

## Employee Spotlight

**Terry Jones, BSN, EMT-RN, CCRN-P, CSPI, CEN, CPEN**  
**Willis-Knighton Health System**



Terry Jones began his nursing career in 2005 at Sutton Childrens. He went on to gain experience and knowledge at Childrens Medical Center in Dallas and the Louisiana Poison Center. He joined the Willis-Knighton Emergency Department in 2014 and advanced to the management team in 2021 in the middle of the COVID-19 pandemic. Terry is now the manager of the busiest Emergency Department in the largest Health System in Northwest Louisiana.



Stepping into this position at any time would have been a challenge, but during this time we were faced with overcrowding, extensive hold times, extraordinary wait times, and a staffing crisis to top it all off! Terry not only brought his knowledge and experience, but an exemplary attitude and spirit of teamwork. Over the past couple of years, Terry has built a team that anyone would be proud to work beside. He is teaching new graduate nurses to thrive in the hectic emergency environment. Terry serves as a champion for stroke care, STEMI activations, pediatric emergencies, and disaster preparedness. He encourages his team by participating in nurse shadowing programs for nursing students and the AHEC program for high school students who may be interested in health care. Terry has managed to overcome a staffing deficit and decreased his RN vacancy rate from over 50% down to 16%. Through teamwork and data sharing, Terry and his team have decreased patients leaving the ED without being seen from 16% to 4.9%. He goes above and beyond to work beside staff when others are not available and has molded the rest of his management team to do the same. He leads by example in more ways than most of us could imagine.

Bringing in his EMS background, Terry has been instrumental in the development of the paramedic program in the Emergency Department. Terry is a guest lecturer for Bossier Parish EMS and continues to ride the truck when he is not working in the hospital. He continues to improve patient care across the continuum of pre-hospital to ED, as well as the inpatient setting. He also speaks to classes at Bossier Parish Community College to inspire and share his wisdom with aspiring nurses. Terry serves on the paramedic advisory program for BPCC. All the while, he encourages staff to join professional organizations and obtain certifications in their field. Terry not only runs an emergency department (which should be enough for anyone), but he is very involved in community activities. Terry is an active member of the Emergency Nurses Association and is slated to speak at the 2023 LENA State Meeting. He co-hosts lunch and learn activities for ENA to teach about specific, relevant topics to emergency nursing. Terry is active in disaster preparedness both for our hospital system and The Louisiana Region 7 Hospital Coalition. He plans and participates in mass casualty incident drills and after-action reviews. During real-life responses, Terry serves as a liaison and operations manager for the Willis-Knighton Bossier campus. Terry will graduate with his master's in nursing leadership from The University of Louisiana in Monroe in May 2023. We are so proud of all the things this young man has accomplished!