

April D. Gould

MHA, MACM, BSN, RN

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PROFILE

Highly skilled Nursing Professional with qualifications in nursing management and expertise in providing high quality nursing care and unparalleled transition to patient centered care. Has a documented history of transforming and integrating evidenced based knowledge and technology to the Division of Veteran Services healthcare system. Developed the standard operating procedure for the Post Anesthesia Care Unit, upgraded the efficiency and decreased the utilization of the intensive care units for the care of post-operative patients recovering from elective simple surgery cases with improved standards, policies and procedures to gain the trust and confidence of the medical executive board for the medical facility. Played an integral role in the Medical Center gaining the recognition of most improved gaining three-star rating from the National Centers for the Veterans Affairs. Assisted in the mobilization, trial, and pilot of the Banner Mobility Assessment Tool for National Recognition by the VISN Director and made a standard assessment tool to be used in all the medical facilities in the Veteran Affairs.

EDUCATION

Lindenwood University St. Charles, Mo. (2013)
Master Healthcare Administration

Missouri Baptist University St. Louis, Mo. (2011)
Master of Christian Ministry

Jewish Hospital College St. Louis, Mo. (2004)
Bachelor of Science in Nursing

Northwest Community College Senatobia, Ms. (2001)
Associate of Science in Nursing

CERTIFICATIONS

BLS/ Basic Life Support
(January 2022-January 2024)

**ACLS/ Advanced Cardiac
Life Support**
(January 2022- January 2024)

Work Experience

Kindred Dallas Central Dallas, Texas (April 13, 2021- Present)

Part-time House Wide Nurse Supervisor

- Works in coordination with nursing leadership and provides guidance and support to the night shift nursing staff for the Acute Rehab, Medical Surgical and ICU long-term ventilated patients following the guidance and leadership of the Tele-Medicine Service of Medical Staff on call-staff.
- The House Supervisor is the first line support for staff, physicians, and other related providers on the clinical issues and provides assessment, prioritization and the demands and challenges that could occur on the night shift hours when the key stake holders and leadership are not there.
- As the house supervisor on the night shift act as the primary educator, the most senior extension of the leadership team along with the assistance and guidance of the tele-medicine provider and licensed respiratory therapist acts as the team lead for rapid responses and codes to stabilize and send to higher level of care.
- Completes routine audits and rounding to assure accurate and timely documentation to meet compliance standards for rehab, medical service and intensive care unit LTAC.
- Follows the direction of the Chief Nursing Officer and acts as a liaison for clinical and emergency situations that arise on the night shift duty.
- Acts as a clinical resource and mentor for the nursing staff caring for those medically complex and ventilated patients require frequent and diligent assessment and critical thinking skills.
- Completes the daily NHPPD for safe patient care assignment based on the competency of the staff each and every shift.

VA Medical Center North Texas Dallas, Texas (June 2019- Present)

Interim Chief Nurse Acute Care (November 2020 to December 2020)

- Developed and implemented Acute Care Inpatient Units eight twenty-four-hour inpatient units. Supervised operations of the day-to-day challenges offer guidance to help inpatient nurses achieve patient safety, shared governance, and career development.
- Efficient communicator that used the detail to facilitate flow of information between senior executive team and unit managers until recruitment and hiring of a Chief Nurse was complete.
- 4C100-200 Surgical and Post-Surgical inpatient units 16 and 17 bed units
- 6C100-200-400 Medical Surgical inpatient units 16, 17 and 13 bed units
- 7C100-200-400 Medical Surgical Inpatient units 16, 16, and 12 bed units
- Approved drawing plans for three new Acute Care inpatient units 8C-100, 200, 300 all 8 bed units
- Approved purchased of Centre Nella Beds for respiration and heart rate monitoring of the Co-Vid + respiratory patients.

- Submitted and received approval of Acute Care Services Budget of \$750, 000.00 for all inpatient units. Submitted and received approval for standardization of admissions, discharges, and daily shift assessment for all inpatient units VA wide.
- Participated in Strategic Planning as a part of the executive leadership team.

Nurse Manager Med-Surg/ Telemetry (June 2019-Present)

- Managed total nursing care regimen for activation of a 13-bed all private room medical-surgical units with 24-hour accountability.
- Developed unit goals and objectives and successfully
- Scheduled nursing personnel while determining appropriate staff mix – including budgeting and managing the use of temporary agency nursing staff, as appropriate.
- Created the Staffing Methodology and Plan for the operations of the new unit.
- Developed action plans for the activation of the new unit with completing a welcome packet, acute care admission criteria.
- Collaborated with the ordering specialist to ensure appropriate equipment and software and supplies that were needed to operate a inpatient unit.

VA Medical Center JC Division St Louis, Mo. (2013- May 2019)

Nurse Manager Med-Surg/ Telemetry

- Managed total nursing care regimen in 23-bed combined post-intensive-care and medical-surgical units with 24-hour accountability.
- Developed unit goals and objectives and successfully implemented strategies to meet them, including strategy designed to retain experienced nurses that reduced nursing staff turnover by 18% within one year.
- Created 10-page pamphlet to provide instructional guidance to new admitted patients provided an orientation to the unit.
- Scheduled nursing personnel while determining appropriate staff mix – including budgeting and managing the use of temporary agency nursing staff, as appropriate.
- Evaluated individual performance of team members, which included Written Annual Performance Appraisals and Performance Improvement Plans.
- Monitored budgets, staffing methodology and resource allocations while identifying strategies to reduce costs and improve quality of care and service. (\$1.5M – \$2.5M annually)
- Wrote and developed department policies and procedures for the increase in performance measurement for accrediting survey inspection of assessing and evaluating care.

The Rehab Institute St. Louis (2014- 2015)

Nurse Supervisor

- Supervised nursing staff and delegated duties directly related to patient care.
- Participated in continuous quality assurance initiatives.
- Coordinated with other members of the interdisciplinary team to ensure that patients' therapeutic goals are met.
- Ensured compliance with provision of care in keeping with the facility's policy and scope of practice through chart audits, staff competency evaluation through direct observation, and evaluation of effectiveness of care provided to patients.
- Allocated nursing staff according to patient acuity and to maintain optimal care.
- Actively involved in providing in-services to nursing staff including RNs, LPNs, CNAs and Unit Clerks, thereby maximizing delivery of quality patient care.
- Provided guidance and support to staff, patients and family.
- Recognized emergency situations and addressed them per protocol, in an efficient and calm manner.

VA Medical Center JC Division St. Louis, Mo. (2012- 2013)

Nurse Supervisor

- Supervised nursing staff and delegated duties directly related to patient care on the off tours of duty as the executive leader for the medical center.
- Participated in the Nurse Practice Council researched evidenced based literature to write standard operating procedure and proposal for the institution of administration of intravenous fluids and medications by registered nurses for medical center inpatient and ancillary testing for improved patient centered care outcomes. The inception decreased acute care mortality rates due to patients not receiving the lifesaving medications on the inpatient medical unit and having to be transferred to the intensive care unit or to outside medical facilities for treatment and care.
- Ensured compliance with provision of care in keeping with the facility's policy and scope of practice through chart audits, staff competency evaluation through direct observation, and evaluation of effectiveness of care provided to patients.

VA Medical Center JC Division St. Louis, Mo. (2008- 2012)

Charge Nurse PACU/ Staff Nurse

- Assist patients with recovery from anesthesia and promote healing after surgery.
- Monitor post-op vital signs, review orders, set up epidural and PCA for pain control and orient patients to unit.
- Post-operative care of the orthopedic, thoracic, surgical, neuro- surgical, ears-nose- throat, plastic surgery and same day surgery patients per PACU protocol.

- Collaborate with doctors of anesthesia to formulate patient plan of care by writing a standard operating procedure for role responsibilities of the registered nurse in the recovery based upon the Aspan guidelines.
- Collaborate with nursing supervisor and bed facilitator to assign patient to appropriate care area, while maintaining patient care flow and operating room schedule.
- Initiated an interactive board-based supplies inventory that ensured absolute availability of medical supplies on the floor 24 hours wrote the standard operating procedure for standard supplies needed.
- Revised and enhanced infection control protocols in the unit achieving a 100% infection free environment.
- Identified beginning signs of post-surgical nausea and vomiting complication in patients, developed protocols, policies, and ward stock medications which enabled timely diagnosis and successful treatment of patients for a decreased length of stay from two days to being able to complete same day surgery.