursing Program
- Utilizing the Blackboard Online system for teaching Online
- Competent in utilizing Shadow Health Online System for Health Assessment
- Preceptor and nursing mentor for undergraduate and graduate clinical Programs
- Assisting the graduate students in implementation of clinical studies at hospital settings
- Committee member and graduate student mentor for DNP Capstone Projects for doctoral students

Roseland Community Hospital, Chicago, IL 2003 — 2015

Vice- President, Care Transitions & Clinical Outcomes (2014 – 2015)

- Oversee patient admissions, transfers & discharges including utilization review.
- Case Management of acute and critical cases both transfers and admissions
- Reduce the Preventable Re-Admissions Rate: CHF & Pneumonia cases.
- Collaborating the workforce between providers, patient -family and clinicians.
- Assessing the performance of providers to ensure compliance with care.
- Promote Care transitions through Patient Centered Model of Care
- Continuous Quality Improvement throughout the Continuum of Care for Chronic Care Management
- Develop Quality Indicators for both clinical and non-clinical areas of the organization.
- Continuous Quality Improvement (CQI) steps/projects for the organization
- Conduct mock surveys in the organization for review, evaluation, and improvement.

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Chief Nurse Officer (2012 – 2014)

Operational Leadership for a 162 bed Community facility, responsible for over 325 employees.

Currently responsible for the following units with direct relationship to Managers / Directors:

- Acute Care Unit
- Adolescent Behavioral Health Unit
- Emergency Services
- Intensive Care Unit
- House Supervisors
- Medical Stabilization
- Perinatal Services
- Surgical Services
- Women Infants Children Program
- Clinical Education Department

Accomplishments:

- Developed & Revised New Employee Orientation Process
- Developed Preceptor Workshop for Charge RNs
- Developed New Quality Indicators for Intensive Care Unit
- Established Bed Control and Discharge Planning meetings
- Project Champion for IDPH Perinatal Level II Re-designation
- Primary Advocate for Evidence Based Practice and delivery of Quality Care
- Developed Clinical Pathways for Core Measures
- Developed Multidisciplinary Plan of Care

Director of Intensive Care & Acute Care Unit (2009 – 2012)

- Oversee and establish staffing requirements for Intensive Care and Acute Care Units, and plan appropriate resources for unit.
- Monitor quality of care and promote patient satisfaction, physician, and employee satisfaction.
- Evaluation and Staff development for Intensive Care and Acute Care
- Oversee unit quality monitoring system to ensure quality care to patients.
- Oversee assignment of duties to unit personnel based on patient needs, staffing availability, occupancy trends and competency.
- Provide leadership and role modeling for delivery of safe, effective, and efficient patient care.
- Regularly review and revise necessary department standards and ensure procedures performed comply with facility policy and procedure and regulatory standards.
- Work with facility administration and other departments to achieve the hospital mission, vision goals and objectives.
- Facilitate collaboration with medical and administrative leadership to assure patient needs are met and evaluate nursing care and patient outcomes.

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Director of Clinical Education/ Staff Development Department (2007 – 2012)

- Conduct various certification and recertification classes on ACLS, PALS, BLS, EKG classes and advanced EKG classes for staff, medical students, and physicians
- Promote knowledge enhancement for staff in clinical areas of importance by conducting in-service education on unit-based levels
- Facilitate, evaluate, and oversee the various school affiliations and scheduling for RN, LPN, and CNA programs
- Provide and collaborate in provision of Safety Orientation to all nursing students and medical students
- Organize and provide patient family education materials and brochures on various conditions
- Developed Restraints Reduction Program promoting quality care, and targeting Restraints Free Hospital by 2012
- Created the Preceptor program for newly hired employees to the organization
- Preventive Model of Health care initiated by promoting various community outreach education workshops
- Create various tools for decentralized nursing staffing, staffing guidelines, and responses as required in response to citations for HFAP survey, based on the Hospital Report Card Act

Nursing Supervisor/Administrator

- Accountable for the effective and efficient functioning and management of all hospital operations/services
- Direct patient care on a continuing basis, mentoring and supporting staff
- Establish and maintain collaborative and facilitative relationships with physicians and ancillary departments throughout the hospital
- Responsible for assuring implementation of clinical process improvement efforts related to clinical excellence
- Provide supervision for selected clinical and nursing focus projects

Charge Nurse

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- Team leader in coordinating complete physical, mental, social, and therapeutic care to patients on medical surgical, telemetry and intensive care units
- Assign patients to groups based on acuity level
- Supervise and foresee the teamwork of unit for quality and smooth transition of cohorts
- Evaluation, documentation, and reporting as ongoing process for quality maintenance
- Assessing, planning, prioritizing, and implementing care to patients at bedside as staff nurse while promoting safety and quality care

Staff Nurse

- Caring for patients at various levels in telemetry, Intensive Care Unit, Emergency Department and Medical Surgical Units
- Assess, planning, implementing, and evaluating of therapeutic plan of care
- Promoting, quality care through focus charting in DAR format
- Collaboration of care with a team spirit with the medical/paramedic hospital staff

CAAN Academy of Nursing, Lincoln Highway, Illinois

Adjunct Faculty (2013 – 2018)

- Teaching Associate Degree students the Advanced Medical – Surgical Nursing
- Being mentor for nursing students during their early learning stages
- Freelance Online teaching the nursing students on Advanced Topics like Research & EKG

Rush University Medical Center, Chicago, IL

Clinical Nurse Coordinator (2009 - 2010)

- Coordinate the working of staff in 65 bed orthopedic unit
- Collaborate with physicians, nurses, and paramedics in promoting quality care to patients
- Developed Team spirit and cohesiveness in achieving the throughput for patient care

South Suburban College of Nursing, South Holland, Illinois

Adjunct Faculty (2008-2009)

- Teaching Associate Degree students the Advanced Medical – Surgical Nursing
- Providing both clinical and theoretical knowledge to the students
- Accompanying students to their clinical site and assisting with hand-on practice
- Catalyst in enhancing the critical thinking knowledge for the final year ADN students

St. James Hospital, Chicago, Heights/Olympia Fields, IL

In House Registry/Med-Staff on-Call (2006-2007)

- Caring for patients at various levels in Telemetry and Intensive Care Units

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- Assessing, planning, implementing, and evaluating of therapeutic plan of care
- Promoting quality care through focus charting
- Implementation of the SJH mission, vision & goals to provide patient care needs with team spirit

Brinda Tutorial for America Studies, Bangalore, India

Nursing Coordinator for NCLEX Exams (2001-2003)

- Coordinated the foreign nurses for National Council Licensure Examination including Credentialing and obtaining permits
- Provided training and testing knowledge base for taking up the competency-based exams for foreign nurses

Padmavathi Hospital, Bangalore, India

Staff Nurse RN.RM (1999- 2001)

- Promoted patient care services on Medical Surgical, and OBGYN units
- Assessed, planned, and implemented care for patients at various levels
- Worked as team member as well as team leader coordinating various services
- Promoted quality improvement and safety in the organization

The Oxford Institute of Nursing, Bangalore, India

Nursing Professor and Clinical Instructor (1999-2000)

- Met the objectives for courses Fundamentals of Nursing, Medical Surgical Nursing and Obstetrics in Nursing
- Enhanced their level of knowledge at Bachelor and Associate Degree level in nursing
- Demonstrated procedures at bedside in hospital setting
- Evaluated the return demonstrations for high skilled procedures
- Prepared students to take up various competency state board exams
- Continued evaluation and supervision for improvement in level of knowledge

Gayathri Hospital & Nursing Foundation, Bangalore, India

Charge Nurse and Clinical Educator (1997-1998)

- Met the objectives for courses Fundamentals of Nursing, Medical Surgical Nursing and Obstetrics in Nursing
- Demonstrated procedures and provided bedside training
- Evaluated the return demonstrations for various procedures
- Evaluated students on Assessing, planning, and implementing plan of care
- Evaluated the recording, documenting, and reporting of plan of care
- Evaluated students for Admissions and discharge summary

Al-Rashid Hospital, Hail, K.S. A

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Chief Nurse Officer and Director, Emergency Department (1994-1997)

- Provided professional leadership and day-to-day operations for the Emergency Department
- Developed, implemented, and evaluated the mission, goals, policy, and procedures for all the department in collaboration with the Medical Director for 75 bedded acute care hospital
- Managed 150 associates including registered nurses, certified nursing assistants, unit secretaries, and care companions and staffing coordinators
- Managed Patient Care Services which included coordinating hospital nursing schedules, patient access, payroll and organizing patient care services information
- Chairperson for committees and provided education to employees regarding infection control and quality improvement
- Responsible for planning, implementing and evaluation of department operations to ensure quality, efficiency, and cost effectiveness
- Responsible for financial operations of the organization in collaborating with CFO, with annual budget of 9 million dollars for the organization

St. Philomena's Hospital, Bangalore, India

Advisor, Student Nurses Association and Nursing Faculty (1991-1994)

- Coordinated the activities for the student nurses of the organization for city of Bangalore
- Arranged quarterly and annual summits and programs
- Conducted monthly student nursing association meetings at the organization for improvement of quality and building a strong team
- Met the objectives of the courses on Fundamental of Nursing, Medical Surgical Nursing and Obstetrics in Nursing

EDUCATION AND CERTIFICATIONS

2017: Certified in Lean Six Sigma Green Belt (LSSGB)

2017: Surveyor Minimum Qualification Test (SMQT) Healthcare Federal Surveyor (#37971)

2016: Certified in Online Teaching and Learning

2016: Nurse Jurisprudence Exam (NJE), Texas BON

2015: TEAMSTEPPS: Certified Master Trainer, AHRQ

2013: Doctor of Nursing Practice in Nursing Administration, Governors State University, University Park, IL

2008: Master of Science in Nursing Administration, Governors State University, University Park, IL

2003: State of Illinois National Council Licensure Exam for Registered Nurse—Active and Current

2010: Certified Nursing Aide Program, Director & Instructor, Indiana University

2010: Emergency Management Institute, Maryland, I-200 Certified

2010: National Incident Management Systems, I-0700 Certified

1993: Certificate from Commission on Graduates for Foreign Nursing Schools, Philadelphia, PA

1991: Karnataka Nursing Council, India – Registered Nurse and Registered Midwife

1991: Bachelor of Science in Nursing Government College of Nursing, Bangalore, India

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MEMBERSHIPS AND VOLUNTEERISM

Secretary, Lambda Lambda Chapter, Governors State University – Chapter
Chair, Leadership Succession Committee, Lambda Lambda Chapter, Governors State
University Member of Sigma Theta Tau Honor Society of Nursing
Member of American Organization for Nurse Executives (AONE)
Member of National Association for Healthcare quality (NAHQ)
Member of American Nurses Association (ANA)
Member of Trained Nurses Association of India (TNAI)
Mentor for Nursing students - Illinois Education Foundation
NCLEX-RN Review Classes for M3 Medical Staffing Services at Chicago and Philippines
NCLEX-RN Review Classes for Innovative Healthcare Group Inc. at Dubai

PUBLICATIONS/PRESENTATIONS AND SCHOLARLY WORK

- Nagaraj, S., (2023). “*Diversity and Innovations in Healthcare Leadership*” Workshop – Paper Presentation at the Nursing Leadership and Student Council in NEIL Program, Governors State University.
- Nagaraj, S., Thomas, G., (2022). *Future of Nursing Education and Challenges*, Illinois Voice, Volume 10.
- Nagaraj, S., (2021). “Empowering Students in Nursing Leadership and Innovation” Workshop – Nursing Leadership and Student Council in NEIL Program, Governors State University.
- Nagaraj, S., (2013). “*The Continuum of Care Trajectory for Diabetes*” – Article published - Roseland Community Hospital, *Community Awareness Brochure*.
- Nagaraj, S., (2011). “*Healthcare Disparities in Nursing Leadership*” – Paper Presentation at *Chicago State University, Nursing Forum*.
- Nagaraj, S., (2008). “*Nursing Retention through Leadership Development*” – Article published – Roseland Community Hospital, *Nursing News*.
- Nagaraj, S., (2003). “*Cultural Competence in Nursing Workforce*” – Article published- Roseland Community Hospital, *Nursing News*.
- Nagaraj, S., (2002). Presented Papers on “*Adolescent Pregnancies in India*” First National Conference On Child Nursing at National Institute of Mental Health and Neuro Science (NIMHANS).

PROFESSIONAL AWARDS AND HIGHLIGHTS

May 2014: “*Leadership Commitment to Excellence in Clinical Operations*” Award Roseland Community Hospital

October 2013: Presented Papers on “*A Journey towards decreasing Early Elective Deliveries Prior to 39 weeks Gestation*” at the Illinois Perinatal Center Nursing Conference.

November 2008: “*Patient Care Excellence*” Award- Roseland Community Hospital.

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May 2008: Presented on “*Diversities and Disparities Future Challenges in Healthcare*”, Chicago State University, Honor Society of Nursing.

February 2007: “*Ambitious and Focused Team Player*” Award-Roseland Community Hospital

May 2006: “*Flexibility at Work*” Award Roseland Community Hospital.

December 2006: “*Best Leadership Practices in Intensive Care Unit*” Award Roseland Community Hospital.

June 2002: Presented Papers on “*Adolescent Pregnancies in India*” First National Conference
On Child Nursing at National Institute of Mental Health and Neuroscience.

March 2008: “*Best Nursing Educator*” Award, The Oxford Institute of Nursing, Bangalore, India.

August 1992: “*Best Outgoing Student of the Year*” Award Government College of Nursing, Bangalore, India.

****References available on request*