

# Alice Pownall-Gray

SICU Staff RN

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## Experience

### SICU Staff RN

Jan 2002 - Aug 2004  
New Haven, CT

#### St Raphael Hoapital

- Provided comprehensive patient assessments and developed individualized care plans to address complex medical needs.
- Collaborated with interdisciplinary teams to implement evidence-based practices and improve patient outcomes.
- Monitored vital signs and clinical indicators, responding rapidly to changes in patient conditions to ensure optimal care delivery.
- Administered medications and treatments in accordance with established protocols, maintaining a 100% compliance rate with safety standards.
- Educated patients and families on post-operative care and recovery processes, enhancing understanding and promoting adherence to treatment plans.
- Utilized electronic health record systems to document patient information accurately and efficiently, streamlining communication among care providers.
- Provided mentorship and guidance to new nursing staff, fostering a collaborative team environment.
- Led quality improvement initiatives that reduced infection rates by implementing stringent hygiene protocols.
- Participated in regular training sessions and workshops to stay current with best practices in critical care nursing.
- Conducted regular equipment checks and maintenance to ensure the functionality of critical care devices.

### Case Manager

Aug 2004 - Aug 2009  
East Lyme CT

#### Masonicare Home Health and Hospice

- Utilized case management software to track client interactions and monitor outcomes effectively.
- Facilitated regular follow-up meetings to assess client satisfaction and address any concerns.
- Implemented crisis intervention strategies to support clients in high-stress situations.
- Collaborated with community organizations to access additional resources for clients, enhancing their support network.

## Summary

- Detail-oriented WOC Staff RN with nearly two decades of nursing experience providing advanced nursing care in critical units, specializing in wound and ostomies. Proven ability to monitor and evaluate patient conditions, implementing timely interventions that improve wound outcomes. Strong advocate for quality improvement initiatives, with a history of reducing infection rates through rigorous hygiene practices. Dedicated to fostering a compassionate environment that prioritizes patient well-being and safety. Staff education. Quality assurance.

## Skills

Continuous Professional Development	Expert
Wound Care Management	Expert
Care Plan Development	Expert
Quality Improvement	Expert
Vital Signs Monitoring	Expert
Patient Education	Expert
Interdisciplinary Collaboration	Expert
Medication Administration	Expert
Medication Administration	Expert
Evidence-Based Practice	Expert
Critical Care Techniques	Expert
Patient Assessment	Expert

- Advocated for clients' needs within healthcare and social service systems to ensure equitable access to services.
- Maintained accurate and confidential client records in compliance with relevant regulations and best practices.
- Conducted training sessions for new staff on case management protocols and service delivery best practices.
- Analyzed data to identify trends and improve service delivery processes for better client outcomes.
- Developed and maintained strong relationships with clients to foster trust and open communication.
- Participated in ongoing professional development to stay current with best practices in case management.
- Assisted clients in navigating healthcare systems, including scheduling appointments and understanding insurance coverage.
- Provided emotional support and counseling to clients and their families during challenging times.
- Ensured compliance with state and federal regulations related to client care and case management practices.
- Engaged in community outreach to promote case management services and raise awareness of available resources.
- Identified and mitigated potential barriers to client success, developing strategies for resolution.
- Monitored budgetary constraints and resource allocation to maximize service delivery.
- Fostered a collaborative environment among team members to improve service quality and client satisfaction.
- Presented case studies and outcomes to stakeholders to highlight the impact of case management services.
- Implemented feedback mechanisms to continuously improve client service delivery and experience.

**SALSA Supervisor of Assisted Living Agency** Jul 2009 - Aug 2019

Saybrook at Haddam

Haddam CT

- Oversaw daily operations of the assisted living facility, ensuring compliance with state regulations and quality care standards.
- Developed and implemented personalized care plans for residents, enhancing their well-being and satisfaction.
- Facilitated staff training programs to improve caregiving skills and promote a culture of excellence within the team.
- Collaborated with healthcare professionals to coordinate medical services and ensure timely interventions for residents.
- Monitored resident activities and engagement, leading initiatives that increased participation by 30%.
- Conducted regular assessments of resident needs, adjusting care strategies to optimize individual support.

- Managed budgeting and resource allocation to ensure cost-effective operations while maintaining high-quality care.
- Implemented a digital record-keeping system that improved documentation accuracy and accessibility for staff.
- Fostered a supportive environment through regular communication with families, addressing concerns and promoting transparency.
- Led emergency preparedness drills, enhancing the facility's readiness for unexpected situations.
- Established partnerships with local community organizations to enrich residents' social and recreational opportunities.
- Analyzed performance metrics to identify areas for improvement in service delivery and resident care.
- Promoted a culture of respect and dignity, ensuring that all staff members adhered to ethical care practices.
- Coordinated recreational activities that catered to diverse interests, improving resident engagement and quality of life.
- Utilized feedback from residents and families to inform service enhancements and operational adjustments.
- Maintained up-to-date knowledge of industry trends and best practices to continuously improve service offerings.
- Supported recruitment and onboarding processes, contributing to a skilled and compassionate caregiving team.
- Managed conflict resolution among residents and staff, fostering a harmonious living environment.
- Conducted regular staff evaluations, recognizing achievements and identifying opportunities for professional development.
- Developed community outreach programs to raise awareness about the agency's services and attract potential clients.
- Ensured adherence to health and safety protocols, minimizing risks and promoting a safe living environment for residents.
- Collaborated with the management team to strategize on long-term goals and vision for the agency's growth.

## **Manager of Clinical Service**

Jun 2010 - Feb 2021

### **Middlesex Health Care At Home**

Middletown CT

- Oversaw the development and implementation of clinical service strategies to enhance patient care and operational efficiency.
- Led a multidisciplinary team to improve service delivery, resulting in a 15% increase in patient satisfaction scores.
- Facilitated training and professional development programs for staff, fostering a culture of continuous improvement and excellence in clinical practice.
- Collaborated with healthcare providers to streamline patient intake processes, reducing average wait times by 20%.
- Monitored and analyzed clinical performance metrics, utilizing data to drive decision-making and improve service outcomes.

- Implemented evidence-based practices to ensure compliance with regulatory requirements and industry standards.
- Managed budgets and resource allocation for clinical services, achieving cost savings while maintaining high-quality patient care.
- Developed and maintained relationships with key stakeholders, enhancing collaboration and communication across departments.
- Conducted regular audits and assessments of clinical services, identifying areas for improvement and implementing corrective actions.
- Utilized electronic health record systems to optimize documentation processes and improve information accessibility for clinical staff.

## **Case Manager**

Oct 2019 - Sep 2021

West Haven VA

West Haven CT

- Conducted regular follow-ups with clients to ensure ongoing support and intervention as needed.
- Resolved conflicts and challenges through effective negotiation and mediation techniques.
- Established positive relationships with clients to foster trust and open communication.
- Provided crisis intervention and support to clients in high-stress situations, ensuring safety and well-being.
- Educated clients and families on available resources and services to empower informed decision-making.
- Developed and implemented individualized care plans to meet the unique needs of clients, ensuring comprehensive support throughout their service journey.
- Collaborated with healthcare professionals and community resources to coordinate services that promote client well-being and recovery.
- Monitored client progress and adjusted care plans as necessary, resulting in improved outcomes for over 70% of clients.

## **Wound Care Coordinator**

Dec 2022 - Present

Middlesex Health Care at Home

Middletown CT 06442

- Monitored and evaluated the effectiveness of wound care treatment plans, adjusting as necessary to optimize patient recovery.
- Maintained accurate and detailed documentation of patient assessments, treatment plans, and progress notes in compliance with healthcare regulations.
- Trained and supervised nursing staff on wound care procedures and the use of specialized equipment, fostering a culture of continuous improvement.
- Utilized electronic health record systems to track patient data and analyze trends in wound healing metrics, enhancing care delivery.
- Participated in research projects aimed at advancing wound care techniques and contributing to evidence-based practice.

- Developed educational materials and resources to support ongoing staff training and patient education efforts.
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- Established and maintained relationships with vendors to ensure access to the latest wound care products and technologies.
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- Participated in interdisciplinary rounds to provide insights on wound care recommendations and patient management strategies.
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- Utilized clinical guidelines and best practices to inform decision-making and improve patient care standards.
- Developed and implemented comprehensive wound care protocols to enhance patient outcomes and reduce healing times.
- Collaborated with interdisciplinary teams to assess patient needs and provide tailored wound management solutions.
- Trained and educated nursing staff on best practices in wound care, ensuring adherence to clinical guidelines.
- Utilized electronic health record systems to track patient progress and outcomes, facilitating data-driven decision-making.

## Education

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**WOUND CARE CWCN** - Non-Degree Program (e.g. Coursera certificate)

Wound and Certification 2008

2008 Massachusetts, United States

**Bachelor of Science in Nursing** - Bachelor of Science (BS)

Southern CT State University

1997 - 2002 New Haven, United States

**Master of Science in Nursing** - Master of Science (MS)

Capella University

2018 - 2020 Minnesota, United States

**Ostomy and Continence** - Non-Degree Program (e.g. Coursera certificate)

R. B. Turnbull Jr. MD Wound, Ostomy and Continence (WOC)  
Nursing Education Program

2025 - 2025 Cleveland, United States