

CURRICULUM VITAE

Marialena Murphy MSHSA, RN, CNOR

Personal:

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Education:

Degrees Completed:

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| Master of Science in Health Services Administration | University of Saint Francis, Joliet, IL |
| Bachelor of Science Health Sciences, Minor Management | Old Dominion University, Norfolk, VA |
| Associates of Applied Science in Nursing - Honor's Program | Yavapai College, Prescott, AZ |
| Associates of Arts General Education emphasis Business | Yavapai College, Prescott, AZ |

Professional Experience:

6/26/2003-Present **Scottsdale Healthcare Osborn Inpatient Surgery, Scottsdale, AZ.**
Clinical Director, Perioperative Services Osborn – 12/2007 – present

- Delivered HeartMath® Transforming Stress Workshops to staff in Perioperative Services Osborn. 200 FTE's, participating in HeartMath® research data base
- Implemented WHO surgical safety checklist at the Osborn Campus and participated in the HSAG collaborative for TeamSTEPPS and the Surgical Care Improvement Project (SCIP)
- Led and participated in new surgeon recruitment at the Osborn Campus resulting in new and incremental volume growth 08-09 and 09-10
- Collaborated with Clinical Perioperative Educators to expand the Peri-op Intern Program to include a Scrub Fellowship, to assist RN's to develop competency in the scrub nurse role. This program developed in conjunction with Dr. Jane Rothrock and Delaware Community College
- Implementation of the Clinical Operations Supervisor role based upon the Clinical Nurse Leader white paper, and rapid process improvement methodology
- Promoted the integration of Watson's Theory of Human Caring in the development of policies and procedures for perioperative services, and continued the application of the theory in the mentoring of new and existing manager's leadership development
- Assisted and facilitated in Process Improvement projects to improve patient flow in the hospital and through Perioperative Services with a focus on LEAN principles and adding value to the patient and family
- Collaborated with facilities and had operational oversight for the Osborn OR refurbishment project and CSPD storage and mechanical upgrades
- Increased volumes at Osborn IP Surgery and Greenbaum FY 08 vs. prior year 07-08.
- Implementation of rapid process improvement project to maintain 24 hour turnaround time for journaling and charges at the Osborn Campus and improve accuracy – increased charge capture 28%
- Initiated and supported the decontamination collaborative process improvement for OR and CSPD, including the relocation of the OR instrument room to CSPD, eliminating duplication in services which resulted in more efficient use of equipment and staffing resources
- Assumed additional responsibility for Informatics, Business Development functions (including centralized scheduling and monthly reporting for Executive Staff and Finance) and for Central Sterile Processing for Perioperative Services system wide in May 2008, fiscal (operational and capital) responsibility for 8 cost centers - 220 FTE's

- Initiated Quality Improvement measures and process improvements at the Osborn Campus including SCIP bundle, 1st AM start initiative and reduction of flash processing of instrumentation
- Implemented and supervised the production of the Perioperative Newsletter for the system, "The Cutting Edge"

System Manager, Osborn IP and Greenbaum Surgery Center – Perioperative Services 12/2006-12/2007

- Assumed additional responsibility for Greenbaum Surgery Center. Performs approximately 7800 cases/year in 11 OR's. Specialties include orthopedics, gynecology, general, ENT, plastics, gender reassignment and ophthalmology. In addition, 26 bed overnight stay unit, approximately 300 patient days per month
- Participated in the education and development of the integration of Watson's Theory of Human Caring as a theoretical foundation for leadership in perioperative services, including mentoring and development of reporting managers
- Assumed additional fiscal responsibility for capital and operational budgets for 3 additional cost centers
- Restructured Unit based Patient Care Council at Greenbaum Surgery Center, implemented regular monthly staff meetings in OR and Pre-op and PACU
- Leadership and development of Osborn Campus Supervisors through the Leadership Challenge course with Organizational Development
- Restructured leadership responsibilities and staffing cost centers at the Greenbaum Surgery Center to improve management of resources and improve communication
- Implemented Unit Based Educators for day and evening shift at Osborn IP Surgery and the Greenbaum Surgery Center OR and Pre-op/PACU and overnight stay
- Implemented pilot incentive program for surgical services
- Responsible for additional resource management and development of 96 FTE's including supplemental contract labor
- Implemented education and drove improvements to achieve SCIP measure antibiotic timing at 90%
- Initiated Osborn Campus Coordinator Meetings which promoted collaboration and provided for better utilization of resources, equipment and supplies

Manager and Specialty Coordinator, Inpatient Surgical Services –Osborn Campus 6/2003-12/2006

- Promoted from specialty coordinator to Manager in 7/05 and assumed leadership and administrative responsibilities for inpatient surgical services, Level One Trauma Center. Performs >6700 cases/year in 9 Main OR's. Department specialties include Neuro, Orthopedics, Cardiovascular, Trauma, General, GYN, ENT, Urology, Ophthalmology, Oral/Maxillofacial and Plastics. Worked as Perioperative Specialty Coordinator and promoted to Manager July 2005
- Responsible for resource management and development of 75 FTE's, including supplemental contract labor
- Fiscal responsibility for operational and capital budgets
- Active in key Management Teams at SHC including being a voting Member of Perioperative Guidance Team, Perioperative Supply, IHI/Quality, and Peri-op Leadership Team
- Worked to develop initiatives to meet First AM start and Turnover time goals in the OR
- Statistical data gathering and reporting to meet Balanced Scorecard goals as well as assist Director and Peri-op Guidance Team with the management of physician block time in the OR
- Restructure of department staffing and implemented guaranteed hours trauma call program and neuro call program, increasing staff satisfaction and decreasing turnover from 25% to 8% and reduced the use of contract labor and travelers in zero in the department

- Implementation and education of Magnet initiatives in the department, including certification of RN's and surgical technicians, SHINE and SHOSTARS programs and driving the Magnet survey visit
- Total Joint Program implementation in the OR and collaboration with physicians, PATTs, pre-op, PACU, Med-Surg, and Physical Therapy departments
- Participation and implementation of initiatives for the Institute for Healthcare Improvement (IHI) 100,000 Lives Program and Reducing Surgical Site Infection Collaborative focusing on evidenced based practice in the OR for staff and physicians
- Collaborated with Clinical Perioperative Educators in the development of the Peri-op Intern Program and Clinical Trainer program for development of new nurses to the OR and rewarding mentorship. This program developed in conjunction with Dr. Jane Rothrock
- Process Improvement participation in projects for Donation after Cardiac Death protocols, and Process Work Design for Thompson Peak Hospital
- Coordinated JCAHO preparation and supported site survey requirements for the department
- Awarded the Excellence in Patient Care Award for the inpatient surgical department in May of 2004
- Developed Unit Based Patient Care Council and served as co-chair for the Unit based Patient Care Council 2004 and 2005
- Relief Supervisor at the Control Desk, Circulate and Scrub relief as needed

10/91-6/2003

Prescott Outpatient Surgical Center, Prescott, AZ
Director of Clinical Services 10/1996-6/2003

- Leadership and administrative responsibilities for all clinical areas with the facility, including 4 operating rooms, PACU, Pre-op, 4 bed Recovery Care Center and CS
- Responsible for resource management and development of 30 clinical and support personnel
- Directed, participated and collaborated in Scheduling, Materials Management for all clinical supplies, equipment and pharmaceuticals
- Directed, participated and collaborated in staff in-service education, orientation, exposure control plan, radiation safety and infection control
- Directed, developed an implanted Quality Improvement Studies, Data Collection, and Risk Management
- Assured compliance with all AAAHC, Medicare and State Regulations
- Responsible for clinical policy revision and implementation
- Reported directly to the Board of Directors and governing committees
- Projects included standardization and implementation of custom case packs, use of a case costing system, and implementation of computerized physician preference cards
- Developed, proposed and implemented a "step" pay scale and bonus system for personnel
- Implemented an ASC Information System
- Project Leader for the design and build of a new ASC facility. Collaborated with the architect, state regulatory agencies, surgical team, and physicians to develop a new facility, focusing on healing environment and flow
- Clinically competent in all areas, circulating, scrubbing, recovery room, admitting and pre-op
- Collaborated with Administrative Director in the fiscal reporting, coding, billing, negotiation of insurance contracts and supervision of office personnel. Relief Administrative Director

5/91-10/91

Yavapai Regional Medical Center, Prescott, AZ

Registered Nurse Medical/Surgical Unit

- Hired full-time as a graduate nurse, medical-surgical floor at a community hospital, then as Registered Nurse upon completion of the State Board Examination responsible for care of telemetry, medial and post-operative patient teams, as well as supervision of aide(s)
- Completed preceptorship in the OR in spring of 1991 as a student nurse

Professional and Medical-Legal Consulting:

10/08-present

BodhiCare™ Scottsdale AZ 85251

- Member of the Visioning Board for an integrated healthcare hospital

2/06-present

Consultation on Medical-Legal Case Review

Schneider and Onofry, P.C. Phoenix, AZ 85012

Fennemore Craig, P.C. Phoenix, AZ 85012

Fadell, Cheney, and Burt P.L.L.C., Phoenix, AZ

Holloway Odegard Forrest & Kelly. P.C. Phoenix AZ 85012

Olsen, Jantsch & Bakker Phoenix, AZ 85020

1995

Rummel Eye Care P C, Prescott, AZ, - Dr. Mark Rummel

- Consultation work on a contract basis for the development of an outpatient eye surgery clinic in conjunction with a physician office

Posters, Presentations and Publications:

7/2010

Podium Presentation, The Medical Center of Aurora, CO. Co-presented with Robert Browning, Director HeartMath®, "Transforming Stress Program" and "Level 5 Coherence Program"

6/2010

Podium Presentation Labor Management Institute, Las Vegas, NV. Co-presented with Robert Browning, Director HeartMath® -6/9 "Transforming Stress into Care: the Most Vital Human Resource" and 6/10 "Restoring the *Care* in Healthcare"

6/10

Poster presentation "Caring Science in Leadership Development Utilizing HeartMath® Modalities". International Association of Human Caring, Mayo Clinic Rochester, MN

10/09

Poster presentation "Caring Science in Leadership Development Utilizing HeartMath® Modalities". AZ Nurses Assoc. Tempe, AZ

4/09

Poster presentation "Caring Science in Leadership Development Utilizing HeartMath® Modalities". International Caritas Consortium, Charleston, SC

2009, 2010

Published updated chapter on staffing for *Perioperative Services Management*, Aspen Publishing

6/08 and 2/09

Avnet Presentation – Scottsdale, AZ, Co-presented, "Perioperative Services"

4/08

International Caritas Consortium – Scottsdale, AZ. Co-presented, "Love, Light and Leadership"

4/08 – 8/08

Poster Presentations "Sleep Deprived? – Not us!" - International Caritas Consortium – Scottsdale, AZ and for the AZ Nursing Symposium

4/1/08

Podium presentation at national AORN Congress Anaheim, CA - "Sleep Deprived? Not us!"

2007-2008

Perioperative Residency Program, Scrub Fellowship and Staff In-services "Conflict Resolution in the Perioperative Setting"

Affiliations and Accolades:

4/10

Inducted in to Sigma Theta Tau, Nursing Honor Society, Nu Epsilon Chapter - Leadership

4/09

Graduate of Watson Caring Science Institute inaugural Caritas Coach Education Program

1/09

Attended Chautauqua Caritas/HeartMath Intensive, Boulder, CO

5/08

Nominated by peers for the Excellence in Management Award

5/06

Silver Recognition Award –Osborn IP Surgery Department Employee Satisfaction

2/06

Arizona State Legislature Patient Safety Day – Presented Reducing SSI Data

11/05

Member of the Arizona Organization of Nurse Executives (AzONE)

5/04

Excellence in Patient Care Award – Scottsdale Healthcare, May 2004

1992-Present

Member of the Association of Operating Room Nurses

1999-2002

State Coordinator on the National Membership Committee – AORN

1982,1989-91

College – Honor's Program and Scholarship

06/90

1990 Who's Who Among American Junior College Students

Licensure and Certifications:

1991-present Registered Nurse state of AZ
1995-present CNOR (Certified Nurse in the Operating Room)
2010 Social and Behavioral Research Course Completion – CITI
2009 Licensed as an Internal Trainer for HeartMath®, Transforming Stress Workshop
2005-2009 TNCC (Trauma Nursing Core Course)
10/2004 Certificate Laser Safety Officer Training
1989-present B.L.S. (Basic Life Support) – Certified
1992-2008 ACLS (Advanced Cardiac Life Support)

Personal and Professional References available upon request