

MARY HILLARD

4105 North Victoria Drive ▪ Hoffman Estates, Illinois 60192

Phone: 847.776.7614

E-mail: m.hillard@comcast.net

Mobile: 847.340.7746

CHIEF NURSING EXECUTIVE / VP OF PATIENT CARE SERVICES

EXECUTIVE PROFILE

Dynamic and goal-oriented professional, equipped with broad-spectrum background in various aspects of patient care services. Consistent record of success in achieving objectives, both individually and in team environments, with innate ability to relate to diverse personalities. Always strives for excellence and professional development.

- **Leadership:** Tenacious leader who leads by example. Able to establish and maintain team-oriented working relationship with colleagues while focusing on organization's growth and development. Knowledgeable of the Chicago market and is capable of building volume and margin.
- **Communication:** Demonstrates strong verbal and written communication skills; conveys ideas and strategic plans in clear and understandable manner.
- **Decision-making:** Effective in utilizing analytical and systematic thinking, as well as in resolving issues that arise to achieve total customer satisfaction.
- **Teambuilding:** Proficient in providing feedback to attain personal and organizational goals. Strategic plan for Shared Leadership recruits and retains nurses in volatile market.

CAREER BACKGROUND

Vice President of Nursing Services / Chief Nursing Officer

Advocate Condell Medical Center – Libertyville, IL

2010-Present

Vice President of Patient Care Services / Chief Nursing Officer

Our Lady of the Resurrection Medical Center – (OLRMC) Chicago, IL

2004-2010

Involve in delivering quality care and positive operating margins within nursing services, surgical and cardiology product lines, performance distinction, case management, and the child care center. Establish a reputation in nursing for excellence, retention, quality and commitment to service while leading more than 400 FTEs. Establish collaborative relationships with the medical staff, enhance nurse-physician relationships, and unify approach to problem solving issues within all departments.

- Supported the launch of elective Invasive Cardiology (Angioplasty) program at OLRMC; authored and presented quarterly board reports regarding OLRMC's flash reports; and prepared OLRMC for JCAHO Stroke Certification
- Developed and implemented strategic business plans, including new program development such as Pain Management Center and the Clinical Decision Unit to boost revenues and promote growth
- Significantly decreased nursing agency costs by \$500K, overtime costs by 35%, and Medicare length of stay by one day
- Improved productivity from 50% to 75%, fulfilling a 20 FTE reduction with no impact on the quality of operations and streamlining staffing levels and processes by performing daily monitoring on nursing hours per patient, which reduced overtime
- Designed a reporting mechanism for the Hospital Report Card Act
- Established cardiology product line and interoperate network for transferring open-heart patients; and presented RFPs for internal Anesthesiologist and Hospitalist Program
- Reduced implant cost for surgery and Cath Lab by 5% (\$40K) and conducted analysis of surgical instruments, attaining \$30K savings in expense budget without alienating physicians
- Provided direction which improved ED Physician billing at OLRMC, revenues increased by 5% as diversion hours in the ED decreased by 60% and LWBS (left without being seen) decreased by 15% by implementing different upfront ED processes while improving inpatient throughput
- Senior Officer responsible for the Cardiac Cath Lab, Surgical Suites and Waiting Room renovation, completing projects at budget. Manages at least one million dollars in capital expense and investments annually
- Effectively managed HFAP (Healthcare Facilities Accreditation Program) accreditation and IDPH (Illinois Department of Public Health) full survey review activities by leading team and individual efforts, which

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resulted to a very positive accreditation and full compliance with the Conditions of Medicare Participation

- Consistently operated within the National Top Ten Percent of CMS Core Measures and acknowledged by CEO for improved quality, nursing satisfaction, staff productivity, and profit margins
- Conducted Chest Pain Accreditation and currently positioning the center for JCAHO Stroke Certification
- Arranged and coordinated budgetary goals and objectives to provide adequate personnel, equipment, and resources to meet the requirements for the professional areas of responsibility
- Established system-wide committees/task forces including System Disaster Preparedness, Mysis Lab implementation, Nursing Care Administration, Shared Leadership, Nursing Magnet Council, and the Professional Nursing Development Council

Director of Nursing / Specialty Areas

Resurrection Medical Center – (RMC) Chicago, IL

1988-2004

Led and coordinated operations, budgets, policies and protocols for the units of Family Birth Place Emergency Department, including Special Care Nursery, Surgery/Open Heart, Outpatient Services Recovery Room, GI Lab, Renal Dialysis, Pediatrics/Gyne, and Parish Nursing. Provided hands-on management to a total compliment of 300 FTEs, including seven managers, eight house managers, and one data coordinator. Executed emergency / disaster preparation and standards, as well as chaired the federally-funded Top Off '02 exercise at RMC. Developed organizational policies, environment of care standards, and standards of nursing practice.

- Served as representative of Division of Nursing as Interim Vice President of Nursing in 1990, 1995 and 2001
- Created certificate of need and construction for Cardiac Cath, LDRPs, ED, and Same Day Surgery (SDS).
- Established the Cardiac Cath Lab/Open Heart Program.
- Converted Labor and Delivery/Postpartum to LDRPs, endorsing Level II with exceptions for Obstetrical and Neonatal Service from IDPH
- Attained \$100K savings by introducing various flexible scheduling systems, weekend program, internal registry, 12-hour shifts, and bonus programs
- Successfully completed a grant proposal for the parish nurse program and applied computerized charting using HBOC/McKesson System
- Earned Mother Celine Leadership for Women's Award in 2000

EARLIER CAREER

Unit Manager (3 West), Resurrection Medical Center –Chicago, IL

Nursing Education Instructor, Resurrection Medical Center –Chicago, IL

Staff Nurse, Resurrection Medical Center –Chicago, IL

EDUCATION

Master of Science in Parent/Child Nursing, Rush University -Chicago, IL

Bachelor of Science in Nursing, Loyola University -Chicago, IL

AFFILIATION

American Organization of Nurse Executives (AONE)

Illinois Organization of Nurse Leaders (IONL)

RECENT AWARDS

Health Grades Distinguished Clinical Excellence Award 2008 & 2009

Clinical Stroke Excellence 2007, 2008 & 2009

Coronary Interventional Excellence and Critical Care Excellence 2008 & 2009

ACTIVITY

Metropolitan Chicago Healthcare Council, Strategic Task Forces, Anesthesia, ED, Surgery and OB