

Francene Lundy
Director of Patient Care Services
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Education and Training:

Lean Institute	2007
Central Michigan University, Mt. Pleasant, Michigan, Master of Science in Health Services Administration	1992
University of Michigan School of Nursing, Ann Arbor, Michigan, Bachelor of Science in Nursing	1976

Certification and Licensure:

Registered Nurse, State of Michigan, No. 1455476

Academic, Administrative, and Clinical Appointments:

University of Michigan Health Systems, Ann Arbor Michigan

Adjunct Faculty Appointment, Division of Nursing and Health Care Systems Administration Programs in the University of Michigan School of Nursing 1995-Present

- Preceptor and facilitator for Management and Graduate Nursing Student. Participate in various committees to provide Nursing Services perspectives.

Director of Patient Care Services 1994-Present
Administrative direction and leadership for Acute Pain Services, Emergency Department, General Surgery & Endocrine/Internal Medicine, Intermediate Care, Neurology ICU, Neurosurgery, ENT, Plastics, General Surgery Telemetry, Rehabilitation, Surgical ICU, Survival Flight, SWAT, Transplant/GI, Transplant Services, Trauma Burn ICU, Gyn/Surgery, Hem/Oncology, Trauma/Ortho and Urology Unit. Total of 18 Units, 1230 Staff and 383 beds.

- Responsible for Implementation of Opioid Medication Safety Program in the University Hospital.
- Provide leadership to achieve Institutional Initiatives
- Facilitate Pain and Policy Committee
- Implemented Surgical Bariatric Program
- Developed Transplant Ambulatory Care Unit
- Supported Successful Trauma and Burn Verification Process three times
- Leadership for Implementation of Occupancy Smoothing
- Created and Implemented Specialized Workforce for Acute Transport (SWAT) Nurse Program
- Development of the Opioid Policy and Pain Management Guidelines

- APS lean initiative; new PCA order sets were developed to standardize the PCA order process in which all services initiate PCA therapy. PCA algorithms were also developed to direct the prescriber and to consult the APS if patient is still in pain.
- Continue to standardize care and nurse and patient education.
- Continue to support research and development of clinical practice changes.
- Continue to develop and implement Chronic Pain Order Set

Director Associate, Surgical Intensive Care, Trauma Burn, Transplant, Vascular 1993-1994
Vascular, Orthopaedics, General Surgery, Endocrine, Urology, and ENT Units

- Administrative leadership and fiscal responsibility for patient care of a 20-bed Surgical Critical Care Unit, 10-bed Trauma/Burn Critical Care Unit, 136-beds of Acute Care.
- Restructuring within the Division of Nursing resulted in an expanded area of responsibility.

Director Associate, Critical Care Medicine Unit 1990-1993

- Administrative leadership and fiscal responsibility for provision of care for 20-bed Critical Care Medicine Unit, 96-beds of Acute Care, which included Pulmonary/Arthritis, General Medicine and Rehabilitation for a total of 195 Ftes.

Head Nurse, Trauma/Orthopaedic Unit 1989-1990

- Provided leadership and fiscal management for 32-bed redesigned Trauma and Orthopaedic unit with 42 Ftes.

Clinical Nurse Manager, Orthopaedic/ENT and General Surgery/Trauma Units 1987-1989

- Administrative leadership 32-bed Orthopaedic/ENT unit and 16-bed General Surgery/Trauma Unit and 50 Ftes.
- Facilitated the relocation and combination of Orthopaedic and Trauma Unit.
- Developed and Implemented Acute Pain Service.

Interim Head Nurse, Surgical Intensive Care Unit 1986-1987

- Provided leadership and fiscal and personnel management for 20-bed Surgical Intensive Care Unit with 64 Ftes.
- Developed and implement new policies, procedures and standards of practice.

Head Nurse, General Surgery/Trauma Unit 1986-1987

- Planned and implemented development of the 16-bed General Care Trauma Unit.
- Developed General Surgery and Trauma Unit as a transition into the new Facility.
- Developed and implemented unit policies, procedures, objectives, and standards of practice. Directed 15.8 FTEs of nursing personnel, including interviewing, hiring, and required interdisciplinary actions.
- Planned and monitored budget activities and patient care programs.
- Precepted nursing students.
- Functioned as chief unit liaison between nursing support services.
- Developed and maintained collaborative relationship with medical staff.

Head Nurse, Surgical Intermediate Care Unit

1985-1986

- Directed 25.7 FTEs of nursing personnel.
- Developed programs based on identified need for professional growth.
- Functioned as chief unit liaison between nursing support services.
- Developed and maintained collaborative relationship with medical staff.
- Facilitated orientation of staff to Replacement Hospital Project.

Assistant Head Nurse, Education Coordinator, Surgical Intermediate Care Unit

1982-1985

- In collaboration with Head Nurse, planned and implemented development of 17-bed Surgical Intermediate Care Unit.
- Responsible for scheduling, orientation, performance evaluations, interviewing and counseling of nursing personnel.
- Monitored unit budget, planned and implemented unit goals, objectives, and practice standards.
- Implemented Nursing Theory ,” Modeling and Role Modeling”
- Implemented and monitored Primary Nursing Activities.

Staff/Charge Nurse, 7 West General Surgery Unit

1978-1982

- Provided leadership and coordination for patient care.

Research Interests:

Lundy, Francene, Lazar Greenfield, Beverly Jones, Victoria Averhart, Debra Finch, Gail Keenan, Karen McConnell, Rose Ramey, James Stanley, Ceasanea Ashford, Cynthia Chinavare, Patrick Geraghty, Charles Shanley, and Jim Day. *Nurse-Physician Collaboration Project*, September 1997-September 1998.

Honors and Awards:

- Gold Star Management Award for Recognition for Incorporating Total Management Tools and Techniques, July 1995.
- Global Institute for Leadership Development, September 28-October 3, 1997.
- UMHS Health Care Leadership Institute Class of 2004-2005.
- University of Michigan Ross School of Business, UMHS Nursing Leading the Positive Organization, March 2005.

Memberships in Professional Societies:

- Sigma Theta Tau, Inc. International Honor Society of Nursing, 1986-Present.
- Sigma Theta Tau, Inc. International Honor Society of Nursing. Rho Chapter, Ann Arbor, Michigan (Vice President, 1994-1996)
- American Organization of Nurse Executives (AONE), 1992-2000
- University of Michigan School of Nursing, Committee on Academic and Scholastic Standing. (Alumni Representative, 1992-1994)
- University of Michigan School of Nursing Board of Governors (Secretary, 1994-1996; 1996-1998; 1998-2000)

Committee, Organizational, and Volunteer Service:

- Lincoln Consolidated School, Health Care Careers Presenter, 1995-2001.
- Lead for Acute Pain Service Lean Team, 2008.
- Internal Review Committee for the Emergency Department chairman position, 2010.
- Professional Practice Model Redesign Team, 2010.
- Clinical Adjunct Faculty Network (CAFN) as an Adjunct Clinical Instructor, 9/1/2010 thru 8/31/2013.

Visiting Professorships, Seminars, Extramural Invited Presentations, and Poster Presentations:

“Developing a Business Plan”

Financial Management Series, University of Michigan Medical Center, October 1992

“Developing a Business Plan”

New Responses: Creative Approaches in Mental Health Nursing, Psychiatric Nursing Conference, University of Michigan Hospitals, October 1993.

“Backcare Injury Prevention”

Leadership Transition: People Places and Principles, University of Michigan Medical Center, Quality Month Poster Presentation, November 1995.

“Emerging Leadership”

3M Health Care Educational Luncheon, Livonia, Michigan, November 1999.

“Emotional Intelligence”

University of Michigan Leadership Academy, October 1998.

“Building Trust”

University of Michigan Leadership Academy, January 1999.

“Emotional Intelligence”

Assistive Personnel Workday, April 2004.

“Emotional Intelligence in the Work place”

Leadership Academy, May 2004.

“Foundations to Leadership Success”

EDGE Leadership Training, March 2005, October 2005, April 2005, October 2006-2009.

“Scripting”

What are Patient and Families Saying About Us, October 2005.

“SBARC”

Strategy to Improve Communication Hand-offs, 2006-2007

“PCA-Related Medication Errors: Minimizing Potential, Maximizing Technology”

Authors: Kelly A. Saran, MS, RN; Elaine L. Commiskey, B.S., M.S.; Susan G. Anderson, MSN, MBA, CPHRM; John F. Mitchell, Pharm.D., Francene Lundy, RN, BSN, MSA; Jahan Azizi, CBET; Catherine Gage Michalak, MS, RN. Quality Month Poster Presentation, May 2006.

“Scripting”

A Strategy to Improve Patient Satisfaction, Quality Month, October 2006.

“Examination of Risk Management Incident Reporting and Claims Databases to Identify Common Risk Factors for Respiratory Depression in General Care Patients Requiring Parenteral Opioid Administration”

Annual NPSF Patient Safety Congress, Washington, D.C., May 2007.

“Role of Leadership to Support Evidence Based Practice”

Advanced Practice Institute, November 2009.

“A Lean Discovery”

Authors: Jember Bekele, MS, RN; Laura Gilbert, RN; Naeem Haider, MD; Alice Jebrail, BSN, RN; Lynn Jenkinson, RN; Alexandra Koumoutsopoulos, BSN, RN; Laura Krell, RN; Pam Malcolm, RN; Diane Peterson, BSN, RN; Francene Lundy, MS, RN; Paul Salow, MBA; Barb Urbanski, MS, RN; Tendai Ushe, BSN, RN; Robert Viviano, RN; and Susan Holme-Walker, PhD, RN.

Standardizing Pain Management for the Adult Acute Pain Service, Quality Month Poster Presentation, September 2010.

Bibliography:

Lundy, Francene, Sheryl S. Ulin, Don B Chaffin, Cheryl L. Patellos, Susan G. Blitz, Carol Ann Emerick, and Les Misher. “A Biomechanical Analysis of Methods Used for Transferring Totally Dependent Patients”, Volume 14 Number 1, 19-27; *SCI Nursing*, March 1997.

Lundy, Francene, Gail Keenan, Mary Jo Kocan, Victoria Averhart, and Michelle Aebersold. “Conflict and Collaboration: Relationships and Challenges”, Chapter 62, pp 466-472. Joanne McCloskey Dochterman, and Helen Kennedy Grace, Editors. Current Issues in Nursing, 6th edition. Mosby, March 2001.

Tschannen, D., Keenan, G., Aebersold, M., Kocan, M., Lundy, F., and Averhart, V. (in press). “Implications of nurse-physician relations: Report of a successful intervention”, Nursing Economics, May-June 2011.

Diane J. Knoblauch, Mary Ann Bettis, Francene Lundy, and Craig Meldrum. “Financial Implications of Starting a Mobility Protocol in a Surgical Intensive Care Unit”, Critical Care Nursing Quarterly, Vol. 36, No. 1, pp. 120–126, 2013.