

**Yvette R. Roberts DNP, MSN, MS, MHA, CPHIT**  
[yroberts@govst.edu](mailto:yroberts@govst.edu)

**Education**

- 2013 Governors State University, University Park, IL  
Doctor in Nursing Practice
- 2013 Governors State University, University Park, IL  
Certificate in Online Teaching
- 2010 Governors State University, University Park, IL  
Master of Science in Nursing (*Summa Cum Laude*)
- 2005 University of Illinois at Chicago, Chicago, Ill.  
Master of Science in Health Informatics
- 1998 University of Illinois at Chicago, Chicago, Ill.  
Certificate in Health Informatics
- 1987 Governors State University, University Park, IL  
Masters in Health Administration
- 1982 Rush University, Chicago, IL  
Bachelor of Science in Nursing
- 1975 Michael Reese Hospital Medical Center, Chicago, IL  
Diploma in Nursing

**Teaching Experience**

- 2014 – Present Visiting Professor, Department of Nursing, College of Health Human Services.  
Governors State University. University Park, Illinois.
- 2013 – Present Adjunct Faculty, Department of Nursing, College of Health Services.  
College of Nursing, MSN Informatics Program (online), Walden University
- 2013 - 2015 Leadership Preceptor. Phoenix University.  
Served as preceptor for student internship and capstone project
- 2012 – 2014 **Adjunct** Faculty, College of Nursing, Bachelors Program (online).  
Governors State University. University Park, Illinois.
- 2010 - 2014 Adjunct Faculty, Department of Nursing, (online)

Sojourner Douglass College. Baltimore, Maryland.

2007 – Present. Adjunct Faculty, Department of Biomedical and Health Information Sciences. College of Applied Sciences. Graduate Students (online), University of Illinois at Chicago, Chicago, Illinois

2007 - 2008 Olive Harvey College, Nursing Program, Guest Speaker.  
Topic- *Nursing Informatics, What it means for the bedside nurse.*

2007 - 2009 Adjunct Faculty University of Illinois at Chicago, College of Nursing.  
Coordinator of Senior Leadership Practicum for graduate nursing students

2006 - 2009 Senior Preceptor University of Illinois Medical Center at Chicago.  
Served as preceptor for student internships seeking experiences in Informatics and Nursing Administration

2005 – 2006 University of Illinois at Chicago, College of Biomedical and Health Information Sciences Guest lecturer

1993 - 1999 Harold Washington College Chicago, Illinois Certified Nursing Assistant Instructor

## **Professional Experience**

### **South Shore Hospital**

Nurse Educator /Clinical Informatics Consultant  
2012 -2014

- Served as nursing project manager for bed placement, and enterprise wide throughput project
- Established and served as Co-Chair of the multidisciplinary hospital wide patient throughput committee
- Disseminated information on cutting edge technology in healthcare, specifically for nursing practice to nursing leadership.
- Analyzed and redesigned process flows to improve efficiency and patient safety
- Provided suggestions to improve hardware and software design.
- Ensured nursing staff technology competency in the use of clinical applications
- Assisted in the development of policies and end-user training

- Monitors quality performance indicators; prepares reports for quality oversight committees; develops vehicles to communicate performance to providers; and identifies clinical and administrative concerns for further investigation and analysis.

- Served as preceptor and mentor for nursing staff and new graduates

### **University of Illinois at Chicago**

Director of Nursing – Nursing Resource Office and Clinical Informatics Specialist  
2009- 2011

Identified strategies to monitor and evaluate the impact of resource management decisions on safety and quality patient care; e.g., standards of nursing care, peer review, clinical ladders, cost benefit ratios, flexible budgeting, etc. Key accomplishments include:

- Responsible for management, training and staff development for members on the Float, PICC, Flex team, Nurse Technicians and Admission Nurses,
- Served as nursing project manager for bed placement, quality improvement ,and hospital throughput initiatives
- Coordinated with peers to achieve organizational goals and objectives
- Responsible for providing administrative staff support to nursing managers in planning , acquiring, allocating and evaluating required resources for the delivery of quality patient care, focusing on one of more areas of specialization including strategic planning, human resources, finance, or information systems management.
- Reviewed nursing contracts and their effect on resource utilization and quality and recommended strategies to achieve efficiencies.
- Participated in contract negotiations, e.g., collective bargaining, vendor elections, and initiated financial and/or personnel system changes as necessary.
- Served as preceptor and mentor to College of Nursing students in areas such as nursing finance, planning, information systems, leadership, and human resource management.

Associate Director of Nursing – Nursing Informatics  
2005 - 2009

Assumed overall responsibility for the administration of Clinical Informatics for the Department of Nursing - implemented, coordinated and maintained current clinical

systems, various applications, and programs within Nursing Services. Key accomplishments include:

- Collaborated with organizational leadership to guide the plan for the design and implementation of system-wide information management technology systems (electronic medical record) and patient care systems utilizing guiding principles of patient safety, usability, best practice and quality outcomes. Focused on clinical workflow redesign, integration of technology into clinical workflow, and overall system redesign of health information by users of clinical systems.
- Coordinated project management of Clinical Information Technology.
- Maintained project plans, in accordance with organizational and JCAHO standards.
- Ensured nursing staff technology competency for the use of clinical applications. Conducts rounds on nursing units soliciting feedback and answer questions.
- Served as a resource to staff and management regarding Clinical Informatics. Acted as Nursing Administrative liaison to Information Services department to facilitate coordination of services.
- Chaired and facilitated the Nursing Advisory committee, Nursing Technology Work Group, Nursing/Pharmacy Committee and Core Super Users work group.
- Served as the Nursing Administrator on call for academic medical center. Responded to administrative problems concerning patients, visitors, and hospital staff.

Associate Director of Nursing - Critical Care  
2002-2005

Managed 240 FTEs in a union based environment encompassing fiscal and personnel management of 5 ICUs, (CCU, MICU, SICU, Transplant, Neurosurgical), 2 Step down Units, Inpatient Dialysis, and an Observation Unit  
Reported to Chief Nursing Officer; interacted with CEO/COO/CFO based upon operational needs and medical center goals and objectives Key accomplishments include:

- Coordinated a managerial reporting structure for the Critical Care Division.
- Established and managed a multidisciplinary team to create a communication and education plan for the merging of two adult ICUs
- Implemented project plan of hospital wide patient care monitoring system in collaboration with Information Technology Department.
- Collaborated with vendors to create custom solution design specifications related to each unit's special patient population.
- Conducted monthly focus group to solicit users input regarding patient monitoring system functionality.
- Disseminated technology advances related to systems and specific applications to nursing leadership.
- Ensured production systems function without interruption and designed implemented action plans for problem resolution.

- Implemented evidence-based practice models and worked with nursing staff, nurse practitioners, and medical staff to combine two critical care nursing units; and coordinated education and training plans for successful transition

System and Resource Analyst /Department of Nursing  
1998 - 2002

Served as the System Administrator for testing and upgrading for the online Patient/Family Education System, Nurse Scheduling System, and Nursing Documentation for Maternal Child Nursing. Key accomplishments include:

- Analyzed and created process flows and templates.
- Provided suggestions to improve hardware and software design.
- Acted as primary liaison to Nursing Administration and Hospital Administration to identify data needed in determining operational decisions and business solutions.

Documentation Management Team Lead  
1997-1998

- Re-engineered clinical documentation forms for outpatient, ancillary areas, and the hospital to facilitate online charting.
- Assisted in the design and creation of databases for the computerized patient care system (Cerner).
- Implemented Direct Note Entry for ancillary and Ambulatory Care Clinics which included upgrades and enhancements.

Clinical Analyst  
1996- 1997

- Assisted in testing system functionality; validated database integrity
- Assisted in the development of end-user training and documentation/training materials; Performed system demonstrations to end-users during the implementation phase.
- Co-chaired end users group, which consisted of various disciplines to identify operational issues and recommend solutions.

Administrative Coordinator for Obstetrics Clinic  
1992- 1995

- Provided supervision, evaluation and discipline of 45 FTE's. Responsible for day to day operations; Management of \$1.2 million general expense and personnel budget.
- Developed and implemented an antepartum testing clinic; Redesigned work flow which included establishing procedures and processes for registration, billing and chart review and retrieval.

Director of Patient Care Services  
Mile Square Health Center, Chicago, 1990-1992

- Assisted with the successful re-opening of the Center after being closed for several years. Participated in marketing and recruiting programs for patients; developed and participated in community outreach programs.
- Provided personnel and fiscal management for 70 FTE's, including medical records, clerical, nursing, security, business affairs staff, and advance practitioners.
- Served as liaison to the City of Chicago Department of Health for coordinating patient care and strategic planning.
- Provided various training seminars which included customer service, quality, and nursing assessment
- Developed and implemented a nurse triage program
- Participated in marketing and recruiting programs for patients;
- Developed and participated in community outreach programs.

### **Early Career History**

**Clinical Manager for Maternal Child  
St. James Hospital, Chicago Heights, IL**

**1989 - 1990**

- Redesigned a traditional maternity delivery system to provide a comprehensive family centered care program; Coordinated and implemented various facility renovation projects.
- Participated in development of staff training modules
- Managed a \$1.1 million general and capital expense budget.

**Clinical Manager Maternal Child Services  
Jackson Park Hospital, Chicago, IL**

**1985 - 1989**

- Coordinated infant mortality reduction initiatives with University of Chicago Perinatal Center.
- Developed externship program for staff to work in high-risk obstetrics.
- Participated in community outreach activities

**Assistant Head Nurse for Obstetrics  
Weiss Memorial Hospital, Chicago, IL**

**1984 - 1985**

Implemented family centered care  
Participated in staff development and training

**Charge Nurse Labor and Delivery  
Michael Reese Hospital, Chicago, IL**

**1975 - 1984**

Delivered care to low and high-risk patients  
Preceptor for new graduates

### **Presentations**

2014 – Poster Presentation. *Executive Dashboards: Real Time Management for Patient Throughput*. Presented at the Sigma Theta Tau International Honor Society for Nursing. Nursing a Leading Force for Change. May 4, 2014. University Park, Illinois.

2009 – Podium Speaker. *Role of the Super Users in the Implementation of an Electronic Medical Record*. Presented at the American Nurses Informatics Association. Las Vegas, Nevada

2008 – Primary Speaker. *Developing Competency Based Lab Simulation Modules for Use of the Electronic Medical Record (EMR) in Undergraduate Nursing Education and Newly Hired Nurses*. Presented at Creating Jazz, Transforming Exchanges in Education and Practice. 35<sup>th</sup> Annual National Council on Professional Nursing Education and Development. October 16-19, 2008. Kansas City, MO

2008 - *Enhancing Patient Throughput*. Presented at the Tele tracking User Conference. October 19, 2008. Chicago, Illinois. .

2008 - *Developing Competency Based Lab Simulation Modules for Use of the Electronic Medical Record (EMR) in Undergraduate Nursing Education and Newly Hired Nurses*. Poster Presentation: University of Illinois College of Nursing. Nursing Research Day.

2007 - *The Value of a Partnership and Collaboration in Training* at the American Nursing Informatics Association Conference, April 27- 28, 2007. Las Vegas, Nevada.

2006 - *An approach to Assess Clinicians' Workflow to Optimize Productivity and Satisfaction*. Presented at the Cerner Health Conference, October 9 -15, 2006. Orlando Florida.

1998 - *Bridging the Gap*. Presented at Sixteenth Annual International Nursing Computer and Technology Conference Rutgers College of Nursing Center for Professional Development.

1998 - *Implementing a Computerized Obstetrical Medical Record across Ambulatory and Inpatient Services*. Presented at the American Academy of Ambulatory Nursing Conference, March 3-5, 1998, Washington, D.C.

1997 - *Bridging the Gap*. Presented at Sixteenth Annual International Nursing Computer and Technology Conference.

1994 - *Implementing a Computerized Obstetrical Medical Record across Ambulatory and Inpatient Services*. Presented at the American Academy of Ambulatory Nursing Conference, March 3-5, 1998, Washington, D.C.

1993. - *The Nurse -Supervised Community Health Worker in Ambulatory Prenatal Care.*  
Presented at the American Academy of Ambulatory Nursing Conference, March 3-5,  
1994 San Diego, California.

### **Funded Research**

2007 Co-Investigator. STEP Grant. Awarded by the University of Illinois College of Nursing. Developing Competency based Lab Stimulation Modules for Use of the Electronic Medical Record (EMR)

### **Research Experience**

2005 Investigator. Master Thesis, Titled, *Barriers of Use for Computerized Nurse Scheduling System*

1994 Co-writer for a research proposal submitted for funding titled, “Enhancement of Cultural Diversity in the Work Place.”

Written by: Ryan Gantes, MS, Yvette Roberts, MHA, Dr. Andre Bienarz

1993 Research Assistant for a study titled, “Patient Satisfaction in University of Illinois Obstetrics Clinic Before and After Implementation of Nurse Case Coordination”. Data Analysis Phase. Principal investigator: Janet Engstrom, Ph.D. Research Assistants, Ryan Gantes, MS; Tamara McNally, MSN

### **Service**

2015 - Strategic Planning Committee  
College of Health and Human Services  
Governors State University

2015 Commission on Collegiate Nursing Education (CCNE) Committee  
Department of Nursing  
Governors State University

2015 - Doctor of Nursing Practice Committee  
Department of Nursing  
Governors State University

2014 - Curriculum Committee  
Department of Nursing  
Governors State University

### **Capstone Committee Member**

2015- Present Harwell, P. “A is for Asthma”. Governors State University.  
University Park, Illinois.



2013-2015. Lyons, M. "Establishing a Rapid Response Team Training Manual". Phoenix University. Chicago, Illinois.

### **Honors and Awards**

2015 Clinical Informatics Leadership. Presented by The Chicago Chapter of the National Black Nurses' Association, Alpha Eta Chapter of Chi Eta Phi Sorority, Inc., Beta Mu Chapter of Lambda Pi Alpha Sorority, and Provident Hospital Nurses'.

2014 Preceptor Award, College of Nursing, University of Illinois at Chicago

2013 Certificate of Achievement. Presented by Sigma Theta Tau International, Lambda Lambda Chapter

2012 Doctoral Student of the Year. Presented by Department of Nursing, Governors State University

1992 Outstanding Nurse Recognition. Presented by March of Dimes Foundation

### **Professional Membership**

2013 – Present. Association of Black Nursing Faculty, Inc.

2010 – Present. Sigma Theta Tau International, Lambda Lambda Chapter Nursing Society. Elected officer – President elect

2006 – Present. Health Information Management Systems Society, Nursing Informatics Taskforce

1998 – Present. Health Information Management Systems Society

1998 – Present. Greater Chicago Chapter of HIMSS

### **Community Activities**

2010- 2013. Co-Founder and Chair of the Doctorate of Nursing Student Council. Governors State University. University Park Illinois.

2010 - 2013 Governors State Student Representative. Department of Nursing Curriculum Committee. Governors State University. University Park Illinois

2009 - 2010 Olive Harvey College Advisory Board. Member. College of Nursing. Chicago, Illinois.

### **Certifications**

2008 Certified Professional Health Information Technology (CPHIT)

1993 Certified Nursing Assistant Instructor. Illinois Department of Health