

# Karen L. Dutkowski

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## PROFESSIONAL EXPERIENCE

617 Valley View Dr  
Mesquite, NV 89027  
[REDACTED]

### ***CITY COUNCIL MEMBER***

City of Mesquite, Nevada  
December 2020 to December 2022

Responsible for voting on municipal ordinances and budgets, making appropriations, and setting policy for the city:

- Researched issues and made decisions based on facts, data, and community input.
- Served as representative and voting member of the Southern Nevada Health District, assisting with public health issues as they relate to Mesquite.
- Attended local events and met with the community and business owners, listening to understand their needs.
- Published newsletters to inform residents of active projects, upcoming events, and how things work in the city.
- Supported infrastructure, water sustainability, protection of our natural resources, diversity of our economy, resources for our public safety, non-profit organizations, educational opportunities, affordable housing, and expansion of health care services.

### ***TRANSPLANT SERVICES DATA ASSISTANT***

Intermountain Medical Center  
Salt Lake City, Utah  
June 2007 to January 2009

Responsible for data reporting and compliance for kidney, liver, and pancreas transplant patients and living donors:

- Developed an internal monthly tracking report and process to ensure compliance monitoring. Completed analysis and reporting for annual reviews, insurance payers, and electronic and on-site surveys.
- Regularly communicated in a friendly and professional manner with the transplant team, UNOS, physician offices, and IT teams to obtain transplant donor and recipient outcome information.
- Exercised confidentiality and security of information, meeting policies and procedures.
- Queried electronic data warehouse as it related to transplant data collection requirements, internally and externally to meet and exceed certifications and mandates. Proactively planned and developed processes to anticipate data requirements as well as notified staff of upcoming deadlines.

- Identified areas for improvement in the collection of data, reducing or eliminating duplication or risk of errors.
- Helped office or medical assistants when asked, so as to best serve patients during heavy clinic days or workload.

### ***DATA AND INFORMATION ADMINISTRATOR***

Salt Lake City Fire Department  
Salt Lake City, Utah  
November 1999 to May 2007

Responsible for designing, modifying, and monitoring the department's computer-aided dispatch (CAD) and records management system (RMS) software; also responsible for developing continuing quality improvement (CQI) processes:

- Serves as database administrator, identifying and performing system modifications, installing new releases, performing backups, and maintaining security system.
- Consults with department managers to develop CQI goals; advises managers on identifying critical performance indicators and creates data collection, reporting, and feedback procedures to improve performance.
- Plans and coordinates on-going department-wide training for the CAD/RMS; analyzes training needs, develops lesson plans, selects presenters or trains trainers, and arranges classroom logistics.
- Serves as facilitator for service improvement and problem solving at various levels within the organization.

### ***CONTINUING QUALITY IMPROVEMENT COORDINATOR***

Salt Lake City Fire Department  
Salt Lake City, Utah  
December 1993 to November 1999

Responsible for managing the CQI activities of the Medical Division:

- Established guidelines for Medical Case Review Committee and worked with the committee to develop goals and implement plans for expanded CQI activities.
- Maintained database of case reviews, generating monthly and special reports, as well as interpreting those reports.
- Assisted medical director and other fire department officials in researching existing data and collecting needed data for use in preparing abstracts and special studies. Designed surveys for data collection and database reports for evaluation.
- Provided assistance to Continuing Medical Education and EMT courses by developing lesson plans and teaching modules. Developed course and presenter evaluations and pre- or post-test reviews of learning activities. Analyzed the results of those documents.
- Served on the Quality Council team for the Fire Department. Facilitated improvement teams for problem solving, development of processes, and strategic planning using total quality management models.

## ***DATA/RESEARCH EVALUATION SPECIALIST***

Fresno County Emergency Medical Services  
Fresno, California  
July 1987 to March 1992

Developed and implemented systems to collect and analyze data related to the delivery of all aspects of emergency medical services in Fresno, Kings, and Madera counties:

- Developed procedures to collect statistics for evaluation of emergency medical services for dispatch and field care.
- Designed database systems for data management.
- Collected and reviewed trauma registry cases for accuracy in meeting established registry criteria. Prepared monthly standard reports and specialized reports as needed for Trauma Audit Committee.
- Conducted a thirteen-month major study on the correlation of mechanism of injury to anatomical injury, to evaluate the effectiveness of the American College of Surgeons' trauma triage criteria.
- Collected data and prepared specialized reports such as resuscitation efforts, use of vehicle restraints, response times, etc.
- Re-designed layout of prehospital care report as necessary due to changes in policies and protocols.
- Assisted other EMS management sections in developing methods to collect and maintain data such as base hospital statistics, certifications issued, and educational experiences.
- Supervised eight emergency medical and clerical employees in support of data collection and evaluation.

## ***BUDGET ANALYST***

VA Medical Center  
Fresno, California  
August 1982 to May 1987

Primary responsibilities included budgetary analysis, cost projections, distribution of funds, preparation of the medical center's annual budget plan, monitoring of fund accounts to ensure availability to the end of each quarter, and preparation of quarterly, monthly, and special reports:

- Designed database files to streamline tedious, time-consuming and repetitive tasks and to more accurately analyze project costs.
- Automated budget records, distribution procedures, and historical data to more accurately and efficiently prepare the annual budget plan.
- Analyzed, planned, designed, tested, and implemented a computerized invoice payment database program, accomplished and implemented within an eight-day deadline.
- Analyzed data processing needs of other departments and designed databases to perform such tasks as: monitoring leave balances for payroll; maintaining cashier's receivables; processing accounting obligations; and monitoring overtime usage.

### ***PROGRAM REPRESENTATIVE***

University of California, San Francisco School of Medicine  
Fresno, California  
March 1982 to July 1982

Responsible for independently planning and implementing continuing medical education programs based on identified needs of the San Joaquin Valley:

- Selected and confirmed chairs for eight one-day and two three-day symposia.
- Arranged for symposia faculty.
- Established program fees.
- Prepared brochures describing programs being offered.
- Established time schedule for adequate publicity.
- Arranged payment of faculty honoraria, travel, and other expenses.
- Maintained fiscal accounting of revenues and disbursements.

### ***SECRETARY/CASHIER***

VA Medical Center  
Fresno, California  
October 1981 to March 1982

Secretary to the Chief Financial Officer and cashier to the medical center, responsibilities included:

- Collecting cash and negotiable instruments and made deposits to fund accounts.
- Distributing salary checks and disbursed funds to employees and patients.
- Initiating collections from insurance companies, third parties, and ineligible patients.
- Transcribing dictation and drafting replies to incoming correspondence.
- Maintaining the fiscal officer's calendar and preparing itineraries for travel and reimbursement requests.
- Recording and filing manual changes to policies and regulations.

### ***ADMINISTRATIVE OFFICER***

South Central Regional Medical Education Center  
St. Louis, Missouri  
July 1980 to October 1981

Provided administrative support and assistance to the Program Director and educational specialists, coordinating plans for implementation of each continuing medical education program (averaging 50 per year). This included arranging for:

- Planning meetings involving travel costs for faculty and staff.
- Rental or purchase of educational materials such as pre-packaged videotape or slide/tape programs.
- Printing or reproduction of learning and testing materials.
- Rental of specialized audiovisual or demonstration equipment.

- Room rental based on activity and group size.
- Faculty travel expenses and honoraria.
- Participant travel expenses.
- Operating expenses of: equipment rental, maintenance contracts, supplies and reproduction equipment, on-site lodging supplies, printing of newsletters, brochures, binders, folders and name tags, overtime costs of personnel during peak season.

Also responsible for monitoring expenditures, preparing quarterly status reports, and supervising seven support employees consisting of a travel clerk, a logistics coordinator, and five course assistants.

## ***EDUCATION***

University of Phoenix, Bachelor of Science in Business Administration, 2002  
 Fresno City College Training Institute, Fresno, California, 1989  
 St. Louis Community College, St. Louis, Missouri, 1978  
 Belleville Area College, Belleville, Illinois, 1976

## ***CERTIFICATIONS & APPOINTMENTS***

Secretary, National Association of EMS Quality Professionals, 1998-2000  
 Board Member at-Large, National Association of EMS Quality Professionals, 1997  
 Instructor I & II, Utah Fire Service, June 1997  
 Instructor, EMT-Basic National Standard Curriculum, September 1996-1998  
 EMT-Basic, Salt Lake City Utah, March 1996  
 EMT 1A Primary, Fresno, California, December 1989  
 Council Member, City of Mesquite, Nevada, December 2020  
 Board Member, Southern Nevada Health District, 2020-2022  
 Member, Master Plan Committee, City of Mesquite, Nevada, 2023 to present  
 Member, Capital Improvements Advisory Committee, City of Mesquite, Nevada, 2023 to present

## ***PUBLICATIONS***

Efficacy of an EMS Quality Improvement Program in Improving Documentation and Performance, Steven M. Joyce, FACEP, Karen L. Dutkowski, and Timothy Hynes, CEP, presented at the Eleventh Annual Conference and Scientific Assembly of the National Association of EMS Physicians, July 1995, published as a supplement to Prehospital and Disaster Medicine, Vol 10, No 4, Sup 3, October-December 1995

National Association of EMS Quality Professionals Quarterly, serving as editor of publication, 1998-1999.