

## **Jennifer L. Love**

• 217-788-0165 • love.jennifer@mhsil.com

---

### **EDUCATION**

**Master of Business Administration, 2016**  
**University of Illinois Springfield, IL**

**Bachelor of Science in Nursing, 2006**  
**Millikin University, Decatur, Illinois**

### **EXPERIENCE**

**Memorial Health System, Springfield, IL**

**System Administrator of Emergency & Trauma Services, 6/2019-Current**

- Strategic planning and oversight for 5 Emergency Departments in the health system
- Developing and monitoring key performance indicators for the health system
- Member of the System Leadership Team
- Collaborate with key physician partners

**Memorial Medical Center, Springfield, IL**

**Director of Emergency Medical Services, 12/2016-6/2019**

- Strategic planning and operational leadership of 70,000+ ED visits
- Improving quality outcomes
- Member of Nurse Executive Counsel
- Budget planning and preparation for Emergency Department

**Memorial Medical Center, Springfield, IL**

**Nurse Manager of Emergency Department, 09/2013-12/2016**

- Responsible for 150+ staff (nurses, technicians, unit secretaries, unit support attendants), planning, coordinating, and evaluating the activities of the patient care areas to provide quality patient care.
- Increased patient satisfaction scores from below 50% to above 75%
- Increased employee satisfaction scores from 48% to 93%
- Member of the Nurse Executive Counsel
- Project Sponsor for Greenbelt project on Start/Stop times

**Memorial Medical Center, Springfield, IL**

**Assistant Nurse Manager of Emergency Department, 01/2011-09/2013**

- Assists the nurse manager in planning, coordinating, and evaluating the activities of patient care areas to provide quality care
- Six Sigma White Belt, 02/2011
- Participated in several greenbelt projects for the Emergency Department
- Performed yearly performance appraisals on staff nurses, technicians and unit clerks
- Participated in the Nurse Manager Counsel

**Memorial Medical Center, Springfield, IL**

**Staff Nurse/Charge Nurse in Emergency Department, 06/2009-12/2010**

- Provided nursing care to a patient load of 3-5 patients per shift depending on acuity

- Provided orientation and training to new staff, medical students and nursing students
- Collected data on attendance reports for ER Leadership
- Provided care to people across the lifespan with different conditions from infants, children, pregnant women and the elderly.
- Assisted in care of multiple traumas, cardiac arrests, acute strokes, & deep sedations

**American Mobile Healthcare, San Diego, CA**

**Staff Nurse/Charge Nurse in multiple Illinois Emergency Departments**

(Carle Foundation Hospital, Rockford Memorial Hospital, Advocate Health Care, Decatur Memorial Hospital)

**1/2008-6/2009**

- Provided nursing care to a patient load of 3-5 patients per shift depending on acuity
- Provided orientation and training to new travelers, core staff and nursing students
- Sexual Assault Nurse Examiner

**St. Johns Hospital, Springfield, IL**

**Staff Nurse 2006-2008/ED Tech 2004-2006**

- Provided nursing care to a patient load of 3-5 patients per shift depending on acuity
- Provided orientation and training to new travelers, core staff and nursing students

## **CERTIFICATIONS**

Trauma Nurse Specialist  
Emergency Communications Registered Nurse  
Certified Emergency Nurse  
Stop the Bleed Certified and instructor

## **PROFESSIONAL ORGANIZATION**

Emergency Nurses Association  
American College of Healthcare Executives  
Forensic Nurses Association