

TATIA R. THOMAS-CHANDLER

PROFILE

Results-oriented, high energy, hands-on professional with proven leadership accomplishments in the medical industry and educational field. Highly entrepreneurial with innovative thinking with a unique ability to establish trusting partnerships to meet the needs of students, patients, associates, medical providers, and all customers. Excellent abilities in research analysis, focused program development/implementation, time management, process improvement, customer service, quality performance, and fiscal management. Demonstrated ease when collaborating with multiple parties while coordinating alignment efforts for goal achievement.

Core areas of performance include:

Program Development & Implementation	Budgetary Planning and Management
Policy and Procedure Development	Team Development and Leadership
Client Relationship Development	Team and Patient Education Initiatives
Customer Service Focus	Support and participation of Marketing and Public Relations Campaigns
Strategic Planning and Support	

EDUCATION

American Sentinel University, Aurora, Colorado

Masters of Science in Nursing Education, March 2014, GPA 4.0

The Ohio State University, Columbus, Ohio

Bachelor of Science in Nursing; December 1991

PROFESSIONAL EXPERIENCE

Chamberlain College of Nursing • 1350 Alum Creek Drive, Columbus, Ohio 43209 • December 1, 2014 - Present

Associate Dean of Academic Operations (December 1, 2014 to Present)

- ♦ Responsible for the comprehensive oversight and coordination of management of 3 departments having direct supervision of 5 colleagues having 4 different specialty skillsets and a total of 13 team colleagues and up to 11 student workers.
- ♦ Works with Academics to ensure all areas of Academic Operations – Clinical, Lab and Simulation Lab, The Center of Academic Success (CAS), Science Lab, and the Learning

Commons - support and align with curricula so that the highest levels of student achievement and satisfaction can be obtained.

- ◆ Works collaboratively with national managers of lab, the Center of Academic Success, clinical coordination, lab/simulation lab, and science lab management to ensure all departments are properly maintained and fully compliant
- ◆ Prepares budgets and capital requests in support of each department. Responsible for overall fiscal operations of each department including effective fiscal management of inventory, space, and human resources
- ◆ Monitors the effectiveness and staffing of each department to ensure compliance and aligned support of Academics. Monitors performance of qualified colleagues and evaluates student success.
- ◆ Represented Chamberlain during the construction and implementation of the onsite science wet-lab. Currently collaborates with Academics to maintain all operational functions of the lab. Accountable for all compliance functions of the science lab.
- ◆ Responsible for all onsite special operation initiatives. Example includes implementation of partnership with Ohio Army National Guard (OANG). Partnership includes creation and implementation of simulated training events for OANG medics and planning and implementation of a future collaborative mass casualty drill between nursing students and OANG medical personnel.
- ◆ Contributes to achievement of world class colleague engagement. Modeling Chamberlain values that support accountability, teamwork, community, energy, and the heart of Chamberlain's practice.

Education Affiliates • 4151 Executive Parkway, Westerville, Ohio 43228 • June 22, 2010 – November 30, 2014

Fortis College

Instructor and Faculty Advising Coordinator of Residential and Online Nursing Programs (June 22, 2010 - Present)

- ◆ Authored a leadership course for the practical nursing program
- ◆ Instructor of a fundamentals nursing course within the Associate Degree Nursing program
- ◆ Coordinated the management of student advising and the Elsevier Evolve Reach Online Testing and Results platform for the Practical Nursing and Associate Degree Nursing programs. Responsible for daily operations of both programs for approximately 350-400 nursing students.

- ◆ Coordinated advising policies, student advising program, faculty training and development and the coordination of the nationally benchmarked student testing platform.
- ◆ Participated as Chair for the National Committee of Academic Advising within Education Affiliates whose focus is to develop, enhance and support the advising program within each school.
- ◆ Participated as lead associate for implementing graduate, alumni and employer online surveys within EA schools nationwide.
- ◆ Participated on the Curriculum Committee, SPE Committees for NLNAC Accreditation, and ABHES Reaccreditation Committee
- ◆ Coordinated student NCLEX preparation through the management of specialty and exit exam testing, instruction of case study and practice test utilization, instruction of online exam remediation and coordination of NCLEX reviews both during the curriculum and as postgraduates.
- ◆ Coordinator and facilitator of student Orientation. Developed new onsite orientation for hybrid students launched July 2013. Arrangement of speakers and coordination of all activities.
- ◆ Creator and instructor of the “Legacy of Success Day”. Students receive study tips, time management advisement, and organizational tips that are meant to improve student retention, student satisfaction, and student’s ability to maintain their plan of study.
- ◆ Available for student remediation – both group and individual for all courses including residential and online.
- ◆ Participated in other duties as assigned, which may include review and revision of nursing handbook and school catalog, review of syllabi, and implementation of vendor products.

OHIOHEALTH • 3535 Olentangy River Road, Columbus, Ohio 43214
January 6, 1992 – July 31, 2010

Grant Medical Center, OhioHealth
Administrative Nurse Manager (July 2009 – June 2010)

Coordinate the management of a 30 bed Medical-Stroke Unit within a level 1 Trauma Center that has achieved Magnet status. Responsible for daily operations management of the unit including direct supervision of 58 associates.

- ◆ **Partner and liaison.** Serve as a liaison between OhioHealth, patients, patient's family and multidisciplinary departments to ensure that our patients and family are engaged

throughout the process of delivering high quality medical care.

- ♦ **Customer Service.** Have achieved $\geq 95\%$ patient satisfaction scores including highest inpatient score in November 2009. Associate satisfaction scores demonstrated significant improvement in associate satisfaction in 1st 5 months including very strong scores in the areas of communicating goals and objectives and communicating performance expectations. Improved staffing status of the unit and reduced the associate turnover and absenteeism rates. Daily participation in customer service which included rounding on patients, family and friends and associates.
- ♦ **Quality.** Proven ability to successfully analyze the quality of medical care, identify deficiencies and potential opportunities using evidenced based practice. Participated in 2 regulatory surveys and successfully prepared a novice unit for Magnet redesignation. Dutiful respect for compliance in all regulated environments.
- ♦ **Fiscal Management.** Full accountability for all fiscal management of the unit including providing variance reports for all operations outside of budgetary parameters. Served as an active participant in coordinating and evaluating daily operations of staffing productivity. Maintained good stewardship standing with a focus on expense per visit and length of stay. Focused on educating associates on cost-effective solutions for improving productivity and maximizing efficiency while minimizing expense.

WORKHEALTH, OHIOHEALTH • Columbus, Ohio
Clinical Manager (August 2004-July 2009)

Coordinate the management of 5 WorkHealth clinics having direct supervision of 5 assistant coordinators, 23 associates having 3 different specialty skill sets and collaboration with 14 medical providers; billing, sales and scheduling departments. Responsible for daily operations management of the clinics as well as participant in strategic planning and service line development.

Contribute value in the areas of:

- ♦ **Partner and liaison.** Served as a liaison between WorkHealth, employers, patients and managed care organizations to ensure that customers are engaged throughout the process of delivering high quality medical care to the injured worker and other associates. Cultivated successful partnering relationships within OhioHealth, some of which include billing, scheduling, imaging, rehab departments as well as the many different referring medical practices, affiliated with WorkHealth.
- ♦ **Customer Service.** Achieved and maintained a $\geq 95\%$ patient satisfaction score. Associate satisfaction of my performance has met or exceeded OhioHealth and national benchmarks including very strong scores in the area of diversity and inclusion. Reduced the associate turnover rate.
- ♦ **Quality.** Proven ability to successfully analyze the quality of WorkHealth's medical care, identify deficiencies and potential opportunities. Developed and chair the policy and procedure committee. Dutiful respect for compliance in all regulated environments.

Developed and chair clinic competency testing for all medical and office associates.

- ♦ **Contribute to the creation and implementation of innovative marketing strategies.** Support WorkHealth's efforts to fuel awareness and drive program participation. Assisted with client relation efforts. Collaborated with sales department to enhance the public image and recognition of WorkHealth's name within the business and medical community through new business development, community outreach and company profile development. Daily contact with employers utilizing WorkHealth's services.
- ♦ **Directly accountable for implementation and coordination of information service initiatives.** Coordination of technology upgrades including deployment of 80+ devices in multiple locations. Implementation of electronic medical record. Lead partner in the deployment of an electronic product that will immediately communicate patient care information externally to employers.
- ♦ **Fiscal management of a \$3.7 Million expense budget and a \$5.2 revenue budget.** Management and implementation of initiatives that allowed WorkHealth to maintain good stewardship standing. Focus on expense per visit, revenue per visit and assessment of downstream revenue. Development of innovative and cost effective solutions for enhancing competitiveness, increasing revenue and improving customer service offerings.

ASSOCIATE HEALTH AND WELLNESS, OHIOHEALTH • Columbus, Ohio
Clinical Nurse (October 2000 – August 2004)

Committed to a clinical nursing position at Doctors Hospital as well as weekly participation at the Grant and Riverside campuses. Provided daily operational review of all services.

Contributed value in the areas of:

- ♦ **Assessed and managed the wellness of the associates of OhioHealth.** Assisted in the coordination of workman's compensation injuries and performing new hire health assessments.
- ♦ **Coordinated hospital compliance initiatives and annual testing.**
- ♦ **Participated on various hospital wide committees.** Infection Control and Safety committees.
- ♦ **Coordinated wellness programs at Doctors Hospital.** Partnered with all local OhioHealth facilities with corporate programs.

DOCTORS HOSPITAL, OHIOHEALTH • Columbus, Ohio
Nurse Manager (January 1997 – October 2000)

Nurse Manager of a 40 bed Cardiac/Renal/Stroke unit. Administered all aspects of daily operations.

Contributed value in the areas of:

- ♦ **Process excellence in the delivery of health care.** Coordinated and insured that a staff of approximately 60 associates utilized best practice in providing the highest quality of care while attempting to exceed the expectations of our patients and customers.
- ♦ **Fiscal management and stewardship.** Responsible for budget management with a range of \$3.9 million.
- ♦ **Collaborative team member serving on hospital wide committees.** Member of the Nursing Policy & Procedure committee. Chair for the Nursing Satisfaction Committee. Member of the Total Quality Improvement management including the hospital wide Customer Satisfaction Committee.

HONORS

National League for Nursing, member

Sigma Theta Tau International Society of Nursing, Phi Pi Chapter, Acting Treasurer

References available upon request