



STEVEN HALL

Nurse Manager

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PROFILE

Nurse Manager with 9 years of med-surg and step-down experience, including 4 years leading a 32-bed unit. Known for stabilizing staffing after tough years, coaching charge nurses into managers, and closing quality gaps in patient experience and infection data.

KEY SKILLS

- Staffing and scheduling (Kronos, self-scheduling models)
- Budget and variance reporting
- Patient experience coaching and leader rounding
- Catheter infection, bloodstream infection, and falls reduction
- Epic (ClinDoc, Rover, Grand Central)
- Preceptor and residency program design
- Union and non-union labor relations
- Joint Commission survey readiness
- Shared governance council leadership

PROFESSIONAL EXPERIENCE

Nurse Manager, Medical-Surgical Unit

Cedar Hollow Regional Medical Center, Raleigh, NC | 2020 - Present

- Lead a 32-bed med-surg unit with 58 FTEs across three shifts, including 6 charge nurses I meet with weekly on staffing, throughput, and coaching.
- Cut RN turnover from 27% to 11% over two fiscal years by rebuilding the preceptor program, adding stay interviews at 30/90/180 days, and moving self-scheduling to a 6-week block.
- Raised nurse communication patient experience scores from the 42nd to the 71st percentile after coaching charge nurses on hourly rounding and bedside shift report audits.
- Chair the unit catheter infection prevention committee; drove a 9-month stretch with zero catheter-associated infections by tightening Foley necessity huddles at 0700 and 1900.
- Own a \$6.4M salary and supply budget and report variance monthly to the chief nursing executive.

Assistant Nurse Manager, Step-Down Unit

Cedar Hollow Regional Medical Center, Raleigh, NC | 2018 - 2020

- Managed daily assignments and acuity balancing for a 24-bed step-down unit averaging 92% occupancy.
- Led rollout of a new sepsis screening workflow in Epic; time-to-antibiotic dropped by roughly 40 minutes on the unit.
- Ran the schedule for 41 nurses and 12 techs, filled 96% of shifts without agency use during the winter surge.
- Coached 4 charge nurses through the internal leadership pathway; 2 are now nurse managers.

Charge Nurse, Telemetry

Piedmont Valley Hospital, Durham, NC | 2016 - 2018

- Charge on nights for a 28-bed telemetry unit, running rapid response calls and staffing huddles.
- Precepted 9 new grads through the RN residency; all 9 stayed past the 18-month mark.
- Rebuilt the code cart check process after a survey finding, closed the gap on the next mock survey.

EDUCATION

BSN, University of North Carolina at Chapel Hill, 2015

Registered Nurse, North Carolina Board of Nursing, in good standing

Certified Nurse Manager and Leader