

STEPHANIE DUMORNÉ

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Experienced nursing leader driving innovation and strategic growth, leveraging data analytics and cross-departmental collaboration to expand services, align resources with organizational goals, and address evolving healthcare needs. Champions initiatives that enhanced patient satisfaction, operational efficiency, and staff engagement, delivering scalable and sustainable results

PROFESSIONAL EXPERIENCE

Patient Care Director

Columbia, Morgan Stanley Children's Hospital

New York Presbyterian Brooklyn Methodist

November 2020 - Present

- Spearheaded strategic oversight of patient care delivery for over 20,000 annual bronchoscopy, endoscopy, and pain management procedures, leading a multidisciplinary team of 90+ clinical and ancillary staff. Delivered significant improvements in operational efficiency, team performance, and quality outcomes, aligning services with organizational goals and community needs.
- Integrated technology-driven workflows, including the implementation of HELIOS and Epic tools, to optimize inventory management, streamline clinical processes, and enhance patient engagement. Collaborated with developers and cross-functional leaders to scale solutions, such as Epic Unit Map and Steris SPM, across the enterprise, achieving improvement in resource efficiency and a 10% increase in patient satisfaction.
- Designed and implemented patient-centered initiatives, including a unit-based staffing plan and cross-training strategies, reducing overtime by 4% and increasing nursing satisfaction. Enhanced workforce flexibility and competency in high-acuity procedures (e.g., ERCP, EUS) by 50%, ensuring staff readiness for complex care delivery.
- Fostered collaboration and innovation by establishing unit councils that empowered nurse-led initiatives, improving moderate sedation workflows, reducing delays, and enhancing accountability. Partnered with physicians and administrators to develop streamlined block scheduling, achieving >65% utilization rates and reducing procedural turnover times by 60% sustained for over a year.
- Standardized nursing practices in alignment with AORN, SGNA, and ASPAN guidelines, driving improved compliance and quality outcomes. Led efforts to achieve 100% accreditation compliance (e.g., Joint Commission) and reduce patient cancellation rates by 10% through targeted pre-procedure engagement and education programs.
- Synthesized staff engagement feedback to develop initiatives such as the "Endoscopy Star" recognition program and spotlight communication method, enhancing transparency and accountability. Delivered measurable improvements in staff morale, teamwork, and retention rates through steady improvement in Gallup survey
- Optimized operational and clinical efficiency through the implementation of tracer methodology for flexible endoscope processing and high-level disinfection, ensuring consistent compliance with regulatory standards and minimizing infection risks.
- Led infection prevention initiatives, leveraging expertise in high-level disinfection (HLD) and flexible endoscope reprocessing to align practices with regulatory standards. Implemented tracer methodology and real-time monitoring systems, achieving 100% compliance during regulatory audits (e.g., Joint Commission), and enhanced patient safety through standardized workflows and operational
- Partnered with cross-functional leaders to align resource allocation and strategic priorities, leveraging data insights to enhance capacity utilization by 10% and reduce procedural turnaround times by 10%, while maintaining patient-centered excellence.
- Strategically mentored and coached emerging leaders, resulting in the promotion of four team members to Patient Care Director roles across the enterprise. Championed leadership development by implementing customized

career growth plans, fostering a culture of excellence, and aligning talent development initiatives with organizational succession planning to ensure a strong pipeline of future leaders.

Clinical Nurse Manager,

New York Presbyterian

April 2018- November 2020

- Team leader and change agent for 60 RNs and support personnel of 13 bay PACU and 14 bay Ambulatory Surgery PACU and pre-operative area and Endoscopy Suite
- Supported the Patient Care Director by supervising staff and coordinating daily operations while implementing initiatives to enhance communication and safety. Developed a PACU ISBAR tool for standardized communication, established a culture of safety through consistent huddles, and promoted transparency in team interactions. Coordinated updates to all PACU and Endoscopy policies, ensuring compliance with best practices and organizational standards.

Staff Registered Nurse, New York Presbyterian Brooklyn Methodist Hospital New York

May 2013- April 2018

- Provided high-quality, patient-centered care while collaborating with interdisciplinary teams to deliver safe and efficient clinical services. Supported patient recovery, implemented care plans, and ensured compliance with evidence-based practices, fostering a positive patient experience and contributing to improved health outcomes.

CERTIFICATIONS, LICENSURE

New York State Registered Professional Nurse License# 688605

Nurse Practitioner, Primary Care License # F351195-01

Family Nurse Practitioner Certification (FNP – BC) #2023002533

Nurse Executive, Advanced Certification (NEA-BC®) #2023001174

EDUCATION

Master of Science Nursing Practice, Family, Molloy College, Rockville Centre, New York

Bachelor of Science in Nursing, Molloy College, Rockville Centre, New York

Bachelor of Science – Health Care Management, Stony Brook University, Stony Brook, New York