

# CAROLINE BRIDGES, M.B.A.

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## HEALTHCARE CLINICAL & QUALITY LEADER

DRIVE REVENUE GROWTH ► ACHIEVE MULTIMILLION-DOLLAR SAVINGS ► IMPROVE PATIENT SATISFACTION

Patient-focused healthcare executive with proven success reducing readmission rates, decreasing employee turnover, improving staff engagement, and achieving dramatic revenue growth.

► **Transformational and collaborative leader** with a track record of turning around underperforming clinical operations. Achieve profitable healthcare facilities that deliver the highest quality of patient safety.

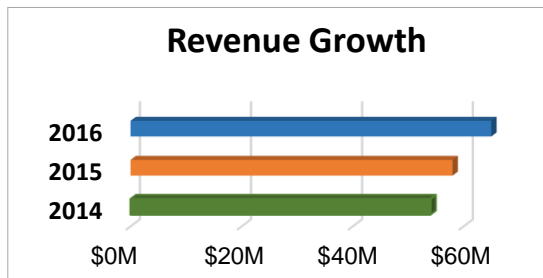


► **Proven team builder** with extensive experience motivating healthcare teams, strengthening accountability, and recruiting top talent. Establish strategic partnerships, build consensus, and improve staff satisfaction.

### PROVEN STRENGTHS

Operations Planning – Patient Safety Progress – Nursing Staff Development – Labor Cost Optimization – P&L Management – Clinical Metrics Improvements – Change Management – Patient Satisfaction Increases

### HEALTHCARE BUSINESS CHALLENGES & RESULTS



⇒ **LOW REVENUE:** Launched clinical best practices to drive revenue to \$67M (2016), \$58M (2015), and \$54M (2014).

⇒ **UNPROFITABLE FACILITY:** Reduced hospital staff expenses by \$2.5M in 2016 via profitable labor negotiations.

⇒ **UNHAPPY STAFF:** Decreased employee turnover by 40% and increased employee engagement by 25% in 2015.

### CAREER HISTORY

METROPOLITAN HOSPITAL • Dallas, TX • 2012 – Present

*Chief Clinical & Quality Officer*

Challenged with propelling profit-driving clinical, quality, and patient safety improvements at the 248-bed hospital. Establish cost-effective operational plans for all clinical programs, including ICU, pediatrics, and medical-surgical units. Motivate a strong team of nurses, therapists, nutritionists, counselors, and administrators.

#### KEY BUSINESS ACHIEVEMENTS:

- Transformed hospital into a profitable facility with 12% profit growth in 2016.
- Lowered readmission rates by 11% in 2016, improved the quality of clinical service delivery programs, and optimized the nursing strategy.
- Significantly improved medical staff training programs by enhancing curriculum, focusing on patient safety, and streamlining registration.

**“Caroline is the best in the business at balancing revenue growth, quality improvements, and significant cost savings.”**  
– John Law, CEO of Metropolitan Hospital

IMPROVE BUSINESS AND CLINICAL RESULTS IN HEALTHCARE ORGANIZATIONS