

CLIENT NAME, RN, BSN, MPH

City, State | 000.000.0000 | email | https://LinkedIn

VICE PRESIDENT OF STRATEGY | OPERATIONAL & PEOPLE LEADERSHIP

Positive Change Catalyst | Business Collaborator | Innovative Solutions Driver | Strategic Initiatives Leadership

15+ Years of Experience in Private & Public Settings	\$200M+ Capital Project Leadership	Healthcare, Education, & Business Management	Talent Leadership, Coaching, & Mentoring	Culture Diversity, Equity & Inclusion
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Purpose-driven strategic thinker and executive leader with a consistent track record of success in driving and executing strategic initiatives across large organizations. Effective at leading stakeholder engagement, positive change and technology adoption. Recognized for conceptualizing and implementing breakthrough programs and solutions that have paved paths to larger enterprise programs. Inspirational leader, mentor, coach, and promoter of diverse high-performance cultures across sophisticated organizations.

Core Strengths & Competencies

- Strategic Planning
- Project & Operations Management
- External Relations
- Diversity, Inclusion, & Belonging (DIB)
- Stakeholder Engagement
- Social Intelligence

Strategist - Finds the most optimal path in complex situations.

Execution - Known for successfully executing initiatives in reliable and resourceful ways.

Connector - Incredibly effective at connecting people and aligning to purpose.

CAREER HISTORY & HIGHLIGHTS

NorQuest College | 2016 – Present

DIRECTOR, STRATEGIC INITIATIVES (04/2019 – Present)

30+ External Team | \$200M+ Programs | Executive Leadership | Capital Project Management

Promoted to lead end-to-end development for a public-private capital project valued at >\$200M, integrating teaching and research space within a net new 192-bed, supportive living facility involving collaboration of education, continuing care, and the private sector. Spearhead the development and implementation of Living Lab projects focusing on testing new products, technologies, services, and business models across the health system to transform care and inform educational models, training and developing the next generation of the health workforce. Provided stable course that kept people connected and moving forward during the pandemic.

Strategic Leadership

“Some people show up in a room or on a video platform and are powerfully magnetic. Jackie Nelson is a leader that does just that and people line up for the opportunity to work with her.”

- Lorne Rubis, Founder & Chief Belonging Officer, *Belongify.com* (HRD Global 100 List)

- Appointed to break through project hurdles that prevented successful delivery of \$200M capital project** over the last 5 years.
 - Refined project vision recruited public and private partners, and facilitated preplanning, feasibility and proposal requirements while securing support from over 5 different government ministries.
 - Engaged executive team and board to ensure alignment and support across the initiative.
 - Positioned to submit the project to the government for approval and construction completion by 2027.
- Secured \$500k grant funding from provincial innovation organization** (Alberta Innovates) and additional \$700k in matching funds from partners to execute 3 projects, collaborating with stakeholders from 9 partnering entities during the COVID-19 pandemic.
- Initiated Student Virtual Care Project.** Provided students with timely access to primary care by validating the application and acceptance of virtual care for students, as the first in AB to launch a virtual platform (pre-pandemic). Project results published in a peer reviewed academic research journal.
- Launched Mobile Virtual Resilience Building Project.** Provided resilience building support to NQ students and staff, with goal of determining if mobile resilience building can improve academic success of post-secondary students.
- Spearheaded Pharmacist-Led Home Health Monitoring (CHF).** Tried and assessed the use of new technology to track real-time heart failure patient symptoms, with goal of improving care management. Conducted economic impact assessment to determine provincial cost savings.

Delivered strategic educational leadership and management of the Nursing, Allied Health, Health Administration, and Community Studies programs. Managed 240+ faculty and staff to position NorQuest as a leader in health and community studies education while providing direction for the development and delivery of high-quality, cost-effective educational products and services. Leveraged industry alliances to understand and identify how best to create and deliver educational programs to evolve in step with the industry. Spearheaded the development and delivery of programs, fulfilling the division's operational plan with P&L for a \$19M budget.

- Oversaw development of 11 new programs through strong coordination of team members, workload review/considerations, and ensuring subject matter experts were involved throughout the multi-step review/industry validation process.
- Transformed staff capabilities, translating to successful program accreditations with regulatory bodies, the development of strong connections with external stakeholders, and enhancing/building credibility as an educator of choice in the community.

Edmonton West Primary Care Network | 2010 – 2016 | GENERAL MANAGER (07/2010 – 03/2016)

Recruited as senior executive and operations manager with direct reporting to the board of directors. Oversaw program planning, financial control, administration, physician relations, and government reporting. Supported 170+ family physicians and led 80+ clinical and administrative staff. Maintained P&L for \$10M annual budget. Helped grow organization by personally meeting and recruiting new clinical providers. Navigated significant board challenges, including board member attrition and long-term issues.

- **Grew physician base from 60 physicians to 177 in 5 years**, tripling the number of enrolled patients from 60K to 180K.
- **Guided group through the 3 stages of organizational development** by focusing on creating/evolving policies, workflows, team building, and communication strategies.
- **Improved annual staff satisfaction scores from 68% to >95%** by empowering staff to work in a collaborative manner across the full scope of practice.
- **Recognized as the only PCN in the province to meet AH budgetary deadlines** without impacting staffing levels; only PCN in province to pilot eCLINICIAN EMR; developed data management system to streamline business functions.

People Leadership

"You have done a tremendous job of managing through a varied group of individuals, each with their unique abilities and challenges."

- Government Advisor involved in capital project

Down East Community Hospital | 2008 – 2010 | VP, PROFESSIONAL & SUPPORT SERVICES

Joined organization as student intern to the CEO and promoted to VP role within days by the CEO. Navigated through period of personnel changes and non-standard processes, resulting in 20+ state and federal surveys. Worked to resolve quality issues and recruited new physicians from other jurisdictions to enhance clinical care delivery, maintaining care for a community lacking alternative access to hospital-based care.

- **Spearheaded implementation of hospital-wide Quality Improvement (QI) Plan** and roadmap.
- **Facilitated teams in the design and implementation of data collection**, analysis, and process improvement while engaging in risk management and risk/quality analysis.
- **Performed as internal resource and point-of-contact** for all QI, staff competency, JCAHO, Medicare conditions of participation, and state regulations activities.
- **Secured b-designated physicians** to meet compliance requirements and allow the hospital to remain in operation.

ADDITIONAL WORK HISTORY:

Labor Relations Consultant, HBA Services (Health Boards of Alberta), Edmonton, AB | 2007 – 2008

Clinical Nurse Educator, Glenrose Hospital, Edmonton, AB | 2007 – 2008

Graduate Intern-Administration, Misericordia Hospital, Edmonton, AB | 2007

Registered Nurse, Westview Health Center, Emergency Department, Stony Plain, AB | 2006 – 2007

Registered Nurse/Shift Supervisor, Extencare, Edmonton, AB | 2006

EDUCATION – QUALIFICATIONS

Master of Public Health – Health Policy & Management & BSN - University of Alberta, Edmonton, AB

PROFESSIONAL MEMBERSHIPS:

Digital Health Canada (2020 – Present) | College & Association of Registered Nurses of Alberta (2005 – Present)

AWARDS, BOARD & COMMITTEE MEMBERSHIPS:

2021 Women Leaders in Digital Health: <https://digitalhealthcanada.com/5-awards/2021-women-leaders-in-digital-health-jackie-nelson/>

Committee Member (2021 – Present) Canadian Chamber of Commerce - Health Innovation Working Group

Board Member (2020 – Present) ELIXR (Enhanced Learning Incorporating eXtended Reality)

Challenge Panel Member (2014 – 2015) Results Based Budgeting, Review Cycle 3 (Acute & Continuing Care), Government of Alberta