

Jill Volgraf MSN, RN

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SUMMARY OF QUALIFICATIONS

I am an experienced, self-motivated, professional health care administrator/registered nurse with a wide range of clinical and administrative experience in acute care hospitals. My major responsibilities include managing and reviewing the care given by a diverse clinical team. My primary objectives are the concurrent monitoring of quality patient care, to ensure and maintain accountability, and the development of services to achieve the established goals of the organization.

EDUCATION

Master of Science in Nursing, Nursing Leadership in Health Systems Management
Drexel University, Philadelphia, PA

Associate in Science, Nursing Degree
Mercer County Community College, Trenton, NJ

Bachelor of Arts Degree
Major History, Minor Education
Eastern Illinois University, Charleston, IL

PROFESSIONAL EXPERIENCE

Director, Trauma Operations
Temple University Hospital
Philadelphia, PA

November 2018 to Present

Responsible for the clinical and operational oversight of departments within the Trauma Program- including registry, quality improvement initiatives, staffing and competency oversight for administrative employees, coordination of a comprehensive Trauma Program. Plan, direct, coordinate and serve as the clinical liaison for the activities, projects and programs of Trauma Operations. Additional duties include:

- Concurrent and retrospective trauma performance improvement review and analysis.
- Collaboration with the emergency department to ensure appropriate services for all trauma patients.
- Collaboration with multiple hospital departments and clinical services to promote trauma care, develop and/or revise current policies and procedures related to clinical care, and to identify performance improvement initiatives.
- Participation in local, state, and national trauma/ emergency services related forums.
- Ensure compliance with the Pennsylvania Trauma System Foundation Standards for trauma center accreditation

- Participation in trauma related research.
- Oversight of multiple local, state and federal grants for hospital-based violence intervention program and victim advocacy
- Directed preparation for burn verification site survey (2020), receiving full 3-year verification
- Directed preparation for trauma accreditation site survey (2022), receiving full 3-year accreditation with no significant issues

**Trauma Program Manager
Temple University Hospital
Philadelphia, PA**

May 2014 to November 2018

Primary duties include administrative oversight and monitoring of all aspects of a trauma program for a level one trauma center. Additional responsibilities include monitoring quality patient care, budget preparation, program development, performance improvement, fiscal planning, discipline, hiring, professional development of staff, and participating in various departmental, interdepartmental, and hospital-based committees. Additional duties include:

- Concurrent and retrospective trauma performance improvement review and analysis.
- Collaboration with the emergency department to ensure appropriate services for all trauma patients.
- Collaboration with multiple hospital departments and clinical services to promote trauma care, develop and/or revise current policies and procedures related to clinical care, and to identify performance improvement initiatives.
- Participation in local, state, and national trauma/emergency services related forums.
- Ensure compliance with the Pennsylvania Trauma System Foundation Standards for trauma center accreditation.
- Participation in trauma related research.
- Direct oversight of Surgical Advanced Practice Providers
- Directed preparation for trauma accreditation site surveys (2015, 2018).
- Assisted with preparation for burn accreditation site survey (2014/ 2017).

**Trauma Clinical Coordinator
Temple University Hospital
Philadelphia, PA**

July 2010 to May 2014

Primary duties included monitoring the quality of trauma patient care throughout the entire trauma care process. Participated in formal and informal educational activities including needs assessments, review of trauma policies, procedures and protocols. Lectures to internal and external groups and organizations on trauma systems, care and prevention. Additional responsibilities included:

- Concurrent and retrospective trauma performance improvement review and analysis.
- Collaboration with the emergency department to ensure appropriate services for all trauma patients.

- Collaboration with multiple hospital departments and clinical services to promote trauma care, develop and/or revise current policies and procedures related to clinical care, and to identify performance improvement initiatives.
- Participation in local, state, and national trauma/emergency services related forums.
- Ensure compliance with the Pennsylvania Trauma System Foundation Standards for trauma center accreditation.
- Participation in trauma related research.
- Preparation for trauma accreditation site surveys (2012).
- Preparation for burn accreditation site survey (2010).

**Emergency Department Staff RN
Temple University Hospital
Philadelphia, PA**

June 2003 to July 2010

Primary duties included coordinating and delivering care for a complex emergent population in a 40-bed emergency department. Effectively functioned in the role of charge nurse and team leader. Acted in a preceptor role for new graduate RNs and new staff. Provided care while expanding on clinical skills, triage, assessments, and family focused education. Cared for the needs of trauma patients in a busy inner city setting.

**Emergency Department Staff RN- Per Diem
St. Mary Medical Center
Langhorne, PA**

2004-2006

Primary duties included expanding experience and delivering care for emergent population in a 25-bed emergency department. Acted in a preceptor role for new staff members.

PROFESSIONAL PRESENTATIONS AND PUBLICATIONS

“Resume vs. Curriculum Vitae: The What, When and Why” STN Business Writing Course
Series 1 – October 28, 2021

Qasim, Z., Sjöholm, L.O., **Volgraf, J.**, Sailes, S., Nance, M.L..... Cannon, J.W. (2020).
Trauma center activity and surge response during the early phase of the COVID-19 pandemic-
the Philadelphia story. *Journal of Trauma and Acute Care Surgery*. 89(4):821-828.

Simoncini, G.M., Oyola-Jimenez, J., Singleton, D., **Volgraf, J.**, Ramsey, F.V., & Goldberg, A.
(2019). HIV and HCV screening among trauma patients. *International Journal of STD & AIDS*.
30(7): 663-670.

“Hepatitis C Testing of Trauma Surgery Patients: Incidence, Prevalence and the Care Cascade”
2019 Conference on Retroviruses and Opportunistic Infections
March 4-7, 2019
Seattle, WA

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“Multidisciplinary Approach and Strategies to Improve Emergency Department Documentation”
2019 Society of Trauma Nurses 22nd Annual Conference
March 27-29, 2019
Lexington, KY

“Multidisciplinary Approach and Strategies to Improve Emergency Department Documentation”
2018 Trauma Quality Improvement Program National Meeting
November 16-18, 2018
Anaheim, CA

Volgraf, J. (2017). Leadership externship: a year in review. *Journal of Trauma Nursing*, 25(6), 251.

Volgraf, J. (2017). Mass Casualty: Lessons Learned from the Amtrak 188 Crash. Presented at Society of Trauma Nurses Annual Conference 2017, St. Louis, MO, April 6, 2017

Loveland-Jones C, Ferrer, L., Charles, S., Ramsey, F., van Zandt, A., **Volgraf, J.**, Santora, T., Pathak, A., Dujon, J., Sjöholm, L., Rappold, J., Goldberg, A., (2016). A prospective randomized study of the efficacy of “Turning Point,” an inpatient violence intervention program. *Journal of Trauma and Acute Care Surgery*, 81(5), 834-842.

Goldberg, A., **Volgraf, J.** (2015). “AMTRAK 188: One Hospital’s Response: Temple University Hospital.” Presented at the 2015 Penn Trauma & Critical Care Conference, Philadelphia, PA, October 28, 2015

Goldberg, A., **Volgraf, J.**, Yeh, E. (2015). “Tragedy on the Tracks: Lessons Learned from Amtrak 188.” Presented at TRENDS in Critical Care Nursing, King of Prussia, PA, October 9, 2015.

“EMS and Trauma Bay Intubation: Is there a clinical difference in patient outcomes?”
18th Annual Society of Trauma Nurses Conference
March 25-28, 2015
Jacksonville, Florida

ATTENDANCE AT CONFERENCES AND SEMINARS

Lead 365- Health System’s flagship leadership development program
October 15-16, 2020, January 14-15, 2021, April 15-16, 2021

Healthcare Leadership for Mass Casualty Incidents
Center for Domestic Preparedness
Anniston, AL
November 28-December 2, 2016

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White House Bystander “Stop the Bleed” Forum
Washington, DC
October 6, 2015

PROFESSIONAL ORGANIZATIONS, CERTIFICATIONS AND AWARDS

Pennsylvania Trauma Nurse Advisory Council
Member- April 2010
Chair- January 1/2020- 12/2021

Society of Trauma Nurses
Member ID 7781091

Society of Trauma Nurses Board of Directors
Director at Large
Term 4/2022-4/2026
Board Liaison to Geriatric Committee, TACTIC committee and Burn Special Interest Group

Society of Trauma Nurses 2016 Leadership Extern
Awarded January 2016

Society of Trauma Nurses Leadership Committee Member
January 2016- 2022
Co-Chair- July 2018- March 2020
Chair- March 2020- March 2021
Society of Trauma Nurses Diversity, Equality and Inclusion Task Force Member
January 2021- April 2024

Pennsylvania Trauma Systems Foundation
Standards Committee
2014 to 2019
Outcomes Committee
2020- present
Chair- January 2023

Trauma Quality Improvement Program
Pennsylvania Collaborative Leadership Committee
December 2019-July 2023

Registered Nurse, Commonwealth of Pennsylvania
RN – 548862
Expiration date: October 31, 2026