

Pia Spitzer, RN, PHN, MSN/MSHCA, FN-CSp

Curriculum Vitae

piaspitzer@hotmail.com • Cell 949-257-8306



SUMMARY OF QUALIFICATIONS

- As a previous Director of Risk and Quality Management, I was responsible for the entire quality and risk management program of the Inpatient Rehabilitation Hospital at Overland Park in Kansas City. I regularly monitored adherences to compliance from all accrediting and regulatory bodies such as The Joint Commission, CMS, and Department of Health.
- As a past Regional Quality Service and Clinical Operations consultant for Nursing Homes, I regularly evaluated the quality of care provisions to residents and ensured that they met the standards of current practice. I regularly advised Nursing Leaders and Administrators on clinical practices that met compliance and best standards of care.
- As a current Legal Nurse Consultant and Nurse Expert, I analyze medical records to evaluate strengths and weaknesses of the nursing care outcomes in the case. I incorporate the necessary healthcare standards, and policies and procedures as necessary into opinions and reports.

EDUCATION

2003 – 2005 California State University, Long Beach
Master of Science Nursing Administration and Health Care Administration dual degree
High Honors

1999 – 2000 Samuel Merritt College, Oakland, CA
Entry-Level Masters of Science in Nursing

1997 – 1998 Orange Coast College, Coastline Community College,
Costa Mesa and Garden Grove, CA

1993 – 1996 University of California, Riverside, CA
Bachelor of Arts in Psychobiology/Neurosciences

1993 University of California, Irvine, CA
Post-Baccalaureate studies

1991 – 1993 Cypress College, Cypress, CA
Science and Liberal Arts studies

MASTER'S THESIS/DIRECTED PROJECT

2005 Anaheim Memorial Medical Center
Magnet Program preparation: Gap Analysis

PROFESSIONAL LICENSURE AND CERTIFICATION

May 2019 to Present Forensic Nurse Specialist
American Institute of Health Care Professionals

May 2001-present Registered Nurse
State of California License# 581332

May 2016 – present Registered Nurse
State of Kansas License# 151428
Compact state privilege AZ, FL, ID, MO, NH, OK, SD, TN, UT, VA, WY

May 2008-present Public Health Nurse Certified
State of California License #73419

Mar 2003-2005 Basic Cardiac Life Support Instructor
American Heart Association

1998-present Basic Cardiac Life Support (BCLS)
American Heart Association

1999-present Advanced Cardiac Life Support (ACLS)
American Heart Association

2007-2009 Residential-Elderly Administrator Certified
Department of Social Services Community Care Licensing

PROFESSIONAL EXPERIENCE

Clinical Faculty Adjunct Instructor Mid America Nazarene University, KS 2/22 to present

- Responsible for providing student nursing education in clinical facilities, nursing skills laboratory and/or Virtual Patient Center (VPC)
- Responsible for educating students in the nursing program by preparing educational materials in the laboratory environment for learning activities

Assistant to the Director of Quality Management Post Acute Medical, Overland Park, KS 1/22 to Present

- Provides support to the Director of Quality on quality-related functions such as medical chart audits
- Provides education for newly-hired staff on quality-related materials

Director of Quality Management Post Acute Medical, Overland Park, KS 10/19 to 12/21

- Responsible for the entire quality and risk management of the Inpatient Rehabilitation Hospital by monitoring adherence to compliance from all accrediting and regulatory bodies such as The Joint Commission, CMS, and Department of Health.
- Develops and/or maintains reporting systems to provide timely information to administration regarding compliance status with guidelines, rules/regulations, and internal policies

- Coordinates with hospital and medical staff leadership to foster a culture of safety by coordinating the design, measurement, assessment, and planning activities to improve patient care and organization functions.
- Conducts investigations regarding all aspects of patient care and identifies risks related to health and safety of patients and employees.

Assistant Professor of Nursing

Nightingale College, UT 5/19 to 10/19

- Participated in advising learners, curriculum development, program evaluations, teaching in various settings such as didactic, clinical, simulation, or skills lab of learner achievements
- Engaged with learners in problem solving, information delivery, patient care, and aspects of the nursing education process
- Responsible for teaching and evaluating learners in the Nursing Program

Regional Quality Service and
Clinical Operations Nurse Consultant

Plum Healthcare Group, UT 6/16 to 6/18

- Responsible for Skilled Nursing Facilities' performance and conducts inspections to determine that standards of care for licensure and certifications are maintained
- Responsible for updating, maintaining, and ensuring that agency policies and procedures are current and disseminated to all staff and organization leaders.
- Provides support, mentorship, and advice to the Director of Nursing and Administration on daily clinical operations requirements such as quality improvements projects, staffing requirements, education, infection control, wound management systems, MDS requirements, psychotropics management, abuse allegations, and other critical daily operations systems
- Reviews medical and other pertinent records to determine compliance with standards of practice and regulations while taking leadership in mitigating risks via education, training, and implementing performance improvement projects
- Responsible for writing, organizing, conceptualizing, and educating staff at all levels on Federal and State Regulations updates and corporate-driven initiatives

Certified Legal Nurse Consultant

Wise Alliance Consulting, CA 3/13 to present

- Provides consulting expertise to attorney-clients in developing medical-related cases in the areas of medical malpractice and general personal injuries.
- Screen and investigate cases for merit by assessing and identifying contributing factors to damages.
- Define deviations and adherences to the applicable standards of care, integrating literature searches and health care laws into case analysis.
- Analyze nursing professional standards of practice related to provisions of care
- Support attorneys' case by searching medical and nursing literatures
- Support with discovery and court preparations by assisting with questions for depositions
- Identifies local, state, and federal agency compliance against the standards of care in case analysis

Registered Nurse Home Health

Kaiser Permanente, CA 5/08 to 4/16

- Identify pathophysiology for assigned patients. Assess clinical and community resources, evaluate disease process from a systems approach, and deliver patient education and clinical services to homebound patients.
- Clinical skills application include infusion therapy, complex wound care, wound vac therapy,

enteral feedings, foley care and insertion, tracheostomy care, medication administrations via different routes, respiratory treatments and management, diabetic teaching and other needed services

- Provide initial and ongoing nursing assessments and nursing care to homebound patients.
- Coordinate care and resources with Case Managers, Physicians, Certified Nurse Assistants and ancillary services like Therapy Professionals as needed
- Knowledge and applications of OASIS, Medicare, JCAHO standards and applicable health law and ethics to nursing care

Registered Nurse Medical-Surgical ProCare 1 Healthcare Registry, CA 1/08 to 5/08

- Functions include nursing assessment, medication administrations, performing nursing procedures, and patient admissions and discharges
- Hospital assignments include Western Medical Center Santa Ana, Western Anaheim Hospital, Chapman Hospital, and Fountain Valley Hospital

Nursing Management Resource Specialist AHMC Healthcare, Inc., CA 6/07 to 01/08

- Provide Clinical Management coverage for Med/Surg, DOU, and ICU Departments
- Management coverage includes daily operational unit management, staffing, quality care, and budget considerations
- Conduct JCAHO Mock Tracer group surveys in preparation for Joint Commission surveys
- Identify educational outcomes related to disease processes, Core Measures, VTE Prophylaxis, and necessary clinical updates
- Design educational tools, strategies, and resources for use in patient education

Chief Nurse Executive Greater El Monte Community Hospital, CA 8/06 to 6/07

- Responsible for the entire clinical nursing operations in staffing, budgeting, strategic directions and compliance to current healthcare laws.
- Represented the nursing department in executive board meetings and reported issues and trends affecting current nursing practice
- Responsible for compliance regulations of the entire clinical nursing departments to regulatory bodies such as JCAHO, CMS, Medicare, and DHS
- Maintain organizational strength, operational efficiencies, and quality care in all nursing practices
- Chair of policies and procedures committee in clinical practices
- Analyze nursing professional standards of practice
- Update policies and procedures to reflect current standards
- Corroborate with the Risk Department director in examining legal and ethical cases pertaining to patient care and nursing practices

Director Subacute Unit Greater El Monte Community Hospital, CA 6/05 to 8/06

- Overall supervision and full accountability of nursing staff, social worker, and activities
- Administer nursing program, evaluates operation necessities, budgets and performs personnel management functions
- Ensure staff and compliance to hospital and regulatory agencies such as JCAHO, Medicare, Medi-Cal and DHS
- Develop relationships with physician groups, families, hospital administrative team, outside resources, and ancillary service personnel
- Develop educational strategies for patients, clinical staff and physicians on applicable operational issues, healthcare laws, ethics, trends, and best clinical outcomes

Field Case Manager Subacute

VitalCare America, CA 8/03 to 6/05

- Review medical records comprehensively and determines appropriateness for long term care placements
- Provide lectures and in-services to Physician groups, discharge planners, hospital staff, executive hospital leaders on long term care services
- Coordinate with physicians, administrators, clinical managers, business office, family and necessary healthcare professional to appropriately transfer patient from acute to long term care

Clinical Nurse Educator

Harbor UCLA Medical Center, Torrance, CA 2/03 to 8/03

- Assess educational needs and provided updated educational materials and resources to nursing staff in the Neurosurgical and Intensive Care Units on disease-specific processes
- Identify educational outcomes in coordinating clinical and Nursing Grand Rounds
- Update self-study learning modules and clinical competencies
- Provide in-service to nursing staff regarding change of practice, new products, healthcare laws, ethics and updates on hospital policies and procedures
- Conduct mock code blue as needed in various nursing departments

Registered Nurse Orthopedic/Surgical Unit

West Anaheim Medical Center, Anaheim
CA 3/02 to 3/03

- Provide nursing care for orthopedic-surgical patients pre and post-operatively
- Clinical skills applied include dressing changes, complex wound care, drainage tubes, medication administrations, and infusion therapies

Registered Nurse Neuro DOU

Western Medical Center, Santa Ana, CA 7/01 to 12/03

- Execute orders by Physicians and coordinate plan of care for up to three patients in the Neurosurgical Definitive Observation Unit
- Provide nursing care to patients with various neurosurgical diagnosis including but not limited to trauma, stroke, traumatic brain injury, brain tumors, or spinal cord injuries

Research Nurse Epidemiology/Infection Control

Long Beach Memorial Hospital, CA 6/02 to 12/02

- Review medical records for infection control data regarding a specific disease
- Collected key information on pediatric patients related to diseases via medical charts review
- Attended Infection control committee meetings to support data information and per department director request

Counseling Monitor

Family Assessment Counseling, Fullerton, CA 3/97 to 3/98

- Monitored, supervised and recorded parental visits with children
- Generated written reports on monitored visits to be filed with the State

Receptionist

Overhead Garage Doors, Costa Mesa, CA 8/96 – 12/97

- Answered and screened telephone orders for garage doors
- Filed and organized pricing and order requests for garage doors

Supervisor/Covering Manager

Sav-On Express, Corona, CA 1/91 – 8/99

- Assisted the Department Manager in operational and financial responsibilities of the retail store on assigned shifts
- Managed, accounted for, and deposited daily revenues to designated bank accounts

- Supervised employees at all levels including assignments of responsibilities and ensured that daily tasks are completed
- Provided customer service support including problem solving, improving customer relations, and managed customer complaints.

ACHIEVEMENTS

Plum Healthcare Group, LLC

- Provided consultation and support for an assigned Skilled Nursing facility to achieve a zero deficiency survey in 2016 and 5-star rating overall
- As a part of a team, helped led a 5-star Nursing home to increase the overall quality measures score from 3 to 4 in less than one-year tenure
- Provides medical chronology, analysis, and defenses as necessary, against legal case abuse allegations in conjunction with the assigned lead counsel
- Analyzes multi-system clinical operations and provides improvement processes to all key stakeholders
- Conducts regular medical chart reviews to analyze quality of care, compliance to regulations, and provide direction to front line staff and leaders to mitigate risks as they are identified
- Lead and institute systems improvements in various clinical operations of assigned buildings by utilizing a Quality Assurance Performance Improvement system
- Initiates and implements operational clinical systems and policies to keep assigned buildings up to standards and current with Federal and State regulations for Skilled Nursing Facilities
- Consistently mitigates clinical, financial, compliance and operational risks to assigned Nursing Home buildings by regularly monitoring clinical systems through chart reviews, audits, and regular engagement with staff and leaders
- Provides clinical direction, recommendations, and necessary education to nursing staff on multiple complex diagnosis management such as Congestive Heart Failure
- Identifies and corrects standards of care issues in clinical systems against the CMS federal regulations by providing education, mentorship to direct care nursing staff and performance improvement projects, and counseling to nursing teams.

Greater El Monte Community Hospital Chief Nurse Officer

- Overall supervision and responsibility of hospital-wide nursing clinical services and components related to quality of care, customer service, regulatory compliance, performance improvement, and fiduciary compliance.
- Provided leadership for all clinical services such as Emergency, Labor and Delivery, Pediatric, Medical-Surgical, Operating Room, and Sub-acute departments.
- Administration on-call on a rotating weekly basis for administrative decisions.

- Co-chaired the Policy and Procedure committee and presented all nursing-related clinical policies to governing bodies and medicine committees.
- Developed and updated Policy and Procedures for all nursing departments and provided educational avenues for clinical staff developments.
- Coordinated a “celebrate learning” theme hospital-wide during the Hospital week celebration for all employees.

Greater El Monte Community Hospital Clinical Director

- Nursing Administration on-call – Provides administrative support to nursing problems after-business hours and weekends
- JCAHO Mock Survey Group – Clinical/Nursing liaison; conducts mock tracer survey on random charts, created Mock Tracer Analysis Tool
- Employee Activities Committee – editorial articles for featured Employee of the Month, created organizational gant charts, maintained minutes, created spreadsheets for timelines
- Restraint Management Charter Team – Chairperson; Discussed performance improvement findings with Nursing directors and Supervisors quarterly
- National Patient Safety Goal 2006 – Hand off communication Project Manager; created policy and procedure, spearheaded passport form hospital-wide, presented policy and passport form to employees during new employee orientation sessions monthly
- Nursing Executive Sub-committee: Patient Classification System Validation – Chairperson; collected and analyzed validation reports to Nursing Executive Committee Quarterly and makes recommendations as necessary
- Annual Hospital-wide disaster drill Assistant Commander – Nursing/Clinical triage

VitalCare America Subacute Services

- Initiated and led the Performance Improvement project on Admissions timeliness in the Case Management department
- Customer Service Survey Team – collaborated interdisciplinary to design survey questions for clients in administrative and executive positions in contracted hospitals and facilities

AWARDS/SCHOLARSHIPS

2004 – 2005 Nursing student scholarship in Graduate studies
California State University, Long Beach, CA

June 2006 Employee of the Month
VitalCare America, Anaheim, CA

May 2003 Volunteer Auxiliary Services Scholarship Recipient
Western Medical Center, Santa Ana, CA

PRESENTATIONS

- September 2019, "Bulletproof your charting," Utah Healthcare Association annual conference speaker
- July 2019, September 2019 Advocacy for Nursing students
Nightingale college, Utah
- January & April 2017 & 2018 Legal issues of healthcare documentations
Plum Post Acute - multiple skilled nursing facilities, Utah branch
- January to June 2018 CMS New Regulatory rules for Nursing Homes updates
Plum Post Acute - multiple skilled nursing facilities, Utah branch
- September 2016 Congestive Heart Failure: Clinical management, signs & symptoms,
medications and clinical management
Plum Post Acute - multiple skilled nursing facilities, Utah branch
- July 2007 The Magnet Journey
Informational Learning Session, Whittier Hospital Medical Center
- Aug 2007 Critical Thinking
Nursing Leadership Session, Alhambra Hospital Medical Center
- Aug 2007 Adverse Event Reporting
Med/Surg Floor, Alhambra Hospital Medical Center
- May 2007 Essentials of Nursing Services GEMCH
Kiwanis Club, El Monte
- March 2006 Essentials of Subacute Services
Field Presentations to Orange County Hospitals, Vitalcare America
- Nov 2005 The Magnet Journey, Graduate Directed Project Presentation
Anaheim Memorial Medical Center
- June 2004-2005 Performance Improvement Project
Case Management Department quarterly meeting, VitalCare America

PROFESSIONAL ORGANIZATIONS/ MEMBERSHIP

American Nurses' Association	2018 – present
American Institute of Health Care Professionals	2019 - present

Key Competencies and Skills

Administration and Leadership, Risk management and Quality assurance performance improvement, Medical Records Review and analysis, Staff and leadership Education, Problem identification and resolution, Public speaking and presentations, Policies and Procedures writing and editing, Federal and State Regulations interpretations

References

Nichole Winters, MSN, RN, Professor of Nursing at Nightingale College
nwinters@nightingale.edu
(385) 424-9247

Blaine Campbell, APRN, Director of Nursing
Blaine4467@gmail.com
(801) 604-8180

Rachael Stubbs, MD, Medical Director
Rachaelgiolas@me.com
(801) 860-2190

Denise Catron, MSN, RN Chief Nurse Officer
Denisecatron@hotmail.com
(913) 712-6431