

Maria Santos

Registered Nurse, BSN, RN · Critical Care (ICU)

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SUMMARY

Compassionate BSN-prepared registered nurse with 6 years in critical care, including a 24-bed medical ICU. Known for steady judgment in high-acuity situations, strong patient and family communication, and measurable gains in safety and satisfaction scores.

EXPERIENCE

ICU Registered Nurse · Massachusetts General Hospital

Jul 2020 – Present

Boston, MA

- Manage care for up to 3 high-acuity ICU patients per shift at a 2:1 ratio with zero medication errors over 18 months.
- Helped raise unit HCAHPS communication scores from 84% to 93% by leading bedside shift-report rollout.
- Precept new graduate nurses and serve as charge nurse for 12-bed pods on night rotation.
- Reduced central-line infections 30% as a member of the unit CLABSI-prevention committee.

Medical-Surgical Registered Nurse · Tufts Medical Center

Jun 2018 – Jun 2020

Boston, MA

- Delivered care for 5–6 med-surg patients per shift across cardiac and post-op populations.
- Cut 30-day readmissions 15% by strengthening discharge teaching and follow-up calls.
- Trained the unit on a new IV-pump rollout, reaching 100% competency with zero incidents.
- Recognized with a DAISY Award nomination for compassionate, family-centered care.

Nurse Extern / Patient Care Tech · Brigham and Women's Hospital

May 2017 – May 2018

Boston, MA

- Supported RNs with vitals, ADLs, and documentation across a 28-bed telemetry unit.
- Spotted and escalated early signs of patient decline, contributing to rapid-response calls.

EDUCATION

Bachelor of Science in Nursing (BSN) · Boston College, Connell School of Nursing

May 2018

SKILLS

Clinical: Critical care, Hemodynamic monitoring, Ventilator management, Triage, IV therapy, Wound care

Systems: Epic EHR, Cerner, Medication reconciliation

Strengths: Patient education, Interdisciplinary collaboration, Calm under pressure

CERTIFICATIONS

RN License – Massachusetts (active) · BLS – American Heart Association · ACLS – American Heart Association · PALS – Pediatric Advanced Life Support · CCRN – Critical Care Registered Nurse