

# Veronica Hartwell

Registered Nurse, BSN, ACLS

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Registered Nurse with 6+ years of progressive acute care experience, including 20 months functioning in charge capacity on a 38-bed medical-surgical unit. Proven ability to manage complex patient assignments, coordinate interdisciplinary care, and maintain unit operations during high-census periods while supporting frontline staff. Skilled in staff delegation, conflict resolution, and quality improvement initiatives. Recognized for clinical excellence and leadership readiness in fast-paced hospital environments.

## LICENSURE & CERTIFICATIONS

### Registered Nurse License

Oregon Board of Nursing

*Active through  
December 2025*

### Advanced Cardiac Life Support (ACLS)

American Heart Association

*Current through  
August 2025*

### Basic Life Support (BLS)

American Heart Association

*Current through June  
2025*

### Certified Medical-Surgical Registered Nurse (CMSRN)

Medical-Surgical Nursing Certification Board

*Obtained March 2022*

## PROFESSIONAL EXPERIENCE

### Providence Regional Medical Center

*March 2019 – Present*

Registered Nurse | Medical-Surgical Unit

- Serve as charge nurse 8-12 shifts per month during evening and night shifts, managing unit assignments for 9-11 nursing staff, coordinating admissions and discharges, and serving as primary liaison with physicians and ancillary departments on 38-bed medical-surgical unit with average 82% occupancy

## AWARDS & RECOGNITION

### DAISY Award for Extraordinary Nurses

Providence Regional Medical Center

*April 2023*

Recognized for compassionate family communication and clinical excellence during complex end-of-life care situation involving multi-generational family with conflicting goals of care

### Preceptor Excellence Award

Providence Regional Medical Center

*December 2022*

Selected by new graduate nurses for outstanding mentorship, clinical teaching, and support during orientation period

### Employee of the Quarter

Providence Regional Medical Center

*Q2 2021*

Awarded for consistent demonstration of clinical excellence, teamwork, and leadership during COVID-19 surge period with critical staffing shortages

## SKILLS

### Clinical Expertise

- Advanced Cardiac Life Support (ACLS)
- Telemetry monitoring and cardiac rhythm interpretation
- Central line care and PICC line maintenance
- Complex wound management and wound VAC therapy

- Manage care for 5-6 acute patients per shift with diverse diagnoses including post-surgical complications, diabetes management, respiratory disorders, and cardiac conditions while maintaining quality metrics and serving as resource nurse for less experienced staff
- Selected as relief charge nurse based on demonstrated clinical expertise and leadership potential; oversee unit operations including staff assignments, resource allocation, conflict resolution, and coordination with emergency department for admissions during high-census periods
- Contributed to unit's achievement of zero hospital-acquired pressure injuries over 14-month period through diligent skin assessments, implementation of turning protocols, and staff education on prevention strategies
- Precepted 7 new graduate nurses and 4 experienced nurses through orientation process, with 100% retention and successful transition to independent practice; developed structured orientation checklist adopted unit-wide
- Participated in unit-based quality improvement initiative targeting medication administration errors, contributing to development of double-check protocols and staff education that resulted in 42% reduction in errors over eight-month period
- Consistently assigned to highest-acuity patients due to demonstrated competency in managing complex conditions including sepsis, post-operative complications, multi-system disorders, and end-of-life care
- Recognized by unit leadership for early identification of patient deterioration, resulting in four rapid response activations that prevented ICU transfers through timely intervention and clinical judgment
- Serve as primary liaison between nursing staff and hospitalist team during evening shifts, facilitating communication regarding patient status changes, new orders, and discharge planning for average of 32-36 patients

## Legacy Emanuel Medical Center

June 2017 – March

### Registered Nurse | Telemetry Unit

2019

- Provided direct patient care for 4-5 telemetry patients per shift on 28-bed cardiac monitoring unit, managing patients with acute myocardial infarction, heart failure exacerbations, arrhythmias, and post-cardiac catheterization care
- Interpreted cardiac rhythms and telemetry data, identifying critical changes and notifying physicians of concerning findings including new-onset atrial fibrillation, ventricular arrhythmias, and ST-segment changes
- Collaborated with cardiology team to implement evidence-based protocols for heart failure management, contributing to 15% reduction in 30-day readmission rates over 12-month period
- Served on unit safety committee, participating in root cause analysis of medication errors and falls, and implementing corrective action plans to prevent recurrence

- Pain assessment and multimodal pain management
- IV therapy and difficult venous access
- Post-operative care across surgical specialties
- Medication administration and reconciliation
- Diabetes management and insulin titration
- End-of-life care and palliative care principles

## Leadership & Operational Skills

- Staff assignment and delegation based on acuity and competency
- Patient flow and bed management coordination
- Shift coordination and interdepartmental communication
- Resource allocation and supply management
- Conflict resolution and difficult conversation navigation
- Precepting, mentoring, and staff development
- Quality assurance and safety monitoring
- Crisis management and rapid response coordination
- Time management and prioritization under pressure

## Communication & Interpersonal Skills

- Interdisciplinary collaboration with physicians, therapists, and case management
- Physician-nurse communication and partnership
- Patient and family advocacy and education
- Team building and morale support during challenging shifts
- Cultural competency with diverse patient populations
- Teaching and clinical instruction

## Technology & Systems

- Epic EHR (Inpatient, ADT, Medication Administration modules)
- Cerner PowerChart (previous facility)
- Vocera communication systems
- Bed tracking and patient placement software

- plans to prevent recurrence
- Mentored three new graduate nurses informally during their first year of practice, providing clinical guidance and emotional support during challenging patient situations
- Maintained 98% compliance with documentation standards and core measures for cardiac patients including timely administration of aspirin, beta-blockers, and ACE inhibitors

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## Oregon Health & Science University Hospital

*July 2016 – June 2017*

### Graduate Nurse Resident | Medical-Surgical Unit

- Completed 12-month nurse residency program on 32-bed medical-surgical unit, transitioning from new graduate to independent practitioner under structured mentorship and progressive responsibility model
- Developed competency in care of diverse patient populations including orthopedic surgery, general surgery, oncology, and complex medical conditions
- Participated in monthly evidence-based practice journal clubs and unit-based education sessions on topics including pain management, wound care, and infection prevention
- Achieved independent practice status three weeks ahead of standard residency timeline due to demonstrated clinical competency and critical thinking skills

## EDUCATION

### Oregon Health & Science University School of Nursing

*June 2016*

Bachelor of Science in Nursing (BSN)

Graduated Cum Laude

## PROFESSIONAL DEVELOPMENT

### Leadership Development Program for Emerging Nurse Leaders

*May 2023*

Providence Regional Medical Center

Completed May 2023

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### Crucial Conversations for Healthcare Professionals

*September 2022*

VitalSmarts Training

Completed September 2022

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### ACLS Instructor Certification

*January 2023*

American Heart Association

Obtained January 2023

- Documentation auditing and compliance monitoring

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**Sepsis Recognition and  
Management Certificate Program**

*March 2021*

Completed March 2021

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**PROFESSIONAL CONTRIBUTIONS**

**Poster Presentation: "Reducing  
Medication Administration Errors  
Through Enhanced Double-Check  
Protocols"**

*October 2023*

Oregon Nurses Association Annual  
Conference

Co-presented quality improvement project results with unit leadership  
team

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**Unit Shared Governance Council  
Member**

*January 2021 –  
Present*

Providence Regional Medical Center

Participate in monthly meetings addressing unit policies, staff  
concerns, and quality initiatives; served on subcommittee that revised  
unit scheduling practices to improve work-life balance

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**Hospital Safety Committee  
Member**

*June 2022 – Present*

Providence Regional Medical Center

Review incident reports, participate in root cause analysis, and develop  
action plans to prevent patient safety events including falls, medication  
errors, and hospital-acquired infections

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**PROFESSIONAL AFFILIATIONS**

**Oregon Nurses Association**

*2017*

Member since 2017

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**Academy of Medical-Surgical  
Nurses**

*2019*

Member since 2019

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**American Nurses Association**

*2016*

Member since 2016