

Susan Moore

Medical Surgical Nurse

Med-surg charge nurse with 11 years bedside experience and 4 years leading a 42-bed acute care unit across day, night, and weekend rotations. Skilled at staffing matrix decisions, throughput, and coaching staff through grievance and competency issues. Lowered unit turnover and led the Pathway to Excellence redesignation for our hospital in 2023.

PROFESSIONAL EXPERIENCE

Charge Nurse, Medical-Surgical Unit 5 East | Willamette Crossing Health System, Portland, OR
2021 – Present

- Lead a 42-bed med-surg unit per shift with 12 RNs, 4 PCTs, and a unit clerk; manage assignments, admits, transfers, and discharges.
- Brought RN turnover from 28% to 12% over 24 months through stay interviews, schedule self-bidding, and a clinical ladder push.
- Co-chair of the unit-based council that achieved Pathway to Excellence redesignation in 2023.
- Lead daily multidisciplinary rounds with hospitalists, case management, and PT/OT to drive length of stay below the system target.
- Coach and counsel staff through corrective action, with 9 RNs promoted to charge or specialty roles under my mentorship.

Relief Charge Nurse, Medical-Surgical/Telemetry | Willamette Crossing Health System, Portland, OR
2019 – 2021

- Covered charge on a 36-bed tele step-down on rotating nights, managing rapid response calls and ICU transfers.
- Implemented bedside shift report standard work that raised HCAHPS communication scores by 7 points.
- Precepted 14 new graduate RNs through the nurse residency program.
- Served on the sepsis bundle compliance committee, hitting 92% bundle compliance unit-wide.


Staff Nurse, Medical-Surgical Unit | Cedar Hollow Community Hospital, Salem, OR
2016 – 2019

- Carried 5-6 patient assignment on a 24-bed rural med-surg unit serving general surgery, ortho, and medical patients.
- Cross-trained to ED overflow and PACU recovery during census surges.
- Earned CMSRN certification in 2018 and joined unit shared governance the same year.
- Selected as preceptor of the year for two consecutive years.


Registered Nurse, Med-Surg Float | Cedar Hollow Community Hospital, Salem, OR
2014 – 2016

- Floated across 3 adult med-surg units as a new graduate completing the hospital nurse residency.
- Built strong skills in IV starts, central line care, and chemotherapy patient handoffs.

CONTACT INFORMATION

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EDUCATION

Master of Science in Nursing (MSN),
Nursing Leadership, Oregon Health &
Science University, 2022

Bachelor of Science in Nursing (BSN),
Linfield University, 2014

CMSRN, Medical-Surgical Nursing
Certification Board, 2018

NE-BC, Nurse Executive Board
Certified, ANCC, 2023

RN License, Oregon #RN-771203;
BLS and ACLS, AHA

KEY SKILLS

- Charge nurse staffing and assignment management
- Throughput, length of stay, and discharge coordination
- Rapid response and code blue leadership
- Staff coaching, corrective action, and stay interviews
- Pathway to Excellence and Magnet readiness
- Sepsis, CAUTI, CLABSI, and fall bundle compliance
- Epic Inpatient super-user
- Budget and productivity (worked hours per patient day)

- Preceptor program design and clinical ladder mentoring
- HCAHPS and Press Ganey action planning
- Union contract awareness and grievance process
- Recognized with hospital service star award for de-escalating a behavioral health crisis on the unit.