MONICA REYES

DIRECTOR OF EMERGENCY SERVICES

CONTACT

monica.reyes@email.com

(210) 555-0138

San Antonio, TX

linkedin.com/in/monicareyes

SKILLS

- Regulatory Compliance
- Emergency Nursing
- Joint Commission
- EMTALA
- Patient Throughput
- Staffing and Scheduling
- Budget Management
- Quality Improvement
- Leadership
- Communication Skills

EDUCATION

Master of Science in Nursing

05/2018

The University of Texas Health Science Center at San Antonio

San Antonio, TX

Nursing Leadership and Administration

CERTIFICATES

Registered Nurse (RN)

06/2011

Texas Board of Nursing

Certified Emergency Nurse (CEN)

08/2014

Board of Certification for Emergency Nursing

SUMMARY

Director of emergency services and registered nurse with 15 years in emergency nursing, the last 7 leading hospital emergency departments. Runs a 62-bed department with 74,000 visits a year, keeping regulatory compliance with Joint Commission, CMS and EMTALA rules while cutting wait times. Leads nurses, techs and providers with clear communication and steady staffing.

EXPERIENCE

Director of Emergency Services 01/2022 - Present

Alamo Heights Regional Medical Center San Antonio, TX

Level II trauma center with 480 beds.

- Lead **140** nurses, techs and unit staff in a 62-bed emergency department with 74,000 visits a year.
- Cut door-to-provider time from 38 to 17 minutes with a split-flow intake and provider in triage.
- Manage a $21M operating budget, holding labor cost per visit flat for 3 years.
- Oversee readiness for Joint Commission and state surveys, closing EMTALA and quality improvement findings within 30 days.

Emergency Department Nurse Manager 03/2019 - 12/2021

Mission Trail Medical Center San Antonio, TX

Community hospital with a 35-bed emergency department.

- Supervised 70 nurses and techs and built staffing and scheduling plans that ended mandatory overtime.
- Lowered left-without-being-seen rates from 4.8% to 1.6% through quality improvement projects.
- Directed the department's hospital incident command role during COVID-19 surge planning.
- Hired and onboarded 35 new graduate nurses with a 90% one-year retention rate.

Charge Nurse, Emergency Department 06/2011 - 02/2019

Bexar Valley Hospital San Antonio, TX

Busy urban emergency department.

- Ran charge shifts for a 40-bed unit seeing 150 patients a day, assigning nurses by acuity.
- Provided emergency nursing care to trauma, stroke and pediatric patients and precepted 25 nurses.
- Coordinated trauma activations with surgery and radiology for about 30 cases a month.
- Trained 60 staff on Emergency Severity Index triage after a protocol change.