

Karen Jones, RNC, MS

Children's Hospital Colorado 13123 East 16th Avenue, Box 360 | Aurora, CO 80045 | 720-777-8794
karen.jones@childrenscolorado.org

PROFESSIONAL EXPERIENCE

Children's Hospital Colorado

Aurora, CO

Associate Clinical Manager, Neonatal Intensive Care Unit

Feb 2015 – Present

- Leads department team members in providing direct patient care by demonstrating expert clinical knowledge and promoting Professional Standards in daily work.
- Monitors budget and resource allocation while appropriately staffing 82 bed Level 4 NICU.
- Resolves operation and patient/family issues, making decisions that are inclusive of multiple perspective and solves underlying problems.
- Champions professional growth and clinical practice by mentoring, coaching and evaluating 35 direct reports for improved clinical practice and standards of behavior.
- Partners with a multidisciplinary team in meeting the clinical needs of patients and families. Rounds with patients, families and team members to promote patient family experience and quality patient care.
- Resolves conflict between families and team members, promoting shared goals and building relationships.
- Creates and leads innovative solutions for system, clinical or cultural challenges. Developed ACM primary model to address family/provider communication concerns.

Clinical Coordinator, Neonatal Intensive Care Unit

Nov 1988 – Feb 2015

- Triage and manage patient flow for maximum efficiency and quality patient care.
- Improve patient and family experience by problem solving family concerns and promote customer-focused delivery of care.
- Collaborate with social workers, case managers, physicians and other healthcare providers to establish, implement and maintain quality family support services.
- Coordinate and facilitate multidisciplinary team meetings, care conferences and case debriefings for improved patient outcomes and staff satisfaction.
- Mentor, coach, educate and develop staff to enhance clinical practice and professional development.
- Evaluate individual performance of team members which includes written annual performance appraisals and performance improvement plans for 28 direct reports.
- Utilize critical analysis and problem solving skills to improve staff performance and patient outcomes.
- Provide clinical care, consultation and instruction to staff, families and other departments
- Assist in the development and revision of policies and procedures (DNAR policy, moral courage policy, central line dressing procedures)
- Assist in developing and implementing departmental Quality Improvement Plans

Staff Nurse, Neonatal Intensive Care Unit

May 1984 – Nov 1988

- Provided direct, developmentally appropriate, expert care to acutely ill patients.
- Counseled and provided support to patient's families.
- Developed and implemented new staff scheduling system.
- Designed and taught revised NICU curriculum to new hires.
- Original member of the ECMO team.

ACHIEVEMENTS

- Awarded, 2015 Nightingale Luminary - Innovation "Palliative Care Team in the NICU"
- Quality Improvement Poster Winner -Boston Children's Hospital, "Formation of a Dedicated Palliative Care Team in a Neonatal Intensive Care Unit", July 2015
- Nominated, 2013 CHCO Nursing Excellence Award - "Excellence in Leadership"
- Nominated, 2011 CHCO Nursing Excellence Award - "Excellence in Leadership"
- Developed, implemented and manage the NICU Palliative Care Resource Team. A large multidisciplinary team of nurses, NNPs, physicians, chaplains and social workers whose focus is improving the quality of life for patients and their families with life threatening or life ending illness. 2013 - Present
- Developed and implemented a NICU Central Line Dressing Team with reduction of CLABSI from 2.46/1000 line days to current rate of 0.70/1000 line days. 2010 - Present
- NICU Patient Care Transition Leader for the impatient move to the new campus. Responsible for organization of NICU move teams and preparedness of medical staff, families and patients. 2005-2007
- Established and lead NICU ethics committee with focus on team building, staff support for difficult cases, problem solving, and mediation of ethical concerns. 2005-Present

PROFESSIONAL CONTRIBUTIONS

- Co-Chair, Patient and Family Experience Committee 2016 – Present
- Faculty, CHCO Annual Ethics Conference 2016 – Present
- Member, CHCO REST team 2015 – Present
- Member, CHCO Palliative Care Committee April 2014 - Present
- Chair and Founder, NICU Palliative Care Committee July 2013 - Present
- Co-Chair, Maternal Fetal Family Support Team 2011 - Present
- Co-Chair and Founder, NICU Central Line Team 2010 - Present
- Member, CHCO Ethics Committee and Consult Team 2007- Present
- Member, CHCO Donor Alliance Committee 2007 - Present
- Member, CHCO Nurse Ethics Liaisons 2004 - Present
- Chair and Founder, NICU Ethics Committee 2004 - Present
- Member, NICU Management and QI team 2005 - Present
- NICU Unit Scheduler 1995 - 2005
- Member, NICU Leadership Team 1988 – Present

PROFESSIONAL MEMBERSHIPS

- Member, American Society of Bioethics and Humanities
- Member, American Society of Law, Medicine and Ethics
- Member, National Association of Neonatal Nurses

PRESENTATIONS

- "Ethical Considerations in Innovative Care" Presented at Ethics Liaison Retreat, Children's Hospital Colorado, June 2019
- "Ethical Decision Making in the NICU" Presented at ELNEC, Children's Hospital Colorado, October 2017.
- "End of Life Care in the NICU" Presented at ELNEC, Children's Hospital Colorado, October 2015.
- "Supporting Each Other in Times of Stress" Schwartz Center Rounds, Resiliency Conference, Children's Hospital Colorado, September 2015
- "Ethics Champions: Engaging Colleagues for Conversation, Education and Advocacy", National Nursing Ethics Conference, LA California, March 2015
- "Professional Boundaries - Social Media and Confidentiality" Presented to Children's Hospital Colorado Ethics Nurse Liaisons, May 2014
- "Critical Care Debriefing Model" Presented to Children's Hospital Colorado ECMO Team and Ethics Nurse Liaisons, February 2012
- "Recognizing Moral Distress in the NICU Nurse" Presented at Beyond the Basics Conference, Children's Hospital Colorado, May 2010
- CU Ethics Faculty Facilitator - Facilitate multidisciplinary small group discussions. Required course work for medical, dental, pharmacy, PT PA and nursing students. Spring and Fall 2010 - 2012
- "Complex Ethical Decision Making in the NICU". NICU orientation Phase III class, Children's Hospital Colorado. Present twice a year and as needed for RN orientation. 2007- Present
- "Basics of Ethical Decision Making in the NICU". NICU orientation Phase I class, Children's Hospital Colorado. Present twice a year and as needed for new RN orientation. 2007 - Present
- "A Magic Wand for Ethical Decision Making in the NICU" A review of recent cases. Presented at Beyond the Basics Conference, Children's Hospital Colorado, September 2005

CREDENTIALS AND LICENSES

- Registered Nurse - Colorado
- NCC Certification, Neonatal Intensive Care Nurse
- ELNEC Trainer, End of Life Nursing Education Consortium
- Basic Cardiac Life Support Provider
- Neonatal Resuscitation Program Provider

EDUCATION

Master of Science in Health Care Ethics, Dec 2012

Creighton University School of Medicine

Omaha, NE

Bachelor of Science in Nursing, May 1984

Nazareth College

Kalamazoo, MI