

Marisa J. Coleman, BSN, RN

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Professional Summary

Critical-care Registered Nurse with 8+ years in ICU and cardiac step-down units caring for high-acuity patients at 2:1–5:1 ratios. Charge nurse, preceptor, and Epic super-user with a sustained record of zero central-line infections, top-decile patient-satisfaction scores, and high new-graduate retention.

Work Experience

Critical Care RN & Charge Nurse

2020 – Present

Queen City Regional Medical Center

Charlotte, NC

- Manage care for up to 3 high-acuity ICU patients per shift — including ventilator, CRRT, and post-op cardiac cases — while sustaining 98% adherence to hourly assessment and documentation standards.
- Led a unit CLABSI-reduction initiative that drove central-line infections from 2.1 to 0 per 1,000 line-days over 18 months, with zero infections sustained across 3 consecutive years.
- Serve as charge nurse for a 24-bed ICU 6–8 shifts per month, coordinating assignments for 12–16 staff and cutting average admission turnaround from 45 to 28 minutes.
- Precepted 14 new-graduate nurses through a 12-week residency, retaining 13 of 14 (93%) at the one-year mark — 20 points above the unit average.
- Raised unit HCAHPS nurse-communication scores from the 62nd to the 88th percentile, earning a 2023 DAISY Award nomination for patient advocacy.

Telemetry / Cardiac Step-Down RN

2017 – 2020

Piedmont Heart & Vascular Hospital

Charlotte, NC

- Delivered care to 5–6 telemetry patients per shift on a 36-bed cardiac step-down unit, interpreting continuous ECG monitoring and escalating 30+ dysrhythmia events without a single missed rapid response.
- Reduced unit medication-administration errors by 27% by championing a barcode-scanning push that lifted scan-compliance from 84% to 99%.
- Cross-trained 8 float-pool nurses on telemetry protocols, expanding qualified coverage and trimming agency-staffing spend by roughly \$60K per quarter.
- Maintained a 4.9/5.0 average patient-experience rating across 3 years while carrying one of the unit's heaviest patient loads.

Medical-Surgical Staff Nurse

2014 – 2017

Mercy General Hospital

Winston-Salem, NC

- Provided direct care for 6–7 med-surg patients per shift across a 40-bed unit, holding the 30-day readmission rate below the 12% national benchmark.
- Completed discharge teaching for an average of 4 patients daily, contributing to a 15% drop in avoidable CHF and COPD readmissions.
- Maintained 100% on-time completion of core-measure documentation across 3 consecutive Joint Commission review cycles.

Education

Bachelor of Science in Nursing (BSN)

2010 – 2014

University of North Carolina at Charlotte

Charlotte, NC

- Graduated cum laude, 3.7 GPA; Sigma Theta Tau International Honor Society of Nursing.

Skills

ICU & Critical Care • Ventilator & CRRT Management • Hemodynamic Monitoring • Telemetry & ECG Interpretation • Rapid Response / Code Team • Charge Nurse & Staffing • Preceptorship & Mentoring • Epic EHR • IV Therapy & Central Lines • Patient & Family Education

Certifications & Licenses

- Registered Nurse (RN) — North Carolina Board of Nursing, License #123-4567 (eNLC multistate), active through 2027
- CCRN — Critical Care Registered Nurse, AACN (2019–present)
- ACLS — Advanced Cardiovascular Life Support, American Heart Association (exp. 2026)
- BLS — Basic Life Support, American Heart Association (exp. 2026)
- PALS — Pediatric Advanced Life Support, American Heart Association (exp. 2026)

Awards & Recognition

- DAISY Award Nominee, 2023 — recognized for exceptional patient advocacy in critical care.
- Nurse of the Quarter, Q2 2021 — selected from 400+ nursing staff for CLABSI-reduction leadership.