

MARK REINHARDT, DNP, RN, FNP-BC, CNS, CEN MAJOR, US ARMY (RETIRED)

EDUCATION

DOCTOR OF NURSING PRACTICE, 08/2010-08/2012
Vanderbilt University, Nashville, TN

POST-MASTER OF SCIENCE IN NURSING, FAMILY NURSE PRACTITIONER, 08/2006-05/2008
University of Texas Health Science Center, Houston, TX

MASTER OF SCIENCE IN NURSING, CLINICAL NURSE SPECIALIST, 08/2006-05/2008
University of Texas Health Science Center, Houston, TX

BACHELOR OF SCIENCE IN NURSING, 01/1993-12/1995
Belmont University, Nashville, TN

CURRENT POSITION

August 2016-

School of Nursing

Texas A&M University—Corpus Christi, TX

Associate Professor (Tenure-Track)

PREVIOUS EXPERIENCE

June 2015 – July 2016

EMCARE EMERGENCY STAFFING, Dallas, TX

Staff Nurse Practitioner, Emergency Department, Stonecrest Medical Center, Smyrna, TN (June 2015 – July 2016)

TriStar StoneCrest Medical Center is a 101-bed general medical and surgical hospital. Reports to Medical Director, Emergency Department.

February 2011 – December 2012

ALIGNMD/NORTHCREST MEDICAL CENTER, Springfield, TN

Assistant Medical Director/Supervisor of Advanced Practice Providers/Emergency Medicine Nurse Practitioner

Reported to Department Chair and Align's Chief Executive Officer. Responsible for billing, accounts, acquiring insurance companies, such as Blue Cross Blue Shield. Emergency Department is an 18-bed, 35,000 annual patient volume. Supervised five mid-level providers (MLP) and oversee

time/work schedule for MLPs and physicians, time sheet management, patient complaints, and other various duties as assigned.

Selected Accomplishments:

- Assisted the Nurse Manager on Emergency Department issues related to patient flow, triage, staffing and assisted with many QI projects to improve the patient experience and staff morale and retention.
- Managed accurate charting of CPT codes for successful billing including:
 - ~ Worked with billing company to review charts and ensure provider is charting as needed to get paid appropriately.
 - ~ Worked with physician to develop training programs for providers to understand billing process to increase revenue from billing.
- Collaborated with case management department for clinics continuing care regarding home health services and determining necessary equipment needed in patients' homes.

August 2008 – February 2011

WINN ARMY COMMUNITY HOSPITAL, Fort Stewart, GA

Emergency Nurse Practitioner, Supervisor (May 2008 – February 2011)

Reported to Department Chair; six Advance Practice Providers. Retired March 2011; military requires leaders to step down from leadership position prior to actual retirement date. Consistently worked as Nurse Practitioner in clinics and emergency departments.

Selected Accomplishments:

- As an Emergency Medicine Nurse Practitioner was credentialed to do advanced skills:
 - ~ i.e. central lines, intubation, lumbar puncture, chest tube placement, fracture reduction, shoulder reduction, conscience sedation, etc.
 - ~ On average, treated 2.0-2.5 patients per hour and have a successful collegial relationship with the emergency medicine physicians.
- Due to remote location, treated pediatric and adult medical patients, as well as trauma patients.
 - ~ During the night and weekends, the ER functioned without any consultants in house; respond to all codes and interpret x-rays, among others.
- Served as clinical preceptor for numerous PA and NP students during their rotation through the Emergency Department, as well as mentor for MSN students completing their thesis.

Chief, Ambulatory Nursing/Associate Chief Nursing Officer (August 2008 – May 2010)

Reported to Chief Nursing Officer and the Chief Medical Officer. Rater, the person responsible for his evaluations, was CMO and Senior Rater was CNO. Direct reports: 13 Nurse Managers in various clinics and internal medicine. Responsible for physician and nursing services in all outpatient specialties, including all ancillary services, primary care which is the largest troop clinic on post, serving 500 soldiers per day, and subspecialty clinics, as well as the Emergency Department. Direct management of providers, medical assistants, front desk clerks, nursing, laboratory staff and medical records staff. Supervised 250 FTE of nursing personnel and directed care in the Department of Emergency Medicine, Department of Primary Care which included: pediatric care, family practice clinic, internal medicine clinic, optometry clinic and disease management clinic. Department of Surgery which included: orthopedics, general surgery, dermatology, urology, and ENT; Department of OB/GYN and its clinic, disease management; Hawks Troop Medical Clinic (CBOC) which treats 250 Soldiers per day.

Selected Accomplishments:

- Streamlined patient care in the Department of Emergency Medicine as evidenced by a decrease in patient wait times, complaints and an increase in compliments.
 - ~ Accomplished implementing the T-Sheet charting system into the ED.
 - ~ Increased RVU production, revenue, proper coding which in turn decreased patient wait and time-to-provider.
- Opened an after hour pediatric clinic at the hospital, streamlined phlebotomy services in the clinical area which improved patient satisfaction and decreased wait times, which allowed patients to spend more time with their provider.
 - ~ Highly familiar with hospital procedures, JCAHO, and physician contracts.
 - ~ Served as the Commander's expert on outpatient, emergency, warrior health due to the over site of all the clinical areas where healthcare was provided to Soldiers and their families.
- Served as acting, Chief Nursing Officer while that person was on leave or out for military training.
 - ~ Overall, made many positive changes within the system to improve the overall patient care experience and often saved the hospital money without cutting services.
- Have a strong understanding of unions and their roles in the employee/employer system.
 - ~ Have been working with the unions for the past 20 years as a supervisor in the Army.
- Member of senior committees to include: credentialing, planning, finance, building and physical improvement.
- Nominated for the emergency nursing consultant to the Army's surgeon general.
- In depth knowledge of the PDSA process.
- Consulted on nursing issues with the CBOC, Tuttle Army Health Clinic, Hunter Army Air Field.
- Selected and attending training on improving the patient experience for Soldiers and their families resulting in the following:
 - ~ Decreased patient complaints and received accolades from the Commanding General and Family Readiness Groups (FRG).
 - ~ Spoke at numerous FRG meetings to promote the improvement of patient perceptions and quality of care at the hospital.
- Served as member, and the only nurse, of the executive council for both nursing and due to my position, the Chief Medical Officer's council and the Commander's leadership team.
 - ~ Included were all department chairs, including surgery and family practice.
- Nursing staff involved in community, and contributed to physician administrator groups ensuring nursing is part of collaborative team.

August 2004 – July 2006**14th COMBAT SUPPORT HOSPITAL, Fort Benning, GA**

Nurse Manager, Emergency/Trauma Unit/Clinical Nurse Manager, Emergency Department, Martin Army Community Hospital/Chair, Department of Emergency Medicine/Director, Post Emergency Medical Services

Reported to Chief Nursing Officer and Chief Medical Officer. Clinical Nurse Manager of the Emergency Medical Treatment section for the 14th Combat Support Hospital (CSH). During this

assignment spend seven weeks in the aftermath of hurricane Katrina. The 14th CSH was open, running and providing level one trauma care within days after the hurricane went through the city. Operating as the only hospital open in New Orleans and accomplished this without the benefit of a supply system, power, or water systems in place. During the mission the CSH treated over 1,500 patients for both trauma and medical issues.

Selected Accomplishments:

- Served as Clinical Nurse Director, Martin Army Community Hospital and while serving in that role chosen by the hospital CEO and Chief of Staff as the newly formed Director, Department of Emergency Medicine for a period of eight months.
- Department Chair position is traditionally filled by a physician; chosen over the physician staff due my leadership ability and functioned in a fluid-ever changing healthcare landscape.
 - ~ Supervised over 75 FTE employees which included, providers, nurses, support staff and was in charge of the EMS/ambulance services for Fort Benning, Georgia.
- Decreased patient wait times/increased throughput with addition of two mid-level providers
 - ~ Awarded commanding general coin of excellent for making positive-drastic changes in a six-month period.
- Within four days of hurricane Katrina, able to open the only functional level-one trauma unit to treat patients in New Orleans.
- Developed a safety plan to decrease the risk of violence in the ED by installing shatter proof glass at the front desk, coded locks on the doors, panic system directly linked to the military police—due to an increase in emergency department violence.
- Received the Commanding General’s coin of excellence for decreasing patient complaints, and increasing throughput, and wait times in both Emergency Department as well working with my counterparts helping patient receive timely (within the standards) primary care appointment thus, decreasing the burden on the ED.
- Established a fast-track in the ED and received (after data collection) approval to hire a full-time pediatrician in the ED during peak times.
- Redeveloped patient flow in the outpatient clinics and ED in an effort to increase access and satisfaction.
 - ~ There was a decrease of 75% patient complaints and a 50% increase in access after the revitalization of the ambulatory area.

June 2002 – August 2004

86th COMBAT SUPPORT HOSPITAL, Fort Campbell, KY

Officer in Charge, Emergency Medical Treatment

Reported to Chief Nursing Officer. Functioned as the Clinical Officer in Charge of an 8-bed ATLS (EMT section) unit during deployment in support of operations in austere remote area of Iraq. The EMT section treated over 7,000 patients who included trauma, medical, pediatric, POWs, as well as sick call patients. Before deployment, trained Soldiers at Joint Readiness Training Center, Fort Polk with the use of Simulation, classroom and practical training measures.

July 2003 – July 2004

BLUE PRIMARY CARE CLINIC, Fort Campbell, KY

Head Nurse

Reported to Chief Nursing Officer. The largest outpatient clinic at Fort Campbell. Responsible for the daily operations, budget, contact providers, along with a variety of other daily tasks e.g. budget, TJC, hiring system, compliance.

February 2001 – June 2002

TRIPLER ARMY MEDICAL CENTER, Honolulu, HI

Company Commander, Alpha Company and Medical Hold Company

Reported to Commanding General/Chief Executive Officer. Responsible for 550 Soldiers, this included administrative, welfare, training and disciplinary actions. Commanded two separate companies with two deferent leadership teams. Served as the first nurse company commander at Tripler. Oversaw the drug and alcohol program for the entire company of 550 soldiers, was responsible for health and welfare inspections and control of the unit alcohol and drug representatives, counseling, reenlistment, military justice, commanding general's advisor on medical issues related to care of soldiers.

August 1999 – February 2001

SCHOFIELD BARRACKS, O'ahu, HI

Nurse Manager, Acute Care Clinic

Reported to Chief Nursing Officer. During my tenure, assumed the task of moving the entire 10-bed acute care clinic to a new building and became fully operational within 72 hours. As the nurse manager, I spearheaded the purchasing, training the staff and developing all the operating procedures related to opening of a state-of-art clinic. The clinic supported a population of 10,000 Soldiers and their family members for emergent and acute care. This clinic was the only military clinic on the north end of Oahu. Also, directed and supervised the ambulance service on Schofield Barracks which included training and teaching in the EMT program. Co-founded, developed a medical assistant program in cooperation with American Red Cross. Developed the training manual, clinical sites, and classroom teaching all while running the Acute Care Clinic.

June 1996 – August 1999

DWIGHT DAVID EISENHOWER ARMY MEDICAL CENTER, Fort Gordon, GA

Staff Nurse, Department of Emergency Medicine

Department of Medicine and Emergency Medicine's Infection Control Officer.

Selected Accomplishments:

- Earned an award for compliance during a Joint Commission visit).

PREVIOUS NURSE PRACTITIONER EXPERIENCE

October 2013 – May 2015

EMCARE EMERGENCY STAFFING, Dallas, TX

Per Diem Staff, Emergency Nurse Practitioner, Various Locations

Hospitals included: Mainland Medical Center, Texas City; Clearlake Regional Medical Center, Webster, TX; Bay Shore Medical Center, Bay Town, TX; Bay Shore Medical Center, Pasadena, TX. Reported to Medical Director at each Emergency Department. Worked on an as needed basis.

January 2013 – June 2013

DOCTOR'S CARE CLINIC, URGENT AND OCCUPATIONAL HEALTH CLINIC, Clarksville, TN

Nurse Practitioner

Reported to owner/Chief Executive Officer. Treated patients in primary care, urgent/emergent care and occupational health care/worker's compensation. Worked in clinic as sole provider, without on-site physician, treating 35-45 patients per shift. Hired due to ability to practice without on-site supervision. Obtained the highest patients per hours turn around rate. In-depth knowledge of health insurance and billing processes.

TEACHING EXPERIENCE

August 2015 – August 2016

MIDDLE TENNESSEE STATE UNIVERSITY, Murfreesboro, TN

Lecturer, School of Nursing

Reports to Department Chair. Co-lead faculty for Adult Health I (BSN). Lead Faculty for three Family Nurse Practitioner II section (clinical and classroom). Lead Faculty for two Scholarly Synthesis section (MSN students).

Selected Accomplishments:

- Member of University's Faculty Counsel for veteran students.
- Member of the Graduate committee

August 2014 – August 2015

UNIVERSITY OF TEXAS MEDICAL BRANCH, SCHOOL OF NURSING, Galveston, TX

Assistant Professor of Clinical Nursing, Doctor of Nursing Practice Program

Reported to Department Chair; Online classes. Taught full-time in the Doctor of Nursing Practice (DNP) program. Advisor for two doctoral students. Taught in the Family Nurse Practitioner Program.

Selected Accomplishments:

- Member of both Master's and DNP council.
- Led faculty for Business and QI courses at the doctoral level.
- Primary faculty for doctoral courses related to leadership, healthcare finance, business practice, quality improvement, scholarship and scholarly inquiry.

June 2013 – August 2014

UNIVERSITY OF TEXAS, HEALTH SCIENCE CENTER, SCHOOL OF NURSING, Houston, TX

Assistant Professor of Clinical Nursing, Department Head, Adult Health Division

Reported to Department Chair. Full-time faculty involved in nursing education for undergraduate and graduate nursing. Teach primary in the Emergency Concentration and Acute Care Nurse Practitioner Programs. Lead in the BSN Care I and the Emergency Concentration Leadership and Administration course (MSN/post-masters), preceptor of high-acuity students, and co-lead of diagnostic procedures for nurse practitioner students of all specialties. Oversight of Adult Health Division which includes all areas of undergraduate education including: med-surg I and II, patho, pharmacology, high acuity nursing, leadership project and courses and their clinical components. The Adult Health Division is the largest division in the undergraduate program was chosen due to leadership ability, foresight and the ability to bring people together for the common goal—nursing education.

Selected Accomplishments:

- Member of Master's and Baccalaureate Counsels which include program and curriculum evaluation and standardization.
- Active member of alumni affairs to increase number of graduate students in both MSN and DNP programs, spoken at numerous SGO meeting on roles of DNP in clinical practice. Expert in areas of practice, leadership and management.

August 2012 – December 2012

VANDERBILT UNIVERSITY, SCHOOL OF NURSING, Nashville, TN

Adjunct Faculty

Reported to Department Chair. Taught one class in the pre-specialty nursing program in the lab, nursing unit and classroom setting.

CERTIFICATIONS/LICENSES

- American Nurses Credentialing Center (ANCC) Family Nurse Practitioner-Board Certified (FNP-BC), 2008 – Present.
- Emergency Nurses Association Certified Emergency Nurse (CEN), 2008 – Present.
- Registered Nurse Tennessee-Active Current
- Advanced Practice Registered Nurse Tennessee/Texas (FNP)-Active Current
- Advanced Practice Registered Nurse Texas (Emergency Nurse Practitioner)-Active Current
- ACLS/PALS/BLS all current

PROFESSIONAL MEMBERSHIPS

- American College of Nurse Practitioners Member.
 - ~ Served on 2009 research team.
- Emergency Nurses Association (ENA) Member.
 - ~ Served on the 2009 team for practice of emergency nurse practitioners and clinical nurse specialists.
- Kentucky Colonel Association Member.
- Who's Who in American Colleges and University Member.
- American Academy of Nurse Practitioners Member.
- American Nurses Association (ANA) Member.
- Tennessee Nurses Association Member.
 - Served on the Advanced Practice Committee and Reference Committee.
 - Updated four bills for practice change to the Tennessee Nurses' Association Assembly.
- Active with elected state house and senate members in health policy development.
- Sigma Theta Tau Member.
- Tennessee Nurse Practitioner Association Member.

PRESENTATIONS

- Presented at the Tennessee Nurses' Association's annual conference related to Health Policy and Full-Practice Authority to a panel of state legislators in October, 2015.
- Selected for a poster presentation at the Doctor of Nursing Practice Conference, 2016. Topic: Assessment of patients at risk for alcohol misuse in a rural Emergency Department

PUBLICATIONS

- Reinhardt, M.R. (2010). Subarachnoid Hemorrhage. *Journal of Emergency Nursing*. 36(4):327-9.
- Served as content writer for Mosby's/Elsevier in the area of Emergency Nursing Advanced Practice Skills and basic emergency nursing skills.
 - Developed and/or rewrote five advanced nursing skills.
 - EN_065a External Jugular Venous Access
 - EN_138a Wound Anesthesia Infiltration and Topical Agents
 - EN_139a Digital Block
 - EN_176a Nasal Foreign Body Removal
 - EN_136a Arthrocentesis and Intraarticular injection: Advanced Practice

Publications in process:

- ~ Reinhardt, M. (2016). Qualitative Evaluation of Performance Deficiencies in Emergency Department. Manuscript submitted to the *Journal of Emergency Nursing* (awaiting submission answer).
- ~ Reinhardt, M. (2016). A pediatric case study: Nephrotic syndrome in the emergency department. Manuscript in preparation (with editor) will submit to the *Journal of Nurse Practitioner*.
- ~ Reinhardt, M. (2016). Assessment of patients at risk for alcohol misuse in a rural Emergency Department (Doctor of Nursing Practice scholarly project) (with editor) will submit to the *Journal of Doctor of Nursing Practice*.

AWARDS & HONORS

- Bronze Star Medal.
- Meritorious Service Medal x 3.
- Army Commendation Medal x 4.
- Army Achievement Medal.
- Expert Field Medal Badge.
- Honorable Kentucky Colonel:
 - ~ Awarded by the Governor of Kentucky for the development of the disaster management training and operational management between the military hospital at Fort Knox, Kentucky and the Commonwealth of Kentucky.
- Volunteer Service Medal.
- Humanitarian Service Medal.
- Iraqi Freedom Medal.

Courses Taught:

Texas A&M University—Corpus Christi

Fall 2016

NURS 3318 – Therapeutic Communication

NURS 3342 – Use of Pharmacologic Principles

Middle Tennessee State University

(15 Credit hours per semester fall and spring)

NURS 3530 - Caring for Adult Clients I

NURS 6603 - Family Nurse Practitioner II

NURS 6604 - Family Nurse Practitioner II - Clinical (2 sections)

NURS 6990 - Scholarly Synthesis

University of Texas Medical Branch

(2 courses per semester)

Summer 2015

GURS 5346 Public Policy

GDPN 6302 Economic in Healthcare (DNP course)

Spring 2015

GDPN 6120 DNP Seminar

GDPN 6362 PI and Practice Management (DNP Course)

Fall 2014

GURS 5302 FNP Clinical Practicum

GDPN 6302 Economic in Healthcare (DNP course)

University of Texas Health Science Center—Houston

(12-15 hours per semester)

Summer 2013

N3511 Health Assessment

N3515 Adult Health I (Lead)

N5522 Emergency Leadership Course

N6231 Adult/Gero ACNP II (class and clinical)

Fall 2013

N3515 Adult Health I (Lead)

N5522 Emergency Leadership Course (Lead)

N6152B Physical Exam/Differential Diagnosis Lab (Lead)

Adult Health Division Head

N6272 Emergency/Trauma II

N6551 Diagnostic Tests and Procedures

Spring 2014

N3515 Adult Health I (Lead)

N6152B Physical Exam/Differential Diagnosis Lab (Lead)

Adult Health Division Head

N6272 Emergency/Trauma I

N6551 Diagnostic Tests and Procedures

Summer 2014

N3515 Adult Health I (Lead)

N6152B Physical Exam/Differential Diagnosis Lab (Lead)

Adult Health Division Head

N4528B Management of Patients in a High Acuity Setting (clinical)

Vanderbilt University (Adjunct)

Fall 2012

N245 Fundamentals of Clinical Practice (5 hour course)