

Norlissa M. Cooper, PhD, MS, BSN, RN

norlissa.cooper@ucsf.edu

Professional Summary:

With over 14 years of comprehensive healthcare experience, I am a dynamic and innovative professional, combining nursing proficiency, strategic planning, research, teaching, policy expertise, and a deep commitment to health equity. My experience spans from direct patient care to policy consultation, research, and spearheading larger organizational strategies and initiatives. I excel in navigating intricate, matrixed organizations, including unionized environments and academic medical centers, while consistently bringing innovative solutions to enhance patient care and operational efficiency.

Education:

Ph.D	University of California, San Francisco, CA Dissertation: Illicit Substance Use, Pregnancy, and Perinatal Screening Practices	05/2021
M.S.	Georgetown University, Washington, DC Masters of Science concentration Nursing Education	08/2014
B.S.N.	University of Rochester, Rochester, NY Bachelor of Nursing Science, Cum Laude	05/2008
B.A.	San Francisco State University, San Francisco, CA Psychology	05/2003

License(s)/Certification(s):

Registered Nurse - California	License Number: 740525	Issued 11/08	Expires: 08/24
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Work Experience:

REParations and Anti-Institutional Racism (REPAIR) University of California, San Francisco Postdoctoral Fellow Leading strategic planning efforts to facilitate REPAIR's transition from an initiative to a more sustainable model. Establishing and maintaining relationships with internal and external key stakeholders and community partners. Serving as the REPAIR research committee co-chair and Co-Principal Investigator, overseeing all research activities and budget management. Collaborating with the team to identify and secure funding opportunities to support the program's initiatives. Collaborate as a co-author on publications and conference presentations.	10/2022- present
Zuckerberg San Francisco General Hospital and Trauma Center Registered Nurse/Relief Charge Nurse/Preceptor Manage and supervise a team of 12 nursing staff as the charge nurse, ensuring adequate staffing levels, assigning patient care duties, and providing guidance and support. Collaborated with physicians, nurse managers, and other healthcare professionals to develop and implement comprehensive care plans for patients, ensuring efficient and effective care delivery. Conducted patient assessments, including physical examinations, medical history review, and medication reconciliation, to identify and address immediate and ongoing healthcare needs. Administered medications, treatments, and therapies as prescribed, while ensuring accurate documentation and adherence to established protocols and best practices. Monitored and evaluated patient responses to interventions, adjusting care plans as necessary and communicating changes to the healthcare team. Orient new graduate and student nurses assigned to my unit.	07/2008 - present
Nursing Administration Project Support (03/2023 - present) Collaborate with interdisciplinary teams and stakeholders to coordinate project activities and ensure timely execution. Co-lead the coordination of the Mahoney REGIn externship program for nursing students from underrepresented races and ethnicities. Participate in project meetings, contributing ideas, and providing updates on project status. Co-lead the design and implementation of a new medical-surgical patient classification tool. Collaborate with cross-functional teams, including clinical experts and IT professionals, to ensure alignment with	

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organizational objectives. Utilized expertise in data analysis and process improvement to refine the tool's algorithms, optimizing accuracy and effectiveness.

Step-down Nurse Educator (12/2011- 02/2013)

Spearheaded the development of clinical competencies for a new graduate residency program and implemented a standardized nurse orientation process. Developed and implemented annual competency programs for over 100 clinical and non-clinical staff incorporating multiple teaching strategies. Provided professional educational support and guidance to clinical and nonclinical staff. Evaluated patient care guidelines and identified areas of opportunity for improvement. Implemented Plan-Do-Study-Act (PDSA) cycles to drive continuous quality improvement initiatives within the department. Conducted needs assessments to determine educational needs for the department. Wrote and was awarded a San Francisco General Foundation Hearts grant for 5K. The grant was used to procure educational materials to revitalize and enhance the progressive care training, enrichment, and continuing education programs, aimed at optimizing patient safety and improving outcomes.

Pregnancy Coronavirus Outcomes Registry (PRIORTY)

07/2022 - present

University of California, San Francisco & University of California, Los Angeles

Consultant for the Reproductive Health Equity & Birth Justice Core

Providing mentorship and support to CERISH operations and administrative staff, attend planning meetings and offer thought leadership for RPAC analyses. Co-plan analyses for proposed manuscripts, assist in identifying co-authors, and support various analysis and dissemination activities of the CERISH RPAC data.

Southwest Region Chi Eta Phi Sorority, Incorporated

03/2022 – present

Regional Director (Volunteer Position)

Developed and implemented the regional strategic plan while monitoring progress towards set objectives. Provide executive supervision over the administrative operations of the region, which includes eight chapters across four states. Utilize constructive problem-solving skills to address challenges and improve efficiency within the region. Conceptualized and established standard operating procedures to streamline processes and enhance overall effectiveness. Exercise budget oversight to ensure financial responsibility and resource allocation aligned with the regional strategic plan.

Committee Appointments:

Zuckerberg San Francisco General Hospital Patient Classification System Committee

07/2018 - present

Co-chair

Responsible for the data gathering and comprehensive analysis of patient classification system records. Prepare and present periodic reports to track compliance with Title 22 nurse-to-patient staffing ratios in alignment with the focus on patient care and health equity. Collaborate with committee members to identify potential issues affecting compliance, offering strategic recommendations for enhancing the compliance and validity of the patient classification system in line with the institution's commitment to innovation and excellence in health care.

Zuckerberg San Francisco General Hospital/ Service Employee International Union Local 1021 Nursing Education Program

06/2012 - 08/2019

Co-Chair

Served as a strategic planner and co-manager for the organization-wide continuing education program for registered and vocational nurses, nursing assistants, and social workers. Played a key role in fostering a culture of lifelong learning and innovation, critical for driving the hospital's commitment to health equity and research. Developed and implemented monthly continuing education workshops, average number of attendees 100.

Zuckerberg San Francisco General Hospital Professional Development Council

08/2013 - 02/2014

Co-Chair

Promoted professional development for nurses as transformational and clinical leaders within SFGH, with a focus on driving strategic initiatives and outcomes. Served as a resource for nursing education throughout the hospital, encouraging and supporting the pursuit of advanced degrees for nursing staff. Defined and advocated for the

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professional role of nurses at SFGH, emphasizing their critical role in patient care and evidence-based practice.

Zuckerberg San Francisco General Hospital Integrated Nurse Leadership Program

12/2008 - 12/2010

Member

Analyzed medication administration practices as part of a commitment to excellence in patient care and safety.

Conducted PDSA cycles to redesign medication administration procedures to reflect best practice, enhance patient safety, and support the hospital's commitment to evidence-based practice. Oversaw compliance audits of medication administration procedures, ensuring consistent adherence to high-quality, evidenced-based health care standards.

Research, Fellowships, & Evidence-Based Projects:

Research:

REParations and Anti-Institutional Racism (REPAIR)

10/2022

University of California, San Francisco

Focus: The REPAIR Project, a transformative three-year strategic initiative, was established to combat Anti-Black Racism in the health sciences and to amplify the presence and voices of Black, Indigenous, People of Color (BIPOC) in Science and Medicine and healthcare. This initiative focuses on conducting a comprehensive study to identify and establish best practices for effectively implementing an Anti-Black racism initiative within an academic setting

Pregnancy Coronavirus Outcomes Registry (PRIORTY)

07/2022

University of California, San Francisco & University of California, Los Angeles

Focus: To gain an understanding of how racism and other factors impact birthing individuals affected by COVID-19 and identify priority research topics important to them.

University of California, San Francisco

05/2021

Faculty: Dr. Ifeyinwa Asiodu

Focus: Perinatal Illicit Substance Screening in the Acute Care Setting

University of California Preterm Birth Initiative

08/2015

University of California, San Francisco

04/2018

Faculty: Linda S. Franck, RN, PhD & Monica McLemore, PhD, MPH, RN

Focus: Research priority setting for birthing individuals at risk for preterm birth

Fellowships:

Jonas Nurse Leaders Scholar Program

10/2015

University of California, San Francisco

Leadership Project: Road to resolution: An End to Big Tobacco

Focus: Engaged in comprehensive community outreach initiatives to educate local community organizations on the insidious marketing tactics employed by the tobacco industry.

Collaborated closely with these organizations to develop and implement a robust tobacco resolution, aimed at countering the detrimental impact of tobacco use within our community.

UCSF Center for Nursing Research and Innovation Evidence Base Practice Fellowship

01/2011

San Francisco General Hospital

Fellowship Project: Implemented a systematic and evidence-based approach to effectively reduce the utilization of restraints in the acute care setting. Incorporated best practices and research findings into the development and implementation of protocols, policies, and staff training programs, with the ultimate goal of promoting patient safety, dignity, and autonomy.

Evidence-Based Projects:

Certified Nursing Assistant Education and Job Performance Gap Analysis

01/2014

Georgetown University

Professor: Dr. Robin Dennison DNP, APRN, CCNS, CEN, CNE

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The Relationship Between Just Culture and Patient Outcomes

08/2013

Georgetown University

Professor: Dr. Janelle Baker RN PhD

Service:

Service Employee International Union Local 1021

6/2023 to present

Registered Nurse Industry Chair

12/2014 - 01/2018

Served as a liaison between the nursing members and the executive board, providing valuable insights, recommendations, and promoting standards to enhance the well-being of our nursing members. Actively participated in the establishment and approval of compensation packages, benefits, and allowances for union staff, ensuring adherence to organizational policies. Collaborated closely with executive leadership to formulate and execute the organization's strategic plan, aligning it with the overall goals and objectives. Demonstrated expertise in establishing, adopting, and implementing procedures, rules, and regulations in accordance with organizational guidelines, fostering a compliant and efficient environment. Spearheaded the negotiation process for a direct entry nursing program in partnership with San Francisco City College School of Nursing and San Francisco General Hospital, facilitating seamless career transitions for non-nursing staff aspiring to enter the nursing profession.

References & Publications:

Available upon request