

# Leah M. Deuchar, BSN, RN, PHN, HNB-BC

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Underwood, Minnesota

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## PROFESSIONAL PROFILE

Registered Nurse with progressive experience in ambulatory care, triage, EMR optimization, and cross-departmental workflow refinement. Recognized for bridging frontline clinical practice with operational systems thinking to enhance efficiency, regulatory alignment, and patient-centered outcomes. Brings multi-industry operational leadership experience prior to nursing, strengthening enterprise-level awareness within healthcare environments.

## CLINICAL EXPERIENCE

### Lake Region Healthcare — Ambulatory Care RN / Triage RN (2021 – Present)

- Key contributor in establishing a Primary Care Triage Nursing Department.
- Designed bridging workflows during transition from Allscripts to EPIC EMR, aligning documentation with enterprise protocols.
- Developed customized EPIC documentation tools (DotPhrases, SmartLists, SmartLinks, SmartBlocks) supporting multiple departments.
- Identified enterprise workflow gaps during triage review and collaborated cross-functionally to implement corrective solutions.
- Led COVID-19 triage workflows, screening protocols, medication coordination, and patient education initiatives.

### Sanford Health — Ambulatory Care RN / EPIC Superuser (2019 – 2021)

- Served as EPIC Superuser providing workflow training and optimization support.
- Conducted staff feedback assessments identifying workflow improvement opportunities.
- Coordinated chronic disease management initiatives aligned with MIPS quality measures.
- Delivered ambulatory triage, care coordination, and patient education.

### Perham Health — RN (Med-Surg / OB / ER) (2018 – 2019)

- Delivered comprehensive nursing care across multiple specialties.
- Conducted assessments, care planning, interdisciplinary collaboration, and care adaptation.

- Supported patient- and family-centered care in a combined hospital/clinic campus.

### **Perham Health — ER Technician / CNA / HUC / Registrar (2014 – 2018)**

- Progressive frontline experience supporting emergency and inpatient units.
- Strengthened interdisciplinary communication through direct care and admissions coordination.

### **SYSTEMS & EMR CONTRIBUTIONS**

- Designed and implemented customized EPIC documentation tools across departments.
- Bridged workflow transitions from Allscripts to EPIC aligning documentation with enterprise standards.
- Identified and resolved e-scribing inefficiencies in collaboration with pharmacy and IT.
- Refined medication assistance processes ensuring regulatory alignment and patient access continuity.
- Initiated cross-department collaboration to improve enterprise documentation performance.

### **OPERATIONAL & BUSINESS FOUNDATIONS**

Developed experience across financial services, corporate operations, regional healthcare support, franchise systems, and small business ownership. Strengthened fluency in regulatory environments, workflow optimization, compliance management, revenue awareness, and executive coordination.

- Supported regional operations across 200+ Skilled Nursing Facilities improving scheduling efficiency and compliance.
- Managed retail and internet banking operations with regulatory oversight and training development.
- Orchestrated residential mortgage portfolios requiring multi-stakeholder regulatory coordination.
- Owned and operated a licensed childcare business generating six-figure annual revenue.
- Provided executive-level operational support across franchise and corporate environments.

### **LICENSURE & CERTIFICATIONS**

- Registered Nurse — Minnesota & North Dakota
- Public Health Nurse — Minnesota
- HNB-BC — Holistic Nurse Baccalaureate
- BLS Provider (AHA)
- CITI Human Subjects Research Certification

## **EDUCATION**

Bachelor of Science in Nursing — Saint Catherine's University, 2024

Associate Degree in Nursing — MState

Associate of Science, Liberal Arts — MState

AIB Principles of Banking — American Bankers Association