

# John Bergsen

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Patient-focused Nurse Manager with 7+ 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 healthcare setting. MS 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
- Human Resources (HR) Management
- Patient Flow
- Staff Coaching & 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 25+ registered nurses
- Coordinate 24-hour operations for 7 patient care units, including SICUs, PICUs, MICUs, ambulatory care, and neonatal intensive care
- Improve patient room turnover rate by 10% during periods of 90%+ occupancy, and ensure compliance with infection prevention and Covid-19 safety protocols
- Drove change initiatives to improve nursing metrics, utilization, patient flow, and OR staffing
- Reduced average length of stay from 4 days to 3 days