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**Education:**

Excelsior College. Albany, NY  
Master Science Nursing December 2009

College of Saint Francis. Joliet, IL  
Bachelor of Science Health Arts 1997

Faulkner Hospital School of Nursing, Jamaica Plain, MA  
Diploma Nursing 1975

**Professional Positions/Experience:**

Educator/Consultant 1997-Present  
Health Resources Unlimited  
Hohenwald, Tennessee

- Responsible to develop, coordinate and provide education and consulting to health care organizations with a focus on emergency department triage and nurse leadership development.
- Accountable for ongoing support to over 70 Triage Trainers across the country through email and conference call mentoring and coaching
- Role includes writing of quarterly triage newsletter and maintaining a current knowledge base related to triage and nurse leader issues

Staff Nurse prn-Emergency Department 2007-Present  
Williamson Medical Center  
Franklin, Tennessee

- Staff nurse responsibilities include the role of triage as well as providing primary nursing care to patients of all age demographics. Emergent, urgent and non-urgent nursing care skills required in an environment using electronic health records for nursing documentation. Patient volume is approximately 35,000 patients/year.
- Work with nursing students as a preceptor and mentor when they rotate to the department for their clinical hours

Editorial Advisory Board 2005-Present  
Strategies for Nurse Managers  
HCPRO  
Marblehead, Massachusetts

- Work with editorial team to determine topics for newsletter as well as to identify trends in nursing that affect nurse leaders.

- Review submitted work by other authors for content and anticipated response of readers.

Staff Nurse prn-Emergency Department      1997-2007  
Northcrest Medical Center  
Springfield, Tennessee

- Staff nurse responsibilities included triage as well as primary nursing care to all age demographics.
- Acted as a “super user” for implementation of first completely paperless ED in the US. Patient volume was approximately 35,000 patients per year.
- Worked with new graduate nurses in developing their orientation program and acting as a mentor for them.

Staff Nurse prn-Emergency Department      1997-2001  
Gateway Medical Center  
Clarksville, Tennessee

- Staff nurse responsibilities included the role of triage and provided a team model approach of nursing for patients in the care areas of all age demographics. This department volume was approximately 45,000 patients per year.

Clinical Coordinator                              1995-1997  
Tennessee Christian Medical Center  
Portland, Tennessee

- Responsible for nurse management of emergency department and critical care areas
- Provided guidance and development strategy for existing occupational medicine program. Responsible for marketing plan and staff engagement in new processes related to these patients.
- Acted as interim onsite coordinator for approximately 4 months overseeing all departments in 30 bed hospital.

Staff Nurse prn-Emergency Department      1992-1994  
Baptist Hospital  
Nashville, Tennessee

- Staff nurse responsibilities in the role of triage and direct care patients using a team model approach. At this time, patient volume was approximately 55,000 visits per year.

Travel Nurse – Emergency Department      1991-1992  
Rutland Regional Medical Center  
Rutland, Vermont

- Temporary travel position as a full time staff nurse incorporating both role of triage and primary care nurse of patients in the exam area.
- Volunteer member of ICU float pool.

Leadership Roles                                      1982-1991

Lakes Region General Hospital  
Laconia, New Hampshire

- Served as nurse manager of Emergency Department responsible for staff, budgeting, and planning care of the ED patient. Ensuring standards of care and developing quality review processes in collaboration with medical staff were also required.
- Developed and implemented a new occupational health medicine program for the organization with responsibility to initiate proposal and presentation for Board of Directors. Responsible for developing policy, procedure and standards while orienting staff to new specialty offered by the organization. With a direct report to the CEO, this role also required ongoing data collection and community outreach efforts via marketing.

Clinical Nursing Positions 1976-1982  
Tufts New England Medical Center  
Boston, Massachusetts

- Neuro ICS staff nurse 1976-1980  
Staff nurse responsibilities in an eight bed neuro intensive care unit that included ventilator dependent patients. Patient demographic was mainly adults, with occasional pediatric admissions. Experience working in a teaching facility that required collaboration with interns and residents. Also served as senior staff nurse for a period of one year with accountabilities as shift charge nurse as well as evaluation of staff assigned to this shift.
- Emergency Department staff nurse 1980-1982  
Staff nurse responsibilities included the role of triage with a team model approach to care of patients in the exam area. Patient population was high acuity drawn from a major inner city.

Staff Nurse-Neurology/Neurosurgery 1975-1976  
VA Medical Center  
Boston, Massachusetts

- Staff nurse on 36 bed inpatient neurology and neurosurgery floor that included post operative patients.

### **Professional Registration/Certifications:**

RN Licensure	Tennessee 92827	Expires	11/30/2011
CEN (Certified Emergency Nurse)	8310169	Expires	05/30/2011
ACLS Instructor (Advanced Cardiac Life Support)		Expires	03/2012
PALS certification (Pediatric Advanced Life Support)		Expires	02/2012
TNCC certification (Trauma Nursing Core Curriculum)		Expires	07/19/2010
ENPC certification (Emergency Nursing Pediatric Course)		Expires	05/2013

### **Professional Memberships and Activities:**

Member, Emergency Nurses Association, 1982-Present  
Volunteer faculty for CEN renewal course, 2007.  
Government Affairs Committee member, 2002-2003.  
Education Committee member, 2004-2005.  
Education Committee Chairperson, 2006.  
Clinical Expert Resource, 2004-Present.  
Member, American Nurses Association, 1998-Present.  
Member, National Nurse Business Association, 1997-Present.  
Member, Middle Tennessee Medical Reserve Corp, 2008-Present.

### **Awards and Honors Received:**

2008 Nominee for Tennessee Nurse of the Year  
2005 Nominee for Emergency Nurse Association Nurse Educator Award  
1989 New Hampshire Occupational Health Nurse of the Year

### **Publications (Five year retrospect; please contact me directly if interested in earlier dates):**

Cohen, Shelley (2009, Original date 1997). Emergency Triage Toolbelt. Hohenwald: Health Resources Unlimited.

Cohen, Shelley and Bartholomew, Kathleen (2008). Our image, our choice. Perspectives on shaping, empowering, and elevating the nursing profession. Marblehead: HCPro, Inc.

Cohen, Shelley, et al. (2008). Critical thinking in long-term nursing care. Marblehead: HCPro, Inc.

Cohen, Shelley (2008). 101 Triage tips (2<sup>nd</sup> Ed.) Hohenwald: Health Resources Unlimited.

Cohen, Shelley (2008). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.

Cohen, Shelley (2008). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.

Cohen, Shelley (2007). Carefully consider your next career move. *Nursing Management*, 38(10), 56.

Cohen, Shelley (2007). Critical thinking in the intensive care unit. Marblehead: HCPro, Inc.

Cohen, Shelley (2007). Critical thinking in the medical-surgical unit. Marblehead: HCPro, Inc.

Cohen, Shelley (2007). Critical thinking in the pediatric unit. Marblehead: HCPro, Inc.

Cohen, Shelley (2007). The image of nursing. *American Nurse Today*, 2(5), 24-26.

Cohen, Shelley (2007). Look professional while motivating staff toward certification. *Nursing Management*, 38(1), 56.

- Cohen, Shelley (2007). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2007). Streamline emergency care. *Men in Nursing*, 2(4), 32-35.
- Cohen, Shelley (2007). Speak up about compensation issues and new processes. *Nursing Management*, 38(4), 80.
- Cohen, Shelley (2007). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2007). Triage trainer. Hohenwald: Health Resources Unlimited.
- Cohen, Shelley (2007). Visitors and unexpected calls at home: Intrusion or opportunity? *Nursing Management*, 38(8), 56.
- Cohen, Shelley (2006). Change agents bolster new practices in the workplace. *Nursing Management*, 37(6), 16-17.
- Cohen, Shelley (2006). Compliment your staff with nonmonetary rewards. *Nursing Management*, 37(12), 10-14.
- Cohen, Shelley (2006). Critical thinking in the emergency department. Marblehead: HCPro, Inc.
- Cohen, Shelley (2006). Critical thinking in the obstetrics unit. Marblehead: HCPro, Inc.
- Cohen, Shelley (2006). How to terminate a staff nurse. *Nursing Management*, 37(10), 16.
- Cohen, Shelley (2006). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2006). Reap value from your vendor. *Nursing Management*, 37(8), 18.
- Cohen, Shelley (2006). Take the fear out of figures. *Nursing Management*, 37(4), 12.
- Cohen, Shelley (2006). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley and Sherrod, Dennis (2005). A practical guide to recruitment and retention. Marblehead: HCPro.
- Cohen, Shelley (2005). Child abuse. In P. Zimmermann & R. Herr (Eds.), *Triage nursing secrets* (pp. 497-503). St.Louis: Mosby.
- Cohen, Shelley (2005). Elder abuse. In P. Zimmermann & R. Herr (Eds.), *Triage nursing secrets* (pp. 505-509). St.Louis: Mosby.
- Cohen, Shelley (2005). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.

- Cohen, Shelley (2005). Reclaim lost time with better organization. *Nursing Management*, 36(10), 11.
- Cohen, Shelley (2005). Smoothly transition from friend to manager. *Nursing Management*, 36(2), 12.
- Cohen, Shelley (2005). The new manager's guide to surviving (and thriving). *Nursing Management*, 36(4), 20
- Cohen, Shelley (2005). To resolve or confront, that is the question. *Nursing Management*, 36(6), 12.
- Cohen, Shelley (2005). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2004). Beam up staff with technology-savvy leadership. *Nursing Management*, 35(2), 12
- Cohen, S, Cox, S, Kiltch, B, and Webb, S. (2004). Core skills for nurse managers. Marblehead: HCPro.
- Cohen, Shelley (2004). Delegating vs. dumping: Teach the difference. *Nursing Management*, 35(10), 14, 18.
- Cohen, Shelley (2004). Know health care's dollars and sense. *Nursing Management*, 35(4), 18.
- Cohen, Shelley (2004). Leadership standards: no room for doubt. *Nursing Management*, 35(8), 10.
- Cohen, Shelley (2004). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2004). Technology's important, but nursing's irreplaceable. *Nursing Management*, 35(12), 12.
- Cohen, Shelley (2004). The push and pull of staff accountability. *Nursing Management*, 35(6), 10.
- Cohen, Shelley (2004). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2003). 101 Manager Tips. Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2003). 101 Triage Tips. Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2003). Constant change equals constant challenge. Cohen, Shelley (2003). Negative behavior doesn't help the shortage. *Nursing Management*, 34(2), 13.

- Cohen, Shelley (2003). Effective leadership skills (CD Audio Recording). Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2003). Manager tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.
- Cohen, Shelley (2003). Motivation: your key IC ingredient. *Nursing Management*, 34(6), 10.
- Cohen, Shelley (2003). Negative behavior doesn't help the shortage. *Nursing Management*, 34(4), 10
- Cohen, Shelley (2003). Propelling your team to the top. *Nursing Management*, 34(8), 10.
- Cohen, Shelley and Sherrod, Dennis (2003). Surviving the Nursing Shortage: Strategies for Recruitment and Retention. Marblehead: HCPro.
- Cohen, Shelley (2003). The magic's in the moment. *Nursing Management*, 34(10), 12.
- Cohen, Shelley (2003). Triage tip of the month. Message posted to electronic mailing list (non-archived), Hohenwald, Health Resources Unlimited.

**Presentations: (Five year retrospect, please contact me directly if interested in earlier dates):**

- |   |                       |
|---|-----------------------|
| Community Foundation of the Eastern Shore, Maryland             | October 8, 2009       |
| <i>The image of nursing-mentoring nurses today and tomorrow</i> |                       |
| <i>Crating a mentoring workplace</i>                            |                       |
| <i>Essential skills for successful mentoring</i>                |                       |
| HCPro Excellence in Nursing Leadership, Boston                  | September 21/22, 2009 |
| <i>Ethical Dilemmas Faced by Nurse Managers</i>                 |                       |
| <i>The Image of Nursing</i>                                     |                       |
| <i>Proven Retention Strategies</i>                              |                       |
| <i>Effective Orientation and Critical Thinking Skills</i>       |                       |
| <i>Leadership Styles</i>  |                       |
| Nursing Management Congress 2009, Chicago                       | September 9/10, 2009  |
| <i>New Manager Intensive</i>                                    |                       |
| <i>Electronic Health Records</i>                                |                       |
| Emergency Nurses Association, Encore                            | July 8, 2009          |
| <i>The Image of the ED Nurse</i>                                |                       |
| Nursing 2009 Symposium, Orlando, FL                             | May 7, 2009           |
| <i>Critical thinking for the med-surg nurse</i>                 |                       |
| HCPro , Audio Conference  | April 20, 2009        |
| <i>Nurse Retention</i>  |                       |
| New Jersey ENA 2009, Atlantic City, NJ                          | March 20, 2009        |
| <i>The risky business of triage</i>                             |                       |
| <i>Pertinent documentation</i>                                  |                       |

HCPPro, Audio Conference <i>Critical thinking skills in long term care</i>	March 13, 2009
The Professional Nurse, Franklin, TN <i>The image of nursing</i> <i>The do's and don'ts of documentation</i>	March 2, 2009
Nursing Management Congress, Las Vegas, NV <i>The new nurse manager</i>	September 28, 2008
Nurse Leadership Summit, Chicago, IL <i>Proven retention strategies</i> <i>Critical thinking: Skills to assess, analyze, and act</i> <i>Quality improvement and risk management</i> <i>The image of nursing</i>	September 25/26, 2008
New Jersey Chapter Emergency Nurses Association Atlantic City, NJ <i>The risky business of triage</i> <i>Things managers already know but hesitate to do</i> <i>Triage challenge of the magic two words: chest pain</i>	March 13, 2008
Nursing Management Congress, Chicago, IL <i>Leadership and finance for the new manager</i> <i>Things managers already know but hesitate to do</i>	September 16/17, 2007
Emergency Nurses Association Leadership Challenge, Boston, MA <i>The risky business of triage</i> <i>From one of us to one of them</i> <i>Perception is reality: the image of nursing</i>	February 23/24, 2007
Alaska Nurses Association, Anchorage, AK <i>Make me feel important</i> <i>Policies, procedures, and competencies for the new manager</i> <i>Effective recruitment and retention</i> <i>No more whining!</i>	October 23/24, 2007
Recruitment & Retention, Chicago, IL <i>Make me feel important</i>	May 5, 2007
MUD Season Nursing Symposium, Bartlett, NH <i>Geriatric patient + chest pain = atypical patient</i> <i>The cowboy code of leadership</i>	March 31, 2007
New Jersey Chapter Emergency Nurses Association Atlantic City, NJ <i>The cowboy code of leadership</i> <i>Eighty and still kicking! Geriatric assessment</i> <i>The risky business of triage</i>	March 15, 2007

*Deep vein thrombosis and pulmonary embolism: If the clot doesn't scare you these statistics will*

Nursing Management Congress, Philadelphia, PA      October 15, 2006  
*The new nurse manager*

NH State Council Emergency Nurses Association  
North Conway, NH      April 28, 2006  
*The cowboy code of leadership*  
*No whining*

Alaska Nurses Association, Anchorage, AK      March 30/31, 2006  
*Leadership challenges*  
*Geriatric assessment*  
*New and not so new nurse manager*

Emergency Nurses Association Leadership Challenge  
Austin, TX      February 23/24, 2006  
*Roundtable review for the seasoned manager*  
*The risky business of triage*

Tennessee Hospital Association, Nashville, TN      November 9, 2005  
*Customer service is all in the perception*

Nursing Management Congress, Orlando, FL      October 9, 2005  
*New managers and the three P's: People, projects and priorities*

American Association of Office Nurses      September 29, 2005  
*Medical office triage*

Mountain Area Health Education Center  
Asheville, NC      April 26, 2005  
*The new and not so new nurse manager*

Nursing 2008 Symposium, Las Vegas, NV      April 16, 2005  
*Leadership skills*

Emergency Nurses Association Leadership Challenge  
Fort Lauderdale, FL      March 13, 2005  
*Evidence based practices in the emergency department*  
*Roundtable review for the seasoned manager*

Nursing Management Congress, Chicago, IL      October 5, 2004  
*Leadership development and retention of the nurse manager*  
*Build your ark*

Emergency Nurses Association Leadership Challenge  
Salt Lake City, UT      February 26/27, 2004  
*The new nurse manager and the three p's: people, projects, and priorities*  
*Go live and beyond*  
*Paperless ED*

Nursing Management Congress, San Diego, CA      October 27, 2003  
*Issues for new managers*

American Association of Office Nurses  
Colorado Springs, CO      October 23, 2003  
*Critical thinking skills and the geriatric patient*  
*Stroke update*

Emergency Nurses Association, Albuquerque, NM      February 28, 2003  
*Survival tips for the new nurse manager*  
*The paperless ED*

**Community Activities:**

Tennessee Department of Children Services      1991-Present  
Foster Parent

Responsible for all age children on an emergency and respite care basis  
Providing advocacy for children in juvenile court system  
Provided informal education for foster parents on health care issues

DoubleCreek, Hohenwald, TN      2002-Present  
President and co-founder

Non-profit agency that provides reward incentive visits for children in foster and adoptive care in a western atmosphere. With permission of the survivors of Gene Autry, the Cowboy Code drives the mission of the organization. Responsible for board of directors, advisory council and daily operations which are shared with the other co-founder.

Child Task Force, Hohenwald, TN      2006-Present  
Committee member of county wide group that meets needs of at risk children