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It is my strong belief that patient care extends well beyond the boundaries of medication and even of the patient. Family, social support, and customer service are paramount to creating the ongoing healing environment that every patient deserves.

Education

Sept 2011-June 2014	University of Phoenix	Masters of Science in Nursing Informatics
April 2007-March 2009	University of Phoenix	Bachelor of Science in Nursing
Jan 2000-Dec 2003	North Central Texas College	Associate of Applied Science in Nursing

Skills/Certifications

- Meditech computer charting system
- Performance Logic Project Management System
- EPIC computer charting system
 - Proficient in use
 - Assisted with build of large percent of inpatient charting system
- Peoplesoft
 - HR Functions and Payroll
- Lawson
 - HR functions
- ANSOS scheduling system
- Kronos Payroll System
- Facility Scheduler Scheduling System
- Press Ganey statistics interpretation
- Targeted Selection Behavioral Based Interviewing
- Disaster Management and Emergency Preparedness (NIMS)
- Servant Leadership Training
- BLS/CPR
- ASQ Green Belt in Six Sigma

Experience

Parkland Hospital, Transformational Initiatives

Jan 2014-Present

Senior Project Manager

- Project Facilitator of various 1115 Waiver projects
- Ensure forward movement of projects and meeting of milestones
- Working with multidisciplinary steering committees to ensure deliverables
- Project lead on efficiency and performance improvement projects
- Data Analysis
- Use of Performance Logic documentation system
- Use of Lean and Six Sigma principles to optimize departments and processes within the hospital

Parkland Hospital, Nursing Administration

Jan 2013-Jan 2014

Nursing Administrative Officer

- Daily operation oversight 24/7/365
- Oversee daily staffing for hospital
- Assist with clinical patient care and serve as a clinical resource to staff
- Designated as senior administrative officer during nights, weekends, and holidays
- Assist with throughput of patients into the hospital from all access points
- Attend daily "Huddle" to report off critical information to leadership
- Facilitate "Huddle" on the weekend shifts
- Notify key leadership staff of critical events as they occur within the hospital
- First Responder to all codes (Blue, Red, Pink, etc)
- Mentor and coach staff
- Weekly presentation in General Nursing Orientation on NAO Role to new staff
- Committee membership as assigned

Las Colinas Medical Center, Medical-Surgical 2nd Floor

March 2012-Dec 2012

Manager of Med/Surg

- Manage 40 FTE's
- Promote patient care initiatives to increase HCAHP scores
- Monitor core measures and ensure a system is in place to ensure there are no fallouts
- Daily productivity evaluation via the PLUS program
- Communicate hospital and division wide initiatives, as well implement initiatives
- Applicant selection and retention
- Education, Inservicing, and tracking of new devices and initiatives
- Regulatory compliance for QRS and TJC

Parkland Hospital, 9 West Hospitalist Unit

Sep 2009-March 2012

Unit Manager II

- Manage 42 FTE's
- Applicant selection and retention
- Staff growth and development
- Compliance with regulatory, quality and safety standards
- Collaboration with multidisciplinary healthcare team
- Promote customer service initiatives and address resolution of conflict when necessary
- Design, evaluate and manage operational budget
- Various committees and performance improvement and patient safety projects

Parkland Hospital, 7 South South Inpatient Diabetes Unit

Jan 2008-Dec 2009

Unit Manager I

- Managed 18 FTE's

- Applicant selection and retention
- Staff growth and development
- Compliance with regulatory, quality and safety standards
- Collaboration with multidisciplinary healthcare team
- Promote customer service initiatives and address resolution of conflict when necessary
- Design, evaluate and manage operational budget
- Various committees and performance improvement and patient safety projects

Parkland Hospital, Clinical Nurse Liaison for Hospitalist

Nov 2006-Jan 2008

Registered Nurse III

- Assisted hospitalist physicians with daily patient care duties
- Called consultations to specialty services
- Multidisciplinary rounds
- Assisted with procedures at bedside and in radiology
- Assisted nursing staff on floors with care of hospitalist patients
- Aided in startup and expansion of Hospitalist service in Parkland

Parkland Hospital, Medical ICU

Nov 2005-Dec 2007

Registered Nurse II

- Cared for critically ill patients in an acute care setting
- Focused on respiratory diseases
- Titrated drips
- Monitored ventilation status
- Closely monitored EKG/telemetry readings
- Participated in emergent situations, such as intubations, chest tube insertion and resuscitation efforts
- Certified in CRRT/CVVHD
- Certified in Intra Aortic Balloon Pump
- Completed Education project on 9 SS Geriatric Floor

Parkland Hospital, Cardiopulmonary ICU

Jan 2004-Nov 2005

Registered Nurse I

- Completed 3 month Critical Care Residency
 - Cared for critically ill patients in an acute care setting
 - Focused on cardiac and respiratory diseases
 - Titrated drips
 - Monitored ventilation status
 - Closely monitored EKG/telemetry readings
 - Participated in emergent situations, such as intubations, chest tube insertion and resuscitation efforts
 - Certified in CRRT/CVVHD
 - Certified in Intra Aortic Balloon Pump
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Projects and Committees

Business Office/Patient Financial Services Flow Redesign

- Project Co-Manager
- Collaborated with colleague to evaluate and redesign the physical flow of the business office to reduce the line of people out front as well as see more patients per day
- Successful reduction of line by using queuing area and redesign of pre-screening process
- Assisted with business case and implementation of queuing system and electronic application system

Maternal Fetal Medicine Optimization

- Project Lead
- Strong data analysis of volumes, workflows, policies and scheduling practices
- Worked with manager and director to create new workflows and scheduling practices to level load the clinic days
- Evaluated areas of stagnation in patient flow and correlated no show data/LWTC with volume increases

New Parkland Hospital move governance

- Responsible for working with departments and third party vendors to plan, database and organizing the storage and placement of newly purchased and re-allocated equipment in a way that will not interrupt services
- Weekly governance meetings and presentation to update progress
- Successful transition to new hospital with only 50% purchase of new equipment

New Parkland Move Nursing Student Training

- Responsible for coordination and training of 300+ nursing students from Dallas area nursing schools on use of transportation equipment for assistance in patient movement during the move
- Utilized and directed nursing students during the move as patient transport teams
- Transported 635 patients over the course of 1.5 days into New Parkland with no major disruption in clinical services

Length of Stay Reduction

- Project Lead
- Through a working steering committee: Reduced overall hospital length of stay by 5%
- Created and standardized new process for patient discharge
- Ran PDSA cycles on long length of stay units as pilot units for new process

Clinical Documentation Integrity Optimization

- Project Lead
- Evaluated documented current process of CDI in order to assist with move into new software and new processes for CDI
- Increased Case Mix Index to ensure proper billing and coding of inpatient procedures
- Migrated staff to new software tool which allows for more efficient review of CDI

Acute Dialysis Optimization

- Project Lead
- Performed time studies and analyzed volume, payroll and staffing data in order to learn areas of opportunity for inpatient Acute Dialysis
- Applied Lean Six Sigma methodology to design new staffing patterns that would decrease overtime and increase productivity within Acute Dialysis
- Saved over 350,000 dollars in overtime payment in 2014

Glycemic Management Committee

- Optimizing Glycemic Management of Inpatients
- Led sub-group of coordinating meal delivery with insulin administration and glucose measurement
- Won 1st place in Quality Improvement Fair at Parkland in 2010

- Featured at National Healthcare Conference

Improving Nurse-Physician Communication

- Gap analysis and creation of program which designed rounding structure and communication structures for physician and nurse communication
- Featured at National Healthcare Conference

Ambulatory project for inpatients

- Gap analysis and creation of program to ensure early ambulation and decrease length of stay, decreasing pneumonia and VTE occurrences

Clinical Safety and Effectiveness Course

- Attended course through UTSouthwestern Medical School
- Part of a team that created the Ambulatory Project for Inpatients
- Presentation of project as well implementation of project

9SS Education project

- Gap analysis and creation of program to increase physician and nurse communication and patient safety

EPIC Flowsheet Design committee

- Designing flowsheets for inpatient assessments, daily care, narcotics, trach care for the EPIC build prior to EPIC GoLive
- Opportunity to visit EPIC in Madison, WI to attend UGM and learn from other EPIC institutions

EPIC Flowsheet Row committee

- Weekly committee to evaluate flowsheet row requests and additions to EPIC system as they affect the enterprise

Meditech Clinical Informatics Committee Representative

- Review and design of flowsheets for EMR
- Review and approval of all EMR changes across the division
- Designed a new electronic Heparin Flowsheet for nursing documentation at Las Colinas Medical Center

Strategic Advisory Committee

- Monthly committee to discuss IT systems, hardware, software upgrades and downtimes as they affect the enterprise on a operational level

CRAWL UP Fall Rate Reduction

- Fall rate reduction based on gap analysis of bedside habits and increase useful rounding tools which resulted in dramatic reduction in fall rates of two pilot units
- Presented in Clinical Safety and Effectiveness Course

Leadership Experience at Parkland (LEAP)

- Ongoing leadership training at through DDI and Baptist Healthcare Institute to promote tools and learning to Parkland leaders
- Training leaders on an enterprise level in BEST practices to help promote institutional advancement

Emerging Leaders HCA

- Monthly leadership training and networking seminars
- Completed 12 month program with presentation on Crucial Conversations for Division Executive Team

Nurse Practice Council (NPC)

- Two year commitment to a monthly shared governance committee where nursing practice is evaluated, governed and recommendations are made for many different aspects of nursing
- Coordinated and performed quarterly Pressure Ulcer Prevalence Study
- Served as Communications Officer of NPC for full two year term
- Stayed on for one extra year as a management/administrative consultant to NPC after moving into nursing leadership

RN III Network

- Co-Founded the RN III Network at Parkland Hospital
- Co-Chair of the RN III Network

- Once a month meeting of all RN III's in Parkland to discuss house wide issues, promote teamwork, and assist each other in PI and safety projects

References

Jimmy Donahue, BSN, RN
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Director of Nursing Services Medicine
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Parkland Hospital

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Vice President, Transformational Initiatives/Operational Excellence
Parkland Hospital