

# SUSAN M. KOMETZ MBA BSN RN CRRN

## Education

**AURORA UNIVERSITY** Aurora, IL, 2019  
*Master of Business Administration*

**BENEDICTINE UNIVERSITY** Lisle, IL, 1997  
*Baccalaureate in Science and Nursing*

- Sigma Theta Tau, International Honor Society of Nursing

**PURDUE UNIVERSITY NORTHWEST** Hammond, IN, 1981  
*Associate in Nursing*

- Inland Ryerson Scholarship

## Professional Licensure

**Registered Professional Nurse in State of Illinois**  
041-221778, 1983 - current

**Registered Nurse in State of Indiana**  
28081288A, 1981 - current

## Professional Certification

- **Certification in Rehabilitation Nursing (CRRN)**, 1997 - current
- **Certification in Brain Injury Specialist (CBIS)**, 2010 - 2023

## Professional Certification Courses

- **Leading with Excellence Certificate Program: Leading Others.** NM Academy Certificate Program, awarded Dec 2020.
- **Leading with Excellence Certificate Program: Leading Your Business.** NM Academy Certificate Program, awarded February 25, 2020.
- **Project ECHO, Alzheimer's Professional Educational Certificate Program**, awarded 8/2023.

## Professional Experience

### **ELMHURST MEMORIAL HOSPITAL Elmhurst, IL**

***RN Case Manager***

***April 2022 to Current***

- Responsible for Care Progression and Discharge Planning for the ICU/CCU while providing education on recovery and levels of rehabilitation service.

### **MARIANJOY REHABILITATION HOSPITAL Wheaton, IL**

***Director of Admissions (7 years)***

***Manager of Admissions (1 year)***

***Admissions Supervisor (1 year)***

***September 2013 to March 2022***

- Responsible for the operational oversight for subacute and acute rehabilitation admissions including registration, financial verification, pre-admission review process, bed board coordination and outreach activities.
- Accountable for department budgeting, payroll, policy and procedures, data analysis, hiring and onboarding of employees, customer and employee relations, and employee performance evaluations.
- Led the admission process with clinical and non-clinical teams to ensure safe, seamless, and timely transition of admissions while consistently meeting monthly volume budget.
- Coordinated the disbursement of monthly referral data with external customers for relationship promotion and growth of referral volumes.
- Developed departmental scorecards for the recording of productivity and monitoring of admission data.
- Participated in marketing and educating both internal and external customers for the purpose of promoting programs and services.
- Led multiple process improvement projects resulting in earlier admission times, reduced turn-around times for approvals, and reduction in insurance denials resulting in increased volume of admissions.
- Named co-chair of Utilization Review Committee while providing analysis and tracking of data for improvement and regulatory compliance.
- Actively participated in department Shared Leadership and Hospital Magnet committees promoting nursing professionalism.
- Lead role in implementation of a new bed board and pre-admission documentation during transition to EPIC.

### ***Clinical Referral Liaison***

***April 2009 to September 2013***

- Provided on-site clinical evaluation for inpatient admissions and promotion of rehabilitation programs and services while consistently meeting productivity requirements.
- Developed educational programs for community education to acute providers and assisted living facilities as community educator.
- Developed a Resource Liaison folder and provided mentorship for new liaisons.

***Supervisor Day Rehabilitation  
December 2005 to April 2009***

- Provided daily operational management for the Day Rehabilitation Program serving clients requiring therapy and medical management post discharge from an acute rehabilitation setting.
- Directly supervised program personnel through recruitment, retention, and training of therapy, nursing and support staff.
- Responsible for therapists' productivity, daily treatment schedules, staffing levels and budgeted therapy units.
- Developed and coordinated the Post Concussive Institute Program and provided marketing of services.
- Managed patients' schedules, coordinated clinic appointments, oversaw nursing needs, provided case management services and directed program customer service initiatives.

***Clinical Nurse Coordinator  
September 2003 to December 2005***

- Provided daily leadership and coordination of care for the Day Rehabilitation Program while meeting nursing and case management needs of the program.
- Worked with executive director and medical director in the development of the Post Concussive Program.
- Assisted Research Team in protocol development for Falls in Mild TBI patients.

**HEALTH CARE AT HOME Burr Ridge, IL- 3 years  
*Home Health Nurse Case Manager***

**ZURICH AMERICAN INSURANCE COMPANY Schaumburg, IL  
*Managed Care Specialist for medical disability workmen's compensation cases***

**MARIANJOY REHABILITATION HOSPITAL Wheaton, IL  
*Clinical Nurse Coordinator- for Community Re-entry Brain Injury program- 2 years  
Lead Professional Nurse and House Coordinator for Brain Injury Program – 5 years  
December 1993 to October 2000***

- Provided monthly in-services for Brain Injury Team
- Provided presentations on skin care management at CRRN Review course.
- CPR instructor 1998-2001
- Member of Process Improvement Team for Nursing Report Process -1999
- Preceptor for new nurses
- Wound Care Resource for Nursing Teams

**COMMUNITY CONVALESCENT CENTER Naperville, IL  
*Staff Nurse for Subacute Unit***

**EDWARD HOSPITAL Naperville, IL-3 years  
*Clinical Level III Nurse and Charge Nurse***

- Member of Assistant Managerial Team, Peer Review Committee, Pharmacy Committee

**HUMANA MEDFIRST LISLE** Lisle, IL  
*Staff Nurse for ambulatory clinic*

**ST. MARGARET MERCY HOSPITAL** Hammond, IN  
*Staff Nurse Orthopedic Unit*

## **Professional Affiliation**

### ***Association of Rehabilitation Nurses (ARN), 1994 to present***

- President for Northern IL Chapter of ARN, 2021-2022 and 2024-2025
- Treasurer for Northern IL Chapter of ARN, 2018-2021 and 2023-2024
- General Board Member for Northern IL Chapter of ARN, 2017-2018
- ARN Chapter Support Committee Member 2017-2021
- Chair for the Chapter Support Committee of ARN, 2020 -2021
- Appointed to the ARN Nominating and Leadership Development Committee, 2021- 2024
- Chair of the ARN Nominating and Leadership Development Committee, 2023- 2024
- Presented for ARN annual conventions in 1994, 2012, 2018, and 2021

### ***Brain Injury Association of Illinois, 1996 to 2023***

- Conference Chair for Annual Conference, 2009
- Annual Conference Committee Member, 2007 and 2008
- Provided volunteer work while staffing booth at Conventions and participation in fundraisers.

## **Awards and Honors**

- Inland Ryerson Scholarship Award based on merit
- Spirit Award for Patient Advocacy- 2005
- Spirit Award for team mentorship and patient advocacy -2017
- Brain Injury Association of Illinois- Make a Difference Award. Awarded for Advocacy with the Brain Injury Population, October 20, 2017.

## **Community Volunteer Activities**

- Girl Scout Leader 1987-1994
- Bridge Volunteer (met weekly with a single homeless mom to help her develop life skills for independence) 2016-2017.
- Bowling for Brain Injury- supporting Brain Injury Association of Illinois-November 2018, 2019, and 2020.
- Brain Injury of Illinois Annual Conference Committee Member- Oct 2007 and 2008
- Conference Chair for Brain Injury of Illinois Annual Conference, 2009

- Supporting the Troup's Event at Cantigny Park with Gary Sinise- supported Booth.
- Volunteered with BIA of Illinois Summer Camp working with BI participants, 2005.
- Participated as a Model for Brain Injury Association of Illinois Spring Fund Raisers- 2010, 2017.
- Chicagoland Project C.U.R.E Service Work (**NIARN activity**)- 11/21, 3/22, 2/23, 7/24, and 03/25
- Organized Chicagoland Project C.U.R.E event for Endeavor Health System, 2024.

## ARN Chapter and National Volunteer Activities

- President for Northern IL Chapter of ARN, 2021-2022 and 2024-2025
- Treasurer for Northern IL Chapter of ARN, 2018-2021, 2023-2024
- Chapter Support Committee Member 2017-2021
- Chair for the Chapter Support Committee of ARN, 2020-2021
- Appointed to the ARN Nominating and Leadership Development Committee, 2021 to 2024
- Chair of the ARN Nominating and Leadership Development Committee, 2023 to 2024
- SIG Liaison Facilitator for ARN conference

## Presentations including ARN presentations

- **ARN Conference** poster presentation on use of **Memory Books as a Cognitive Aid** in 1994.
- **Wound Care Management for CRRN Review Courses** held at Marianjoy Rehabilitation Hospital- September 1997, March 1998, October 1998, and March 1999.
- **Wound Care Management** for Hospital staff- November 1997 and March 1998.
- **Verbal and Physical De-escalation Techniques** for BI team members- 2000.
- **CMS- Rules and Regulations for Acute Rehab** -2010, presented at multiple acute care hospitals.
- **Brain Injury and Post-Acute Care Partnership**- 2011, presented at multiple acute care hospitals.
- **On the Road to Recovery: Assessing Rehab Services**- 2011, presented at multiple acute care hospitals.
- **Brain Injury and Post Acute Care: Defining Brain Injury and Behavioral Adjustments Post Injury**- held at various acute care hospital sites in 2011.
- **Acute Care and Inpatient Rehabilitation: Partnership in Recovery**- 2012, presented at multiple acute care hospitals.
- **Journey to Discharge: Clinical Referral Liaison Setting the Tone**, Paper presentation 2012. **ARN Annual Conference.**
- Presented to High School Students on **Concussion Prevention**. 201
- **Optimizing the Recovery of the Individual with a Stroke: A Team Approach**. Evening program for acute SWs and CMs in 2012 and 2013 at Marianjoy Rehabilitation Hospital.
- Presented to Workmen's Comp group on various acute programs and services- 2013.
- **Spinal Cord Recovery: A Team Approach**. Evening program 2013 held at Marianjoy Rehabilitation Hospital.
- **Different Strokes for Different Folks: A Multidisciplinary Approach to Acute Rehabilitation**- full day program, NIARN Spring 2017 conference- provided overall coordination.
- **Pre-Admission Huddle Process to Reduce Emergency Discharges**- poster presentation 2018 at **ARN Annual Conference.**

- **Team Culture and the Impact on Team Performance**, February 2019, presented at Marianjoy Rehabilitation Hospital.
- **How to use Virtual Tools for chapter needs- 2020 Annual Chapter Support Meeting.**
- **Navigating Healthcare Financing and Reimbursement-** presented to North Central College Healthcare students, October 2020, 2021, and 2022.
- **Paper Presentation on Implementing Process for Reducing Insurance Denials for Acute patients**, 2021 ARN conference.
- **Oncology Patient and Rehabilitation Nurses: A Nursing Partnership-** NIARN 2/27/25- provided coordination.

## Process Improvement Projects

- **Safety First: Implementation of a Consistent Pre-Admission Huddles Resulting in Safe Transitions**, 2018.
- **Bariatric Equipment Needs for Pre-Admission Process to Avoid Patient Injury**, 2020.
- **Facilitating Earlier Rehabilitation Discharge Times for an Earlier Safe Admission Process**, 2019.
- **Reducing Admission Turn-around time while Reducing Denials**, 2021.

## Professional Leadership Activities

- Assisted in research protocol development for Research Project on Falls in Mild TBI population, 2004.
- Coordinated two provider rehabilitation provider fairs held at Marianjoy Rehabilitation Hospital for patients and staff highlighting community resources.
- Attended various senior expo fairs and provided education on rehab services and home safety.
- Developed Post Concussive Institute 2003 with Executive and Medical Director and provided coordination of program.
- Provided oversight of day rehabilitation program and admissions department while helping rehabilitation patients access service.
- Provided education opportunities to acute providers to benefit referrals to the appropriate level of service.
- Provided mentorship and development to newer rehabilitation nurses during my course of employment.
- Named co-chair of Utilization Review Committee while providing analysis and tracking of data for improvement and regulatory compliance.
- Actively participated in department Shared Leadership and Hospital Magnet committees promoting nursing professionalism.
- Lead role in implementation of a new bed board and pre-admission documentation during transition to EPIC.
- Education provided as Case Manager to ICU staff and patients on the rehabilitation and recovery process.