

John Bergsen

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Patient-focused **nurse manager** with over seven years of experience. Offer advanced expertise in complex clinical operations, case management, acute care, and team motivation. Train and coach diverse nursing teams to consistently improve patient care and achieve positive outcomes. Skilled at finding novel ways to cut costs and balance competing priorities in a complex health care setting. Master of Science in Nursing from Harvard University.

Education

Harvard University, Cambridge, MA

- Master of Science (MS) – Nursing
- Bachelor of Science (BS) – Nursing

Key Skills

- Change management
- Clinical operations improvement
- Cross-functional collaboration
- HR management
- Patient flow
- Staff coaching and mentoring

Professional Experience

Nurse Manager

Boston Medical Center, Boston, MA | July 2015 to present

- Oversee various clinical operations for this 245-bed hospital
- Build and manage a highly engaged team of over 25 registered nurses
- Coordinate 24-hour operations for seven patient care units, including SICUs, PICUs, MICUs, ambulatory care, and neonatal intensive care
- Improved patient room turnover rate by 10% during periods of over 90% occupancy, while maintaining compliance with infection prevention and COVID-19 safety protocols
- Drove change initiatives to improve nursing metrics, utilization, patient flow, and operations room staffing
- Reduced average length of stay from four to three days