



COLETTE SUR KON, RN MSN

OBJECTIVE Committed and responsible individual interested in re-applying to serve on the Honolulu State Health Planning and Development Agency.

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| SKILLS HIGHLIGHT | Leadership/communication Skills | Quality Management |
| | Self-motivated | Clinical Expertise |
| | Organizational Skills | Staffing Expert |
| | Workflow planning | Problem Resolution |
| | Facility Management | Budget VERA Analysis |
| | Organizational Improvement | Veteran Centered Care |
| | Cost Reductions | Lean Belt Yellow/Green |
| | Long Term Care Experience (MDS/RAI) | Telehealth |

EDUCATION

UNIVERSITY OF MASSACHUSETTS AMHERST – AMHERST, MASSACHUSETTS
Master of Science Degree in Nursing - Family Nurse Practitioner
Sigma Theta Tau, Honor Student

HAWAII LOA COLLGE – HONOLULU, HAWAII
Bachelor of Science in Nursing

WINDWARD COMMUNITY COLLEGE- KANEOHE, HAWAII
Associate Degree in Finance

Additional Educational Activities:

Veterans Affairs AMIA 10 x 10 Certification
Spring 2020, certificate of completion awarded 12/2020

System Redesign – White, Yellow and Green Belt Certification 01/2019

Clinical Documentation Information (CDI)
Summer of 2019 thru March 2020
CDI Coding and Documentation TMS Courses
AHIMA Reimbursement, Billing and Coding Courses
CDI Outpatient Symposium November 2019

Veterans Affairs Leadership Development Institute
Fall 2013

EXPERIENCE

VAPIHCS FACILITY TELEHEALTH COORDINATOR (FTC)

Current Position:

Supports the organization's quality initiatives for Connected Care/Telehealth. Responsible for facilitating Telehealth in the clinical and technical operational systems with providers and other health care professionals. Serves as the point of contact for facility Telehealth Consultants and Telehealth Remote Sites in planning, coordination, implementation and management of Telehealth clinical operations with a focus on access to care. Responsible for the development, maintenance, updates, and assessment of facility Telehealth SOPs, sharing agreements, protocols, and daily operations. Facilitate effective/efficient health care delivery and compliance with all standards and operating procedures for the Telehealth department. Implement staffing calculator per national guidelines to facilitate workload. Reviews and analyzes Telehealth data on the VHA Support Service Center (VSSC)/ VHA Reports and Measures (RAMP) and Veteran Equitable Resource Allocation (VERA) reports. Completes all Suspense's and required program documents in a timely manner. Provides oversight and education to staff on productivity measures and plans for improvement. Ensures all Telehealth emergency contingency plans are updated and fully operational.

Collateral Duties - Present

National Professional Standards Board (NPSB)

Board member for VAPIHCS National Professional Standards Board

VAPIHCS Employee Occupational Health COVID Coverage - Assists Employee Occupational Health with Employee screening, oversights, and follow-up. Provide coverage for weekends, holidays and as needed.

VAPIHCS STATE VETERANS HOME MEDICAL REPRESENTATIVE Co-LEAD SURVEYOR

Collateral Duty: June 2012 to February 2021

State Veterans Home Surveyor/Representative responsible to lead the unannounced annual Long-Term Care Survey Team for the Yukio Okutsu State Veterans Home. The VA surveys each State Veterans Home annually to make sure they remain in compliance with VA regulatory standards. Certified SVH Representative through VA TMS State Veterans Home Medical Center Representative Course and State Veterans Home Fiscal Service Representative Course. Survey preparation includes a detailed review of the following: previous survey results, complaint investigations, incident reports and quality indicators that give information specific to each facility. Consult with the long-term care ombudsmen assigned to the facility. This gives them an idea of whether there are special concerns or problems that they should be aware of during the survey. The survey process includes observations, interviews of residents, staff, and family members. Review of medical, staff and financial documents. The completed survey is then processed, uploaded to the SHOSH, and

maintained throughout the year. The State Veterans Home Representative is required to provide oversight by review of Quality Minutes, report any sentinel events through Issue Briefs and follow-up as needed.

National Professional Standards Board (NPSB)

Collateral Duty: May 2019 to Present

NPSB reviews all new appointments, step increases and promotions (grade increases) for VAPIHCS utilizing a standardized method. Commitment requires review of files prior to meeting according to the NPSB standardized checklist. NPSB meets twice a month for 2 hours and as needed. In addition, Monthly NPSB National meeting is attended.

**VAPIHCS EDUCATION CONSULTANT NURSE/EMPLOYEE WELLNESS COORDINATOR
APRIL 2020 TO OCTOBER 2020**

Responsible to collaborate with leadership to develop programs that meet the health and wellness needs of Veteran Affairs employees. Focus has been to manage the Occupational Health RN COVID Employee Health Tracking. Responsible for contacting and following up with VAPIHCS employees who may or have been exposed to COVID-19. Provide daily dialogue with employee by guided standards per Veterans Affairs and Center for Disease Control, obtain history, daily symptoms, collaborate with Occupational Health provider on clearance dates. Provide written communication on clearance to return to workspace. Update Employee tracker for quality analysis. In addition, provide, health education and guidance on ongoing disease process and transmission of COVID-19. In addition, Employee contact for Employee Flu Campaign.

VAPIHCS ALTERNATE CONTROLLED SUBSTANCE COORDINATOR

Collateral Duty:

Assists the Controlled Substance Coordinator (ACSC) in the management of the Controlled Substance Inspection Program for VA PIHCS. Responsible for assuring the Organization's compliance with VA regulations and mandates for the Controlled Substance Program. This includes monthly completion of inventories all inpatient and clinic areas per national regulations. Assist with planning and coordinating inspections and training for all inspectors. Creation of quarterly reports to include trending, data review and program self-assessment.

**VAPIHCS CLINICAL DOCUMENTATION IMPROVEMENT/INFORMATICIST RN III
May 2019 to April 2020**

Clinical Documentation Improvement (CDI)/Informaticist assists the providers to achieve value-based care. CDI facilitates accurate documentation of a patient's clinical status to coded data. CDI perform audits and concurrent reviews of medical records, diagnosis codes, and query physicians and practitioners to document accurately to reflect the patient's level of care. The CDI Nurse is responsible to

provide oversight and education of VERA, RVU, billing opportunities and productivity measures (SAIL). Essential in supporting Ambulatory Sensitive Conditions to ensure accuracy in the Potentially Preventable Admissions, Hospital Acquired Conditions, Discharges, Community Living Center (MDS/RAI Rug Rates) and Mortality reviews. Collaborates with HIM/Physicians/coding professionals when additional information and/or review of problematic cases. CDI role is to adhere to ethical and professional business practice of CMS, AHIMA, ACIDIS and other professional organizations. CDI RN active organization and participation in Health Information Management as Co-Chair for Medical Record Committee, Systems Re-Design Committee, Quality, Service and Value Committee, Patient Experience, ACSC Committee, and Infection Control.

QUALITY, SAFETY AND VALUE – INTERIM SAFETY PATIENT MANAGER RN-III

Veterans Affairs Pacific Island HealthCare

459 Patterson Road, Honolulu, Hawaii 96719

November 2018 to Present

Patient Safety Manager responsibilities include the coordination of patient's safety protocol according to VA and regulatory standards. Process includes daily assessments of the Joint Patient Safety Reporting and Safety Alerts through the National Patient Safety intranet site reviews. This includes a collaboration between various departments such as Risk Management, Infection Control, Laboratory, Pharmacy, Facilities and Management. Promotion and reinforcement of a Safe Organizational Culture through staff education and huddles. Active participation in Monthly National Patient Safety Calls. Identifying gaps in Patient Safety Program services and providing recommendations for corrective actions or improvements.

ASSOCIATE CHIEF NURSE OF GERIATRICS RN -IV

Veterans Affairs Pacific Island Health Care

459 Patterson Road, Honolulu, Hawaii 96819

The Associate Chief Nurse for the Geriatric Extended Care Services at the Veterans Affairs Pacific Island Health Care (VAPIHCS) provided direct supervision and oversight to the Community Living Center (CLC), Hospice Unit, Community Nursing Home (CNH) and State Veterans Home (SVH) programs. Direct responsibility over the programs that follow under Geriatric Extended Care which include Geriatric Evaluation and Management, Home Base Primary Care, Homemaker Home Health Aide, Community Adult Day Health, Non-Institutional, Respite Program and Hospital in Home.

Responsible to develop and update policies, procedures, strategic plans and management briefings. Serves as the facility Geriatric lead, this role requires detailed analyses of clinical indicators in Long Term Care and Joint Commission Standards. Develops action plans to improve outcomes when outcomes are below the national means. Serves as the Staffing Methodology Coordinator. Annually educated and facilitated Unit based panels in all areas of the medical center coordinates panel presentations to leadership for review and approval. Served as the facilitator,

reviewed data and presented to staff/supervisor, determined facility nursing hours per patient day for each unit and staffing.

In addition, collateral position as the Nurse Manager for VAPIHCS Community Living Center (CLC). The CLC a 60-bed short-term rehabilitation, palliative/hospice, respite and long-term care facility. Responsibility include supervision of employees and interdisciplinary staff. Oversight of clinical operations, admissions, medical and Responsibility include supervision of employees and interdisciplinary staff. Oversight of clinical operations, admissions, medical and health services, budgetary concerns and employees. Nurse manager on call for 24hours/day, 7 days a week for any facility issues. Maintains and develops standards, policies, programs and operating procedures according to Veterans Affairs Administration Regulations and Standards.

NURSE MANAGER COMMUNITY LIVING CENTER RN-III

Veterans Affairs Pacific Island Health Care

459 Patterson Road, Honolulu, Hawaii 96819

Nurse Manager for the Community Living Center (CLC) a 60-bed short-term rehabilitation, palliative/hospice, respite and long-term care facility. Responsibilities included: supervision of employees and interdisciplinary staff. Oversight of clinical operations, admissions, medical and health services, budgetary concerns and employees. Nurse manager on call for 24hours/day, 7 days a week for any facility issues. Maintained and developed standards, policies, programs and operating procedures according to Veterans Affairs Administration Regulations and Standards. Mentored and coached clinical managers, new graduate's nurses, medical support assistants to clinical and administrative roles. Operational management of CLC included implementation of Staffing Methodology, Food and Nutrition, Wound, Fall, Safe Patient Handling, Restorative Nursing and Staffing plan which successfully reduced overtime.

SAFE PATIENT HANDLING COORDINATOR

Veterans Affairs Pacific Island Health Care

459 Patterson Road, Honolulu, Hawaii 96819

Safe Patient Handling Coordinator provided leadership and responsibility for the development, implementation, coordination, maintenance, and evaluation of the Community Living Center's Safe Patient Handling Program. This also included development of safe patient handling strategies and the assessment of outcomes. Maintained compliance of the program with LTCI and Joint Commission regulations. Coordinated equipment implementation (Ceiling Lifts) with manufacturers/vendors and facility contracting, biomedical department and facilities management. Updated and developed policies and SOP's. Tracked incident/injury rates and implemented root cause analysis.

LICENSES

Hawaii Registered Nurse License RN-37445 Expiration 06/2023

Hawaii Advanced Nurse Practitioner APRN-495 Expiration 06/2023

REFERENCES

Belky Fiame, APRN

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Stephen Sovich, DO

[REDACTED]
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Jana Lindsey, RN, MSN

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