

Bessann M. Muuo-Wambua, MBA, RN, DNS-CT, QCP, CPC, CPPM

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Hardworking Registered Nurse with success providing individualized patient care. Committed to delivering best-in-class patient care through effective education and counseling. Proven leadership focused on increasing and enhancing patient care and satisfaction. Streamline safety protocols for comprehensive patient care. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Knowledgeable in survey and CMS quality measure standards. Achieved five-star rating in an 80 bed Sub-Acute Rehab as well as US News and World Report Best Nursing Home 2022-2023 Designation. Increased admissions from facility 5-year average of 40 to 80 with a waiting list and decreased agency staffing by over 80% through hiring, training, mentorship and retention programs.

EDUCATION

BSN/MSN, Nursing Education (c) Exp.
05/2024
Delaware State University, Dover, DE

WOC Nursing Program, Certificate of Completion
08/2023
Rupert B. Turnbull, Jr., MD School of Wound Ostomy Continence Nursing at Cleveland Clinic, Cleveland, Ohio.

Associate in Applied Science, Associate Degree Nursing 05/2019
Delaware Technical Community College, Dover, DE

MBA, International Business Management 08/2011
Goldey-Beacom College, Wilmington, DE

Bachelor of Science, Business Administration 12/2010
Goldey-Beacom College, Wilmington, DE

CLINICAL EXPERIENCE

Cleveland Clinic Cleveland,
Ohio
WOC Nursing 07/2023
Christiana Care Health System, Wilmington Hospital Wilmington, DE
Acute Care of the Elderly (ACE) Unit 01/19 –
03/2019
A.I. DuPont Hospital for Children Wilmington, DE
Pediatrics 10/18 –
12/2018
Bayhealth Hospital, Kent Campus Dover, DE
Postpartum Unit/NICU 10/18 –
12/2018
St. Francis Hospital Wilmington, DE
Med-Surg Floor 08/18 –
09/2018
Christiana Care Health System, Wilmington Hospital Wilmington, DE
Inpatient Psychiatry unit 05/18 –
07/2018
Bayhealth Kent General Hospital Dover, DE
Med-Surg Floor 01/18 –
07/2018

PROFESSIONAL EXPERIENCE

Director of Nursing, Acute Care Rehab, The Center at Eden Hill, Dover, DE 03/2022 –to date
Med-Surg/ Telemetry Nurse, Christiana Hospital, Newark, DE 01/2022 – 11/2022

Assistant Director of Nursing, Acute Care Rehab , The Center at Eden Hill, Dover, DE	07/2021 –02/2022
RN Unit Manager, Acute Care Rehab , The Center at Eden Hill, Dover, DE	08/2020 -06/2021
Registered Nurse, Acute Care Rehab , The Center at Eden Hill, Dover, DE	08/2019 -07/2020
Pediatric Nurse Resident , Bayada Pediatrics – Per Diem, Newcastle, DE	07/2019 –03/2020
Residential Manager , Chimes, Newark, DE	12/2013-06/2016
Business Development Account Manager , Caritas Healthcare Group, Wilmington, DE	08/2012-08/2013
Certified Nursing Assistant , Bayada Home Healthcare, Wilmington, DE	03/10-12/2013

Skills/ Experience

- Nursing Protocols & Ethics
- Quality Assurance Controls
- Budget Planning & profitability strategies
- Practice Standards
- Practice standards including regulatory and Statutory Compliance
- Case Management
- Nursing Recruitment, training, mentorship and retention
- Mass Casualty Incident Planning, Management and reporting
- Developing clinical quality program standards
- Clinical Staff Management
- Multidisciplinary team collaboration.
- Staff coaching, evaluations
- Risk Management
- Identifying, analyzing areas influencing quality care delivery.
- Leads skills for continuous regulatory survey readiness.
- Develop and implement clinical facility policies and procedures that ensure compliance with safety and regulatory guidelines.
- Expert in culturally- competent and trauma-informed care
- Complex wound, ostomy and continence patient care management
- Clinical team lead for the Rapid Response team
- Acute care and acute Rehabilitation
- Acute & Chronic Disease Management (CHF, COPD, Cystic Fibrosis, Asthma, Orthopedic Complications, CVA, Covid, Osteoarthritis, RA, Chronic Wounds, Type 1 & Type II Diabetes; Chronic Pain Management, ESRD on dialysis; Ostomy Management etc.)
- Developing, organizing, implementing, evaluating and directing day to day functions of the nursing services department in accordance with current federal, state, and local standards, rules, regulations and guidelines that govern the sub-acute/ long-term care facility to ensure the highest degree of quality care is maintained at all times.
- Directs and manages Quality Improvement Plans and utilizes data obtained to improve patient care
- Actively participates in Utilization Review meetings, care plan meetings, clinical meetings to ensure continuity of care.
- Complete daily chart audits and assess clinical records to ensure accuracy, evaluate performance against care plan goals, and ensure appropriate patient and family education.
- Oversea clinical operations/ budget for staff of 163 in an 80 bed 5- star sub-acute rehab facility.
- Monitor development, implementation and updates of individualized patient care plans.
- Acts as the lead trainer for all new hires including conducting staff in-service training programs e.g. OSHA, HIPPA, Abuse prevention, Safety, Infection control, Passing medications, facility clinical pathways and protocols etc.
- Provide skilled nursing care to assigned group of patients with various conditions such as CVA, diabetes, Surgical & complex wounds, CHF, COPD, Respiratory issues including Covid-19 recovered, CVA, ESRD, hypertension, hypotension, infection requiring intravenous antibiotics, geriatric decline, ongoing cancer care, dementia, various orthopedic surgery recovery among others.
- Systematically and continuously assesses patient's health through physical examination and data collection.
- Medication administration (PO, IV, IM, SubQ, Parenteral, Enteral Topical, etc).
- Educates the client and family members on IRF measures such as pressure Ulcer/Injury; MRSA; C.Diff. Infection; Falls; Changes in self-care and mobility, vaccinations (influenza, Pneumococcal, Covid-19), Diabetic Care and management.

- Documents patient care on all forms such as intake, output, vital signs, daily skilled notes, Braden skill, pain skill, admissions, and discharges.

TECHNOLOGY

Epic; Cerner; Therap; PointClickCare, Alora; Microsoft Office Suite

STUDENT/COMMUNITY ORGANIZATIONS/ LEADERSHIP

2019 Secretary: Student Nurse Christian Fellowship, Terry Campus, Dover, DE

2015 Vice President: AAPC Chesapeake Chapter

VOLUNTEER/COMMUNITY SERVICE/PROJECTS

Clinical Documentation Integrity/Utilization Management Clerical Analyst: A.I. DuPont Hospital for Children, Wilmington, DE

Rainbow Module, Family Advisory Council: A.I. DuPont Hospital for Children, Wilmington, DE

Patient Safety Committee: A.I. DuPont Hospital for Children, Wilmington, DE

CERTIFICATIONS/ LICENCES

Registered Nurse State of Delaware (**RN**) – Active

Registered Nurse State of Pennsylvania (**RN**) – Active

Basic Life Support (**BLS**) Certification – Current

Advanced Cardiovascular Life Support (**ACLS**) – Current

NIHSS Certification – American Heart Association – Current

Director of Nursing Services – Certified (**DNS-CT**) (AAPACN) – Current

QAPI Certified Professional (**QCP**) AAPACN) – Current

Certified Professional Coder (**CPC®**) - American Academy of Professional Coders (AAPC) – Current

Certified Physician Practice Manager (**CPPM®**) - American Academy of Professional Coders (AAPC) – Current

RESEARCH EXPERIENCE

RFA-HS-15-002: Making Health Care Safer in Ambulatory Care Settings and Long-Term Care Facilities (R01): Project Title: “Identifying and Understanding Disparities in Ambulatory Patient Safety”. 2015