

FRANKIE HAMILTON

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📍 Bronx, NY 10451

PROFESSIONAL SUMMARY

A highly-motivated and compassionate dual master's prepared Nurse leader and PhD candidate. Expertise in healthcare administration, change management, performance improvement, patient experience, staff engagement, and regulatory compliance.

Demonstrated ability to collaborate with multidisciplinary teams, facilitate the implementation of hospital-wide initiatives, enforce requirements of regulatory agencies, and maintain smooth hospital operations of both community and tertiary care hospitals, in both the inpatient and outpatient setting.

Adept at building and sustaining key relationships with patients, families, physicians and other professionals within the healthcare facility to optimize hospital workflows and the delivery of safe, quality patient care.

SKILLS

- NYS DOH Regulations Compliance
- JCAHO Survey Readiness
- Process Improvement/ Quality Management
- Logistics/ Throughput
- Microsoft Office 365
- EMR Systems: Epic, Allscripts

WORK HISTORY

NYC Health + Hospitals, Lincoln - Deputy Director of Ambulatory Care Nursing

Bronx, NY • 03/2023 - Current

- Actively participate in development and implementation of policies, procedures, and strategies to ensure optimal resource utilization, patient care delivery, and regulatory compliance within the department of ambulatory care.
- Continuously monitor, evaluate, and strive to improve structures and processes within the organization to optimize operational efficiency, quality outcomes, and staff satisfaction in the outpatient nursing department.
- Lead and motivate a team of Assistant Directors (6) and a Director of Nursing (1) to optimize resource allocation, establish structures and streamline processes to improve care delivery in the outpatient setting.
- Collaborate with hospital administrators and nursing leadership to open new clinical practices at Lincoln

EDUCATION

Rory Meyers College of Nursing, NYU

New York, NY • Expected in
5/2024

Ph.D.: Nursing Theory And
Research

Hofstra University

Hempstead, NY • 05/2019

MBA: Strategic Healthcare
Management

CUNY Hunter College

New York, NY • 12/2018

Master of Science: Adult
Gerontology, Primary Care
Nursing

SUNY Stony Brook

Stony Brook, NY • 05/2011

Bachelor of Science: Nursing

Cornell University, College of Human Ecology

Ithaca, NY • 05/2004

Bachelor of Science: Human
Development

Hospital (i.e., pain management practice, pediatric dental practice, bariatric surgery practice, thoracic surgery practice).

- Serve as Lead Advisor for the Recruitment, Retention and Recognition Shared Governance Committee and lead all nursing/ancillary support recognition initiatives for the entire facility.
- Serve as Pathway to Excellence coordinator as we complete our document for submission in April 2024.

NYC Health + Hospitals, Lincoln - Deputy Chief Nursing Officer

Bronx, NY • 09/2021 - 03/2023

- Actively participated in the development and implementation of policies, procedures, and strategies to ensure optimal resource utilization, patient care delivery, and regulatory compliance.
- Continuously monitored, evaluated, and strived to improve structures and processes within the organization to optimize operational efficiency, quality outcomes, and staff satisfaction.
- Oversaw and assumed 24-hour responsibility for all inpatient nursing units and collaborated with my Chief Nursing officer to achieve our nursing strategic goals.
- Implemented several staff recognition programs (i.e., DAISY award; ORCHID award) to improve morale and staff engagement.
- Collaborated with nursing leadership, frontline staff and nursing quality to achieve 2022/2023 goals for HAPI and fall reduction.
- Worked with med/surg unit leadership, director of med/surg and frontline nursing staff to achieve second place in a system-wide patient experience improvement initiative, demonstrating second highest improvement in the “staff work well together” domain.
- Serve as Pathway to Excellence coordinator as we complete our document for submission in April 2023.
- Instrumental in reinvigorating shared governance councils/attendance to improve shared-decision making among frontline direct care staff.

CERTIFICATIONS

Nurse Executive, Advanced
NEA-BC

Medical Surgical Nursing
MEDSURG-BC

Ambulatory Care Nursing
AMB-BC

Nursing Professional
Development
NPD-BC

Critical Care Registered Nurse
CCRN-K

Certified Professional, Patient
Experience
CPXP

Adult Gerontology Primary Care
Nurse Practitioner\
AGPCNP-BC

New York Presbyterian Weill Cornell Medical Center - Nurse Administrator

New York , NY • 06/2020 - 09/2021 (Full-time)

New York , NY • 09/2021 - Present (Per Diem)

- Managed patient care delivery across all hospital units during night shifts and weekends.
- Served as a clinical resource and administrator in the absence of unit leaders.
- Staffed units throughout the hospital appropriately to maintain patient safety and quality of care while also considering nursing budgets.
- Ensured optimal utilization of resources, safe patient care delivery, and efficient operational workflows.
- Partnered with patient throughput to ensure timely and efficient transitions of care within the hospital.

****Northwell Health, Total Tenure 7 years****

Long Island Jewish Valley Stream, Northwell Health - Assistant Director of Nursing

Valley Stream , NY • 11/2018 - 06/2020 (Full-time)

Valley Stream , NY • 11/2018 - 12/2021 (Per Diem)

- Assumed responsibility for the overall assessment, planning, implementation and evaluation of patient care on the various hospital units on the night-shift.
- Carried out the health system, hospital and nursing mission, vision and values.
- Accountable for overall strategic planning, clinical management, patient care, budgeting, financial management and quality management throughout the hospital on the night shift/weekends/holidays.
- Promoted the health system service standards and created a patient and family centered care environment while addressing and meeting the individual needs of the patients.
- Fostered an environment of interdisciplinary collaboration and respect with physician colleagues, nurses and other healthcare team members.
- Facilitated the implementation of hospital-wide initiatives intended to improve care delivery throughout the organization.
- Educated staff about new initiatives and their importance in helping to improve patient care.

- Staffed units throughout the hospital appropriately to maintain patient safety, and quality of care while considering budgetary and fiscal limitations.
- Recognized staff members through our staff recognition platform to improve staff morale and engagement.

Lenox Hill Hospital, Northwell Health - Quality Specialist, Sepsis

New York , NY • 09/2017 - 11/2018

- Conducted chart review/ data abstraction for all cases coded as severe sepsis/septic shock.
- Entered, maintained, organized data into KQMI in preparation for submission to NYSDOH.
- Conducted PDSA's on a monthly basis for performance improvement.
- Reviewed all rapid response and cardiac arrest events, collected and trended data and reported out quarterly to hospital leadership to identify opportunities for improvement.
- Served as a liaison between the quality office and clinical staff, present data on metrics related to sepsis quarterly.
- Served as a clinical documentation expert for providers and nurses to ensure bundle compliance.

Lenox Hill Hospital, Northwell Health Assistant Nurse Manager, 9 Wollman

New York , NY • 02/2016 - 09/2017

- Maintained smooth, patient focused operations on a busy 24-bed hybrid telemetry/med/surge orthopedic/ general surgical unit.
- Implemented patient safety initiatives and oversee the activity of RN's, PCA's, and unit clerks, encouraging a collaborative work environment in order to achieve optimal patient safety and satisfaction scores.
- Monitored performance of staff and compliance with regulatory standards; compile yearly evaluations of unit employees; monitor productive/nonproductive nursing hours to maintain adherence to our budget.
- Motivated staff to develop their skills and to pursue continuing education and specialty certification.

- Helped the unit achieve a patient experience award for the greatest HCAHPS score improvement from 2016 (Q2) to 2017 (Q2).
- Served as a role model for staff members to provide excellent care to a diverse community of post-surgical patients.
- Ensured timely throughput of patients from PACU/ED to the unit; serve as a clinical resource to the staff.
- Served on the Lenox Hill Steering Committee and co-chaired the Nursing Education Shared Governance Council in preparation for magnet designation.
- Utilized TEAM STEPPS methodology to communicate with staff through briefs, huddles, debriefs and to manage conflict if it arises.

**Long Island Jewish (New Hyde Park), Northwell Health
Assistant Nurse Manager, 4 South**

New Hyde Park , NY • 09/2014 - 02/2016

- Maintained smooth operations on a busy 36-bed telemetry unit.
- Implemented patient safety initiatives and oversaw the activity of RN's, PCA's, UR's, while encouraging a collaborative work environment in order to achieve patient safety and satisfaction scores.
- Monitored performance of ~45 staff members and assisted the nurse manager with yearly performance appraisals.
- Motivated staff to develop their skills and to pursue continuing education and specialty certification.
- Served as a role model for staff members to provide excellent care to a diverse community of acutely ill patients.
- Participated in the Magnet Application process and served as a liaison between the night shift Magnet Committee and direct care nursing staff.
- Facilitated 100% training of ~30 direct care nurses to ensure safe care delivery as the 4 South was converted into a stroke unit.

**United States Navy, Nurse Corps (Reserves) -
Registered Nurse**

Bronx, NY • 08/2017 - Current

- Help facilitate timely completion of 900 sailors' annual physical health assessments/examinations.
- Present lectures to enlisted sailors and officers in the health support unit to increase sailor knowledge and mission readiness.
- Serve as ResPay Officer where I manage timely submission of attendance for a 62-person command, ensuring all members receive appropriate pay and credit for attendance at unit drills.
- Served as a member of the Navy Nurse Corps Shared Governance Planning Committee (2018), successfully drafting bylaws and sub-committee structures, with the ultimate goal of increasing nurse autonomy within the United States Navy.
- Served as Senior Nursing Officer for a detachment of 62 sailors (2020), ensuring mobilization readiness of the nurse contingent.
- Completed a nine-month deployment in Guantanamo Bay, Cuba, where I administered safe, ethical, quality nursing care to Law of Armed Conflict Detainees.

AFFILIATIONS

- American Association of Critical Care Nursing
- American College of Healthcare Executives
- American Association of Men in Nursing
- American Nurse's Association
- Sepsis Alliance, Advisory Board Member
- International Nurses Society on Addictions

AWARDS/PRESENTATIONS

- Robert Wood Johnson Scholarship Recipient, 2011
- American College of Healthcare Executives, Thomas A. Dolan Career Accelerator Program (CAP), 2022-2023 Cohort
- Co-Presenter, July 2023, "Confidence as a Diverse Leader" for Thomas A. Dolan 2023-2024 cohort.
- Presentation: "Raising Sepsis Awareness for Military Service Members," May 2023.
- Poster Accepted for 2023 AAMN Conference: "The Positive Benefits of a Nurse Shadow Program for First-Year Medical Residents"