

***CURRICULUM VITAE***  
**Karen M. Jackson, DNP, MSN, NEA-BC**  
**Adjunct Faculty, MSN Program**  
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## **I. EDUCATION**

Doctor of Nursing Practice, Executive Leadership 05/2014	Loyola University New Orleans,
Master of Science in Nursing, Health Systems Mgmt 05/2004	Loyola University New Orleans,
Bachelor of Science in Nursing 08/1998	Loyola University New Orleans,
Associate of Science in Nursing 12/1995	Univ. of NY, Regents College

## **II. EXPERIENCE**

### **Academic Teaching Experience**

**Adjunct Professor**  
**Prairie View A&M University College of Nursing (Bachelor of Science Program)**  
**Houston, Texas**  
 September 2021 - Present

- Courses taught: *Adult Health I Practicum*
- Ensures students are provided an opportunity to apply the nursing process utilizing knowledge learned in Nursing 3417 in a variety of clinical and/or practicum settings.
- Implements the College's philosophy, curriculum, program outcomes, and course objectives through online teaching, and service to the College, community, health system and profession.
- Serves as an Adjunct Professor, focusing on online student learning associated with prescribed course and program learning outcomes.
- Utilizes various teaching learning methodologies for providing instruction and conducting online classes in nursing to a diverse student population within the Doctor of Nursing Practice Program.
- Prepares course shell for Preview Week to ensure instructions are effectively delivered to meet student needs.
- Fosters a creative and supportive learning environment, and is actively engaged in online instruction initiatives as a mentor and facilitator.
- Creates an educational environment which fosters innovation, responsiveness, and accountability.
- Provides feedback to students during weekly discussion forums on level of performance

based on course objectives.

- Available for consultation to students as required or needed.
- Supports University, Campus, and/or departmental goals to assure compliance with programmatic accreditation and/or licensure, internal consistency, and graduate outcomes that meet student learning, workplace and placement expectations.
- Upholds a culture of academic integrity.

### **Adjunct Professor**

#### **Prairie View A&M University College of Nursing (Master of Science Program)**

##### **Houston, Texas**

September 2016 – Current

- Courses taught: *Theoretical Foundations of Nursing (Nursing Theory)*; and *Clinical Research in Nursing*
- Implements the College's philosophy, curriculum, program outcomes, and course objectives through online teaching, and service to the College, community, health system and profession.
- Serves as an Adjunct Professor, focusing on online student learning associated with prescribed course and program learning outcomes.
- Utilizes various teaching learning methodologies for providing instruction and conducting online classes in nursing to a diverse student population within the Doctor of Nursing Practice Program.
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- Upholds a culture of academic integrity.

### **Visiting Professor**

#### **Chamberlain College of Nursing (Doctor of Nursing Program)**

##### **Houston, Texas (North Campus)**

August 2014 – December 2016

- Courses taught: *Applications for Analytic Methods (Evidence-Based Practice)*; and *Indirect Care Perspectives (Leadership)*
- Implements the College's philosophy, curriculum, program outcomes, and course objectives through online teaching, and service to the College, community, health system and profession.

- Serves as a Visiting Professor, focusing on online student learning associated with prescribed course and program learning outcomes.
- Utilizes various teaching learning methodologies for providing instruction and conducting online classes in nursing to a diverse student population within the Doctor of Nursing Practice Program.
- Prepares course shell for Preview Week to ensure instructions are effectively delivered to meet student needs.
- Fosters a creative and supportive learning environment, and is actively engaged in online instruction initiatives as a mentor and facilitator.
- Provides feedback to students during weekly discussion forums on level of performance based on course objectives.
- Available for consultation to students as required or needed.
- Supports University, Campus, and/or departmental goals in order to assure compliance with programmatic accreditation and/or licensure, internal consistency, and graduate outcomes that meet student learning, workplace and placement expectations.
- Upholds a culture of academic integrity.

## **Professional Experience**

### **Nurse Manager**

**Michael E. DeBakey VA Medical Center**

**Houston, Texas**

May 2016 – Present

- Ensures patient access to high quality patient care, and customer/patient service needs are met in an efficient manner.
- Builds strong positive communication and working relationships with physicians, employees, other managers, internal and external customers, and works as a team to enhance the success of the practice.
- Monitors patient volumes, quality of care, and performance of staff to identify areas for improvement.
- Leads and directs the work of others.
- Collaborates with Human Resources to ensure personnel policy development and communication to staff to achieve consistency in labor and employee relations.
- Plans, evaluates, recommends and implements new initiatives when appropriate.
- Selects and hires employees according to established guidelines.
- Monitors, coaches, develop and evaluate performance of staff on an ongoing basis in accordance with applicable performance standards.
- Monitors patient service feedback and contributes to the process of resolving complaints and service issues.
- Plans and initiates process improvement and cost reduction opportunities.
- Responsible for OSHA and other regulatory training and compliance.
- Coordinates cleanliness, orderliness and safety of working environment.

### **Nurse Manager**

**Houston Methodist Hospital**

**Houston, Texas**

May 2013 – May 2016

- Manages 35 case managers, social workers, and resource personnel assigned to the Surgical Service Line of an 884 bed acute care hospital in the Texas Medical Center.
- Prepares staffing plans and schedules.
- Conducts performance appraisals and make hiring decisions.
- Provides training on governmental regulations, and interdepartmental policies and processes.
- Develops and implements programs to optimize effective patient care progression.
- Promotes and maintain positive relations with patients and their families.
- Collaborates with physicians and other medical staff to ensure service expectations are being met.
- Ensures and facilitates the achievement of quality clinical and cost outcomes.
- Assure utilization management requirements established by payers are carried out in an efficient manner.
- Provides accurately compiled and tabulated data required to monitor, and evaluate important aspects of patient care and key systems function.
- Responsible for managing payroll.

**Director of Case Management  
North Cypress Medical Center  
Cypress, Texas**

Sept 2012 – May 2013

- Directs all activities, daily operation and on-going processes of the hospital's Case Management Program.
- Development and maintenance of departmental quality-improvement programs.
- Directs overflow of case managers and social workers, and develops departmental policies and procedures.
- Collaborates with physicians and other medical staff to ensure service expectations are being met.
- Ensures and facilitates the achievement of quality clinical and cost outcomes.
- Assure utilization management requirements established by payors are carried out in an efficient manner.
- Provides accurately compiled and tabulated data required to monitor, and evaluate important aspects of patient care and key systems function.
- Responsible for managing payroll.
- Prepare staffing plans and schedules.
- Conducts performance appraisals and make hiring decisions.
- Provides training on governmental regulations.
- Promote and maintain positive relations with patients and their families, as well as other healthcare organizations.

**Manager of Case Management  
St. Luke's Episcopal Health System – St. Luke's Sugar Land Hospital  
Sugar Land, Texas**

Sept 2009 – Aug 2012

- Development and oversight of Case Management/Social Services Department.
- Development and maintenance of departmental policies and procedures.
- Responsible for the development, coordination, and integration of Case Management, Utilization Management, and Discharge Planning training and activities.
- Ensure oversight of departmental Performance Improvement initiatives.
- Monitor denials, appeals coordination, resolving claims, and third party payor reimbursement.
- Monitor and execute action plans to reduce length of stay.
- Track and trend avoidable day reports for hospital administration and physician services.
- Coordinates information flow of discharges between clinical and ancillary support services.
- Compiles, prepare, and provides monthly departmental reports to CFO, leadership team, and system dashboard.
- Collaborate with Medical Staff, Nursing, Patient Access/Financial Services, and Allied Health/Support Departments as it relates to Case Management initiatives and outcome projects.
- Plan and monitor departmental budget.
- Engaged in monthly revenue cycle meetings with CFO to discuss key metrics and financial summary reports.
- Coordinate and oversight of quarterly Utilization Management Committee Meeting with leadership and physicians.
- Explain volume, stat variances and how they relate to facility practices to CFO, various committees, physicians, and other hospital leaders.
- Complete performance appraisals and disciplinary procedures as indicated.
- Develop departmental processes according to DNV guidelines.

### **III. COURSES TAUGHT**

Adult Health I Practicum

Theoretical Foundations of Nursing (Nursing Theory)

Clinical Research in Nursing

Applications for Analytic Methods (Evidence-Based Practice)

Indirect Care Perspectives (Leadership)

References provided as necessary