

Jenney Toussaint

Director of Nursing (DON)

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☎ (511) 464-1020

📍 3203 W Commercial St, Springfield, MO 65802

EDUCATION

Bachelor of Science in Nursing at University of Missouri

Aug 2010 - May 2015

Some skills I've learned are critical thinking, problem solving, teamwork, and effective communication.

LINKS

[linkedin.com/in/jenneytoussaint](https://www.linkedin.com/in/jenneytoussaint)

SKILLS

Nursing

Management

Communication

Leadership

Organizational

Interpersonal

Problem-solving

LANGUAGES

English

Urdu

EMPLOYMENT HISTORY

● Director of Nursing (DON) at SSM Health, MO

Jun 2022 - Present

- Led a team of 50 nurses and achieved a 97% satisfaction rating from patients.
- Decreased the average length of stay by 3 days.
- Reduced medication errors by 35%.
- Implemented new policies that increased staff morale by 25%.
- Trained other directors on effective nursing practices.

● Assistant Director of Nursing (ADON) at Mercy, MO

Aug 2020 - Apr 2022

- Led a team of 15 nurses in providing direct care to 80 patients on an average day.
- Implemented new policies and procedures that improved patient satisfaction scores by 10%.
- Trained new staff members on proper infection control techniques, resulting in a decrease in hospital-acquired infections by 5%.
- Worked with the interdisciplinary team to develop individualized care plans for each patient.
- Monitored medication administration and ensured compliance with state regulations.

● Nurse Manager at BJC HealthCare, MO

Aug 2015 - Jun 2020

- Led a team of 20 nurses and achieved a 97% patient satisfaction rating.
- Implemented new policies that improved staff retention by 25%.
- Reduced medication errors by 35% through better training and communication.
- Won "Employee of the Month" 3 times.
- Graduated top of my class from nursing school.

CERTIFICATES

Certified Nurse Executive (CNE)

Jul 2020

Certified Nursing Administrator (CNA)

Jan 2019

MEMBERSHIPS

American Nurses Association

National League for Nursing