

Kristen L. Morse

203D Robinson Hall, Northeastern University • k.morse@northeastern.edu • (617) 373-3446

Passionate and innovative educator with a background in managing an inpatient rehabilitation department focused on providing patient centered care & collaboration with the interdisciplinary team

Summary of Qualifications

- Licensed physical therapist with over 12 years of inpatient experience; License # 17456
- Experienced Rehab Director with over eight years of experience; managed 15 full time and 30 per diem therapists while maintaining strong staff retention; 37 months with no resignations
- Participated in a Partners Healthcare Management and Development series, including modules on effective leadership styles, developing and maintaining effective professional relationships, successful communication and monitoring performance
- Managed deficiency free Department of Health Surveys at Spaulding West Roxbury in 2008, 2009, 2010 and 2014
- Oversaw department wherein Joint Commission Surveys had no findings in 2011 and 2014
- Cultivates productive professional relationships by working effectively with both students and colleagues at all levels
- Possess excellent communication and leadership skills demonstrated by positive and strong employee engagement surveys

Professional Experience

Northeastern University, Boston MA

2016 – Present

Cooperative Education Coordinator

Northeastern faculty member responsible for preparing students for co-op and collaborating with college faculty and other cooperative (co-op) education coordinators to help students integrate their co-op and academic experiences.

- Develop new partnerships with physical therapy co-op employers to create meaningful co-op education opportunities for Physical Therapy students
- Retain strong relationships with existing employers to ensure their satisfaction with Northeastern University, its students and the cooperative education program
- Prepare students for both the co-op search process and work experience by teaching a one credit Professional Development course including material on resume writing, communication skills, professional behaviors and ethics
- Advise students during co-op and allow for the opportunity to reflect on each co-op experience
- Collaborate with PT Faculty by being an active participant on the DPT curriculum committee and the professional behaviors committee

Spaulding Nursing and Therapy Center, West Roxbury, MA

2016 – Present

Per Diem Physical Therapist

Inpatient sub-acute Physical Therapist responsible for patients' initial evaluations and treatments, documentation and interdisciplinary team communications. Assist with managerial coverage as directed by the Rehab Director.

- Educate patients regarding their diagnoses, precautions, exercises and mobility while building a strong rapport with the patient
- Maintain a productivity of 75% while maintaining excellent patient care

Spaulding Nursing and Therapy Center, West Roxbury, MA

2009 – 2016

Director of Rehabilitation Services

Directed all operations of the therapy department, including managing a \$2 million annual operating budget, hiring, training and monitoring performance of 45 employees and staffing the building 7 days a week.

- Created and implemented hands-on quarterly nursing education series; improved CNAs' competency and patient satisfaction
- Chaired Patient Falls Committee at Spaulding West Roxbury and an active member of an Interdisciplinary Spaulding Network falls team; decreased monthly falls from 10.6 falls to 9.3 falls per month
- Oversaw successful and active student program, greater than 35 PT and OT students per calendar year.
- Contributed as a Subject Matter Expert (SME) for documentation in Epoch content build
- Co-led implementation of MDS 2.0 to MDS 3.0
- Monitored Resource Utilization Groups (RUGs), completed Minimum Data Sets (MDSs) and adjusted schedules to meet the RUG and maintain a strong Medicare average daily rate

Spaulding Rehabilitation Hospital Network (SRN), Boston, MA**2009****Float Physical Therapist**

Inpatient Physical Therapist at the five Spaulding Inpatient Sites: Spaulding Boston, Cambridge, West Roxbury, North End and North Shore.

- Pioneered Spaulding Network Float Therapist pool, first therapist to be hired as a float therapist and program has since grown to eleven float therapist positions
- Provided strong, patient centered care across all levels of care
- Established a standardized warm hand-off to improve communication and consistency of patient care

The Boston Center, SRN, West Roxbury, MA**2006 – 2009****Staff Physical Therapist**

Inpatient sub-acute Physical Therapist responsible for management of patient care, including treatment of all Spanish speaking patients and collaborating with the interdisciplinary team to provide excellent patient centered care.

- Clinical Coordinator for the PT and OT Student Program; increased our annual number of students by 8
- Mentored three clinical PT students per year and oversaw twelve students and seven clinical instructors per year
- Appointed to an Interdisciplinary Skin Assessment team to prevent and treat skin breakdown in patients
- Developed a training manual and taught the rehab staff how to navigate the new electronic medical record

Education**Ithaca College, Rochester Campus, Rochester, NY**

Doctorate of Physical Therapy, December 2005

Ithaca College, Rochester Campus, Rochester, NY

Masters of Physical Therapy, May 2005

Ithaca College, Ithaca NY

Bachelor of Clinical Science, Cum Laude, May 2004

Awards and Recognition

- **Nominated for the Annual John V. Woodard Unsung Hero Leadership Award** **2014**
 - Award given annually to an individual in a middle management position at Spaulding who exemplifies a “self-effacing manner and characteristics of leadership, reliability, commitment and humility”
- **Recipient of a Partners in Excellence Team Award for The Transition Team** **2013**
 - An interdisciplinary team created to improve transition of care from the acute care hospital to Spaulding West Roxbury
- **Individual Partners in Excellence Award Recipient for Leadership and Innovation** **2011**
 - Nominated by Case Manager at Spaulding West Roxbury for the leadership in the Rehabilitation Department and the Interdisciplinary team in improving overall patient care and strengthening the Rehab Department
- **Employee of the Month Recipient** **2008**

Professional Affiliations and Specialty Skills

- Member of the American Physical Therapy Associations
- Certified Clinical Instructor through the APTA
- Wound Care Certified, 2010
- Fluency in Spanish – Overseas Study Program, Seville, Spain, Fall 2001 and used with patients throughout tenure at Spaulding

Volunteer Experiences

- Public Health Volunteer, Helping Hands for Haiti – Port Au Prince, Haiti
- Public Health Volunteer, Amigos de las Americas – Zayas, Paraguay

