Ann Kjosa, BSN, MBA/ MHM, RN, FACHE

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| **Professional Profile**   * Senior Healthcare executive with experience in For-Profit and Not-for-Profit acute care hospitals. * Ten years of CNO and three years COO proven Leadership skills at the “C Suite” level in business development, physician recruitment, cost control, service line development, marketing, and operational assessments. * Business orientated with excellent customer services experience and skills, extensive understanding of stakeholder relationships, continuous quality improvement, evidenced based care, and healthcare regulatory requirements. * Solutions oriented Healthcare leader who is action focused, enthusiastic, professional, personable and adaptable. * Ability to optimize resources and enhance operational processes while remaining focused on guest satisfaction, physician satisfaction, and team member satisfaction.   **Professional Background**  **Centura Health System, Colorado Springs, CO -** December 2012 – Present  **Chief Nursing Officer – Penrose St. Francis Health System**  **Centura Health System, Colorado Springs, CO -** August 2011 – November 2012  **VP of Nursing - St. Francis Medical Center**  **Ocala Health System , Ocala FL** - July 2008 – January 2011  **System Chief Nursing Officer**   * Ocala Health System consists of 200 bed Ocala Regional Medical Center and 70 bed West Marion Community Hospital, acute care facilities. * Responsible for Surgical Services, Emergency Services including Urgent Care Clinics, Wound Center Outpatient Chemotherapy/Infusion Center, Senior Health Clinic, Movement Disorder Clinic, Memory Clinic, Orthopedics, Neuroscience, Bariatric, West Marion CNO, System EMS Director, System Education Department, System Infection Control and Nursing Services. * Eliminated ED divert hours yielding 8.5% increase in ED visits 2008 to 2009. 2010 ED visits yielding 19% increase due to continued operational improvements and marketing efforts. * Development and oversight of construction and operational plans for emergency department renovation, neuroscience renovations, medical and surgical renovation, quick care construction, and senior center construction. * Developed hospital programs focused on volume growth and service line development. * Successfully improved quality, safety, and HCAHPS results as evidenced by improved core measures and HCAHPS results. * Obtained Primary Stroke Center designation from The Joint Commission. * Obtained Chest Paint center of Excellence designation from The Society of Chest Pain Centers. * Obtained Bariatric Center of Excellence from the American Society of Bariatric Surgery. * Assisted with recruiting of key members of medical staff. * Successfully eliminated travel and agency personnel, saving approximately 1.6M in 2008 to 2009 with similar savings for 2009 to 2010, strategies identified as best practice for the company.   **Auburn Regional Medical Center, Auburn WA** - December 2005 – June 2008  **Chief Nursing Officer, Corporate Nursing Council**   * 162 bed Auburn Regional Medical Center, acute care facility, designated level III trauma center. * Responsible for Surgical Services, Emergency Services including off campus Urgent Care Clinics, Quality Department, Physician Peer Review, Case Management, Social Work Services, Sleep Disorder Center, Behavioral Health, Family Birth Center, Education Department, Infection Control, Employee Health, Patient Advocate, Chaplain and Nursing Services. * Successfully negotiated renewal of union contracts with UFCW 141 and SEIU local 1948. * Development and oversight of construction and operational plans for off campus Urgent Care. * Led ARMC to first UHS Service Excellence Award 2007, based on improved HCAHPS results. * Led ARMC to UHS Chairman’s Council Award 2007, based on financial, HCAHPS results, physician satisfaction and quality results. * Reduced agency expense by 61.7% during period of inpatient growth of 16.7%. * Developed a Quality Dashboard report and presented at UHS CEO annual conference, dashboard adopted as best practice by corporation.   **Colorado West Health Care System, Grand Junction CO** - July 2002 – November 2005  **Vice President Chief Operating Officer / Chief Nursing Officer**   * Colorado West Health Care System consists of 78 bed Community Hospital, acute care facility, designated level IV trauma center, First Choice Outpatient Surgery Center, off campus retail pharmacies, and management contract with Rangley District Hospital. * Responsible for Surgical Services, Emergency Services, Pharmacy, Radiology, Respiratory, PT/OT, Occupational Health, Lab, Plant Operations, Food Services, Home Health, Mesa State College Clinic, Retail Pharmacies, off campus Outpatient Surgical Center and Nursing Services. * Direct responsibility and oversight for management contract with Rangley District Hospital. * Researched off campus retail pharmacy locations, secured contract in medical office building, directed project from construction to securing licensing, hiring, marketing and opening. * Negotiated pricing and terms for total medical imaging upgrade, obtained Board approval, directed project plan for upgrade implementation. * Assisted with rebasing charge master to improve financial performance of facility. * Introduced and implemented MHPPD standards and EPOB expectations. * Facilitated contractual transition with hospital pharmacy contract to yield improved pricing, service and physician satisfaction. * Led facility to national recognition for exemplary Patient Satisfaction, “Overall Best Performer” by Avatar International. Implemented Studer principles throughout the facility. * As Chair of the Patient Safety Committee the hospital was awarded the 2004 Patient Safety Award from the Colorado Patient Safety Coalition for leadership and innovation in Patient Safety. * Recruited key members of medical staff.   **Oakhill Hospital, Spring Hill FL** - December 1999 – June 2002  **Assistant Chief Nursing Officer**   * Responsible for inpatient nursing operations. * Participated in strategic planning and goal setting for nursing department. * Chair of the Patient Care and Comfort Committee driving increased Patient Satisfaction results by implementing the Studer Model. * Increased Physician Satisfaction by improving communication and response time to physician needs.   **Education**  **Regis University, Denver CO**  Masters of Business Administration / Masters of Healthcare Management  **Presentation College, Aberdeen SD**  Baccalaureate Science and Nursing  **Professional and Civic Affiliation**  Fellow (FACHE), American College of Healthcare Executives (ACHE), United Way of Marion County Allocation Committee member 2009-2010; Rasmussen College Advisory Board; College of Central Florida Advisory Board; Green River Community College Nursing Advisory Board, Heart Walk Hospital Campaign Co-chair 2006; Mesa State Advisory Board: United Way of Hernando County Allocation Board 2000-2001. March of Dimes Southern Colorado Board of Directors 2011 to current.   |  |  |  | | --- | --- | --- | |  |  |  | |