

Jessica Lang

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A Nurse Manager with seven years of experience in healthcare, specializing in patient advocacy, telemetry, patient-centered care, and infection prevention. A strong history of leading high-performance nursing teams to deliver empathetic and compassionate care to patients. Adept at driving continuous improvements for clinical operations.

Key Skills

- Nursing Management
- Clinical Operations
- Continuous Improvement
- Telemetry
- Case Management

Professional Experience

Nurse Manager

Riddle Hospital, Glen Mills, PA | September 2016 – Present

- Oversee a team of 25 LPNs, RNs, and nursing assistants for a 300-bed hospital, develop and allocate a \$2M operating budget, and reduce employee turnover by 21% through the development and implementation of optimized clinical workflows
- Educate patients and families on medical procedures, diagnosis, treatment options, and prognosis with empathy and compassion during critical health emergencies
- Drive the development of policies and clinical care standards in coordination with physicians, hospital administration, and leadership

Nurse Manager

Temple Hospital, Philadelphia, PA | June 2014 – September 2016

- Led a 20-person nursing team within a 230-bed medical facility, coordinated patient intake, and discharge, and identified continuous improvement opportunities to increase the number of patients seen in 30-minutes or less from 71% to 79%
- Managed hospital operations, patient care delivery, HR functions, and departmental operations within acute care and OR environments

Education

Master of Science (M.S.) Nursing

Temple University, Philadelphia, PA | May 2012 - May 2014

Bachelor of Science (B.S.) Nursing

Temple University, Philadelphia, PA September 2008 - May 2012

Certifications

- Certified Nurse Manager and Leader (CNML), May 2014
- Registered Nurse (RN) State of Pennsylvania, License #12345678, May 2012
- Basic Life Support (BLS) Certification, May 2012