

MARILYN SOTH, RN

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CLINICAL DIRECTOR

Highly qualified professional with extensive clinical experience combined with administration oversight and staff leadership, resulting in high-performing medical units with exceptional quality and service standards. Develop and execute programs to improve productivity, profitability, and effectiveness with a focus on patient care. Collaborate as part of cross-functional teams to meet the needs of patients in demanding environments. Apply a solution-oriented approach to resolve conflict, manage staff, and work with strategic partners to achieve optimal results.

Executive Leadership Competencies:

Staff Training & Development • Strategic Partnership Cultivation & Management • Regulatory Compliance
Policy Development & Process Reengineering • Expense Control & Budget Management • Complex Problem Solving
Strategic Planning & Execution • Change Management • Productivity & Efficiency Gains • Interpersonal Communication

PROFESSIONAL EXPERIENCE

KOCHAN MEDICAL CENTER, Alexandria, VA

January 2006 - present

Chief Nursing Officer

- Overhauled an underperforming 72-bed medical surgical unit at risk of being shut down. Oversaw 8 clinical supervisors, 72 RN and CNA staff, and student instructors; administered multi-million dollar budget; achieved 74% productivity, 12% above 2011 benchmarks, and maintained core measure scores above 96%.
- Streamlined and improved strategic planning, operations and quality care in compliance with national standards, Joint Commission regulations, facility policies, and Nurse Practice Act.
- Evaluated and formalized job descriptions, assessed employee performance, terminated underperformers and hired 17 new employees. Instituted bi-annual appraisal tool; performed quarterly coaching to monitor and measure professional development; and conducted annual assessments.
- Launched a nursing counsel to address and evaluate issues, develop corrective actions, and implement improvements; tracked patient feedback to drive change. Established a cohesive, team-oriented, and accountable corporate culture, recognized by the doctors for outstanding performance.
- Piloted hourly rounding protocols, established new patient pain management standards, and standardized a pain toolkit for all medical/surgical units, which improved HCAPHS scores from 6% to 41% in one month.
- Designed comment cards for patients to rate pain control, hourly rounding, bedside manner, and overall satisfaction. Established data tracking, auditing, and reporting processes; compared metrics to HCAPHS scores. Received 98% positive responses; recognized the nurse with the greatest monthly compliments with the Patient's Choice Award, which boosted morale and accountability.
- Served as a member of task forces such as, Core Measure, ExitCare, and Service Excellence committees; contributed to emergency section Six Sigma project, and represented RN's in outpatient management project.

SIMMONS SURGERY CENTER, Virginia Beach, VA

November 2001 – December 2005

Clinical Operations Manager

- Recruited by previous manager to join as a member of the board of directors assisting with strategic decisions that improved reimbursement rates, profitability margins, and expense management.
- Renegotiated bad debt and eliminated expensive equipment purchases without authorization.
- Hired 10 RNs; Created competencies for the RNs; Realigned staff and changed assigned duties.
- Analyzed reports and identified a system error that omitted critical performance metrics; once corrected, resulted in greater productivity percentages.
- Drove physician relationships and strategic partnerships with MD/RN units and created preference cards.
- Coordinated expansion of continuing education program to enhance nursing practices.
- Developed sub-teams led by clinical supervisors to improve transparency and communication throughout the unit. Improved responsiveness and resolution of staff concerns.

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QUINN & SHEPARD INSURANCE GROUP, Washington, DC

October 1997 – October 2001

Provider Services Liaison

- Collaborated with senior leaders to devise and execute cost-containment strategies, resolve conflict, and rectify patient and doctor non-compliance of regulatory requirements, laws, and corporate policies and procedures. Established goals, implemented programs, tracked deliverables, and monitored metrics.
- Consulted a pharmacist on cost-effective programs and protocols, including step therapy methodology, new prescription authorization policy, and a best practice surrounding dispensing sleep aids.
- Partnered with the Director of Provider Services to spearhead physician recruitment. Reviewed, assessed, and negotiated group acquisitions, expanding from a 1 to a 48-state physician network. Standardized rates and reimbursement terms to streamline on boarding process.
- Saved millions of dollars by researching DC/VA workers' compensation laws and determining the company had no obligation to cover the cost of certain compound medications that were not FDA approved or regulated.
- Created employee education training tools; produced a voiceover for a PowerPoint presentation explaining the new PBM computer system; delivered training on new authorization process.
- Served as subject matter expert (SME) and resource to 40 examiners; provided in-services and answered surgical procedure and medication usage queries, resulting in well-educated examiners that only authorized legitimate work-related claims.
- Interviewed, selected doctors to join panel, and advised new providers on completing documentation and reporting in compliance with state workers' compensation case management regulations and corporate policies.
- Remained current on industry trends and physician medication prescribing patterns; advised government affairs in proposing regulatory amendments.

OVERLOOK CHILDREN'S HOSPITAL, Charleston, SC

July 1994 – October 1997

Agency Nurse Case Manager

- Collaborated with nurses, physicians, intra-hospital departments, community resources, social services, and insurance providers to assess and orchestrate acute and post-hospital patient needs. Reviewed charts; followed diagnosis clinical pathways; coordinated standard discharge logistics; and educated patients on disease processes, preventative care, and follow-up.
- Served as preceptor and trainer to new employees. Assisted acute patients in recovery.
- Avoided a potential large law suit as a case manager by lobbying the governor of Nevada, Nevada and Arizona Medicaid, and a specialty rehabilitation facility to obtain funding and resources for a pediatric patient without insurance in need of intense neurological rehabilitation and therapy.
- Orchestrated strategic partnerships with drug representatives to help newly diagnosed pediatric diabetes patients without insurance procure free medication and supplies for two months, which enabled a safe discharge plan and significant cost savings to the hospital.

Agency Registered Nurse, PACU and ICU, 1992-1994

EDUCATION & PROFESSIONAL CREDENTIALS

VIRGINIA STATE UNIVERSITY, Arlington, VA

Master of Business Administration (2012)

Bachelor of Science in Business Administration (2010)

MARIAN UNIVERSITY, Charleston, SC

Associate of Science in Nursing; RN (1994)

Certifications: Licensed Practical Nurse, 1992 | BLS