Subject:
Approval of Appointments to the Pinellas County Emergency Medical Services Advisory Council

Department: Emergency Medical Services and Fire Administration

Staff Member Responsible: Craig A. Hare, Director

Recommended Action:
I RECOMMEND THE BOARD OF COUNTY COMMISSIONERS (BOARD), ACTING AS THE PINELLAS COUNTY EMERGENCY MEDICAL SERVICES (EMS) AUTHORITY, APPROVE THE FOLLOWING APPOINTMENTS TO THE PINELLAS COUNTY EMS ADVISORY COUNCIL:

- APPOINTMENT OF DR. ERIC CARVER AS ST. PETERSBURG COLLEGE PRESIDENT REPRESENTATIVE
- REAPPOINTMENT OF MS. KELLY CULLEN AS EMERGENCY NURSES’ ASSOCIATION WEST COAST FLORIDA CHAPTER REPRESENTATIVE
- REAPPOINTMENT OF MS. SUSAN BYRD AS EMERGENCY NURSES’ ASSOCIATION WEST COAST FLORIDA CHAPTER ALTERNATE REPRESENTATIVE

Summary Explanation/Background:
Dr. Carver is nominated to fill the position vacated by Dr. Phillip Nicotera to represent St. Petersburg College on the EMS Advisory Council.

Ms. Cullen and Ms. Byrd have both agreed to serve another two-year term.

Fiscal Impact/Cost/Revenue Summary:
None

Exhibits/Attachments Attached:
- EMS Advisory Council Roster
- Letter of Nomination from St. Petersburg College
- Dr. Carver’s Curriculum Vitae
- Ms. Cullen’s Resume
- Ms. Byrd’s Curriculum Vitae
<table>
<thead>
<tr>
<th>Member</th>
<th>Alternate</th>
<th>Agency or Representation</th>
<th>Appointed</th>
<th>Expires</th>
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</thead>
<tbody>
<tr>
<td>Dr. Bruce Moeller</td>
<td>EMS Authority Executive Director</td>
<td>Non-Voting</td>
<td>n/a</td>
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<tr>
<td>Dr. Angus Jameson</td>
<td>EMS Medical Director</td>
<td>Non-Voting</td>
<td>n/a</td>
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<tr>
<td>1 Mr. Ray Neri</td>
<td>Citizen Representative</td>
<td>Mar 2015</td>
<td>Mar 2017</td>
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<tr>
<td>2 Mr. William Israel</td>
<td>Citizen Representative</td>
<td>Sept 2013</td>
<td>Sept 2015</td>
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<tr>
<td>3 Ms. Joy Lewis</td>
<td>Citizen Representative</td>
<td>Nov 2013</td>
<td>Nov 2015</td>
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<tr>
<td>4 Ms. Beth Rawlins</td>
<td>Citizen Representative</td>
<td>May 2014</td>
<td>May 2016</td>
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<tr>
<td>5 Mr. George McCarthy</td>
<td>Citizen Representative</td>
<td>Apr 2015</td>
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<td>6 Mr. William Holmes</td>
<td>Citizen Representative</td>
<td>May 2014</td>
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<tr>
<td>7 Ms. Anne Scofield</td>
<td>Citizen Representative</td>
<td>Aug 2014</td>
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<td>8 Dr. Scott Kuebler</td>
<td>Citizen Representative</td>
<td>Aug 2014</td>
<td>Aug 2016</td>
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<tr>
<td>12 Mayor Maria Lowe</td>
<td>Mayors' Council - St. Pete Beach</td>
<td>Apr 2015</td>
<td>Aug 2016</td>
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<tr>
<td>13 Chief Robert Weiss - Vice Chair</td>
<td>City of Clearwater Fire Chief</td>
<td>Mar 2015</td>
<td>Mar 2017</td>
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<tr>
<td>14 Chief Ian Womack</td>
<td>City of St. Petersburg Fire Chief</td>
<td>Apr 2015</td>
<td>Apr 2017</td>
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<td>15 Chief Joe Accetta</td>
<td>Pinellas County Fire Chiefs' Association</td>
<td>Nov 2013</td>
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<tr>
<td>17 Mr. Mark Postma</td>
<td>Sunstar Paramedics</td>
<td>Mar 2015</td>
<td>Mar 2017</td>
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<tr>
<td>18 Assistant Chief - Deputy Sean Jewell</td>
<td>Pinellas County Sheriff</td>
<td>Mar 2014</td>
<td>Mar 2016</td>
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<tr>
<td>19 Dr. Eric Carver</td>
<td>St Petersburg College President</td>
<td>Aug 2015</td>
<td>Aug 2017</td>
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<tr>
<td>21 Ms. Kelly Cullen</td>
<td>Emergency Nurses' Association West Coast Florida Chapter</td>
<td>Aug 2015</td>
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<td>22 Dr. David Weiland Jr.</td>
<td>Pinellas County Medical Association</td>
<td>Mar 2014</td>
<td>Mar 2016</td>
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<tr>
<td>23 Dr. Kenneth Webster</td>
<td>Pinellas County Osteopathic Medical Society</td>
<td>Mar 2014</td>
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Note: Names in bold are pending EMS Authority appointment/reappointment.
June 9, 2015

ATTN: Mr. Craig Hare, MBA, Paramedic

RE: Appointment of Dr. Eric Carver to EMS Advisory Council

Dear Mr. Hare,

Please allow this instrument to serve as a formal request to remove Dr. Phil Nicotera from the EMS Advisory Council roster as he has accepted a professional position out of state and is no longer Provost at St. Petersburg College. In the interim, please consider my request for appointment as his replacement.

Kind Regards,

Dr. Eric Carver, DHSc., MPA, MABMH
Interim Provost
Caruth Health Education Center
St. Petersburg College
carver.eric@spcollege.edu
727.341.3664
Dr. Eric H. Carver

Education:

Graduate:
- D.H.Sc. Doctor of Health Science, College of Allied Health and Nursing, Nova Southeastern University 2011
- Post-Baccalaureate Certificate: Health Informatics, College of Bioinformation Sciences, University of Illinois at Chicago 2009
- M.A.B.M.H. Master of Bio-Ethics & Medical Humanities, College of Medicine, University of South Florida 2006
- M.P.A. Master of Public Administration, College of Government and International Affairs, University of South Florida 2005
- Graduate Certificate: Health Leadership & Management, College of Public Health, University of South Florida 2003
- M.A. B. M.H. Master of Bio-Ethics & Medical Humanities, College of Medicine, University of South Florida 2006
- M.P.A. Master of Public Administration, College of Government and International Affairs, University of South Florida 2005
- A.S. Allied Health Sciences, Community College of the Air Force 1999
- A.A. Associate of Arts, Northwest Florida State College 2001
- A.A. Interdisciplinary Social Science, University of South Florida St. Petersburg 2002
- A.S. Health Leadership & Management, College of Public Health, University of South Florida 2003

Certificates and Licenses:
- S.S.B.B. Six Sigma Black Belt, Engineering Technology, St. Petersburg College 2013
- American Red Cross, Basic Life Support Course “C” 2012
- L.P.N. Licensed Practical Nursing, University of the State of New York, (#259293) 1999
- E.M.T. Emergency Medical Technician, National Registry of Emergency Medical Technicians (#B114217) 1997

Academic Appointments:
- Adjunct Clinical Professor, Doctor of Health Science Program, A.T. Still University 2005-
- Adjunct Professor, B.A.S. Health Services Administration, State College of Florida Manatee – Sarasota 2008-2012
- Clinical Simulation Support, Chiropractic Program, National University of Health Science, Chicago 2011-
- Clinical Simulation Support, Chiropractic Program, National University of Health Science, Chicago 2011-
- Associate Professor, Bioinformation Sciences, University of Illinois at Chicago 2010-
- Associate Professor, Health Information Technology, St. Petersburg College 2009-
- Head & Assistant Coach, Ethics & Bioethics Bowl Team, St. Petersburg College 2008-2011
- Adjunct Instructor, B.A.S. Health Service Administration, St. Petersburg College 2008-
- Adjunct Instructor, Health Information Management, St. Petersburg College 2008-
- Adjunct Instructor, Applied Ethics Institute, St. Petersburg College 2005-

Teaching Activities:

A.T. Still University, Arizona School of Health Sciences: Doctor of Health Science
Course Title: DHS 603 Health Care Information Systems
Course Title: DHS 8420 Contemporary Teaching and Learning Concepts
Course Title: DHS 8220 Health Policy Development and Analysis

State College of Florida Manatee – Sarasota: Health Services Administration
Course Title: HSA 3111 Health Care Delivery in the U.S.
Course Title: HSA 3113 Contemporary Issues in Health Care
Course Title: HSA 3170 Health Care Finance
Course Title: HSA 3383 Quality Management in Health Care
Course Title: HSA 3430 Health Care Economics
Course Title: HSA 3502 Health Care Risk Management
Course Title: HSA 4180 Health Care Management

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drericcarver@yahoo.com
Dr. Eric H. Carver

**Nova Southeastern University:** College of Nursing and Allied Health  
Course: Title:  
DHS 8040 Professionalism and Health Care Ethics (4 credits) – Teaching Assistant  

**University of Illinois at Chicago:** Bio-information Sciences  
Course: Title:  
BHIS 505 Ethics and Legal Issues in Health Informatics (4 credits)  

**St. Petersburg College:** Health Service Administration Program  
Course: Title:  
HSA 3551 Ethics in Health Care  
HSA 4192 Applied Health Information/Informatics  

**St. Petersburg College:** Applied Ethics Department  
Course: Title:  
PHI 2635 Health Care Ethics Applied  
PHI 1600 Studies in Applied Ethics  

**St. Petersburg College:** Health Information Technology Department  
Course: Title:  
HSC 1551 Medical Terminology  
HIM 1211 Health Information Technology  
HIM 1430 Principles of Disease  
HSA 1100 Healthcare Delivery Systems  
HIM 1102 Intro to Healthcare Informatics  
HIM 2652 Electronic Health/Medical Record Systems  
HIM 1212 Data and Workflow Management  
HIM 3005 Healthcare Informatics Project Management  
HIM 2004 Healthcare Informatics Capstone  
HIM 2003 Healthcare Informatics Practicum  

**Service:**  
St. Petersburg College – Pinellas Park, FL  
*Interim Provost, Caruth Health Education Center*  
Responsible for directing activities, programs, and projects of College-wide and campus-wide student services related departments, functions, and programs at the Caruth Health Education Center, Health Education Center Annex, and Veterinary Technology Center.  

St. Petersburg College – Clearwater, FL  
*Lead Faculty Associate, Center of Excellence for Teaching and Learning*  
Responsible for faculty development activities for over 400 full time and over 1,500 part time faculty members.  

St. Petersburg College – Pinellas Park, FL  
*Faculty, Healthcare Informatics & Health Information Management*  
Currently instructs various courses in Healthcare Informatics and Health Information Management programs based on a yearly 36 ECH schedule. Also served as Associate Director for U.S. DOE Grant projects.  

St. Petersburg College – Pinellas Park, FL  
*Project Coordinator II, Healthcare Informatics Program*  
Duties include managing various programs to support the U.S. Department of Labor President’s Community Based Job Training Grant in Healthcare Informatics. Specific duties include management of $1.5 million program budget, marketing coordination, industry training, and network collaboration. This position also requires the supervision of two grant support team members.  

St. Petersburg College – Pinellas Park, FL  
*Project Coordinator II, College of Nursing*  
Duties included managing various nursing support programs for Florida DOE Nursing Grant programs $336,000.00  

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Morton Plant Mease Health Care – Clearwater, FL

On-Site Community Health Coordinator
Duties included event management, patient education, public relations, and scheduling community health events.

U.S. Air Force Reserve – Patrick AFB, FL

Medical Science Corps – Health Services Administrator
Duties include managing five (5) squadron level support programs and direct supervision of 24 support members in disciplines of Public Health, Bio-Environmental Engineering, Medical Lab, Immunology, Radiology, Cardio-Pulmonary Technicians, Surgery Technicians, Medical Technicians, and Health Information Management professionals.

Support Service
University of South Florida – St. Petersburg, FL

Financial Aid & Veterans Services Peer Counselor
Duties included student financial aid processing, award interpretation and scholarship processing, data entry, data processing, financial aid peer counseling, and student assistance through various interdepartmental services while utilizing BANNER & OASIS software applications.

Clinical and Patient Care:
U.S. Air Force Civil Service – Hurlburt Field, FL

Allergy and Immunization Clinic Manager
Duties included managing patient operations and direct patient care via immunization and medication administration of over 25,000 active duty military members, reservists, civilian employees, and dependent family members to include children. Specific duties included managing the U.S. Department of Defense Anthrax program and Tuberculosis testing program.

12 Oaks Drug and Alcohol Treatment Center – Navarre, FL

Nursing Services and Detox Technician
Duties included patient care patients in recovery, medication administration, patient education, charting, filing, performing nursing assessments as well as assisting Licensed Mental Health Counselors and Physicians with clinical data to support treatment programs.

U.S. Air Force Active Duty – Biloxi, MS

Aerospace Medicine Technician
Duties included patient care in various departments to include Emergency, Critical Care, Telemetry, 23 hour observation, Obstetrics, Minor Surgery, General Surgery, Gastroenterology, Aeromedical Staging Services (flight transport) and Ambulatory Care Clinics. Specific duties included medication administration, patient assessment, patient education, program management, and equipment operation for different types of life/health support technologies.

Military Service:
U.S. Air Force Reserve – 45th Aeromedical Evacuation Squadron
MacDill Air Force Base (Captain, O-3)

U.S. Air Force Reserve – Special Operations Command
Eglin Air Force Base, Field #3, FL

U.S. Air Force Civil Service – Special Operations Command
Hurlburt Field Air Force Base, FL

U.S. Air National Guard – Air Combat Command
Tyndall Air Force Base, FL

U.S. Air Force Active Duty – Air Education & Training Command
Keesler Air Force Base, M.S.

U.S. Air Force Active Duty – Special Operations Command
Hurlburt Field Air Force Base, FL

Military Awards:
U.S. Air Force Reserve Meritorious Service Medal 2009
U.S. Air Force Commendation Medal with Bronze Oak Leaf Cluster 2005
919th Medical Squadron “Outstanding Performer” for medical program management 2005
U.S. Global War on Terrorism Service Medal (Iraq) 2005
U.S. Air Force Reserve Meritorious Service Medal (Iraq Support) 2004
U.S. Air Force Outstanding Unit Award with Valor Device 2004
919th Special Operations Wing Installation “Sharp Troop” Award 2004
U.S. Air Force Commendation Medal with Bronze Oak Leaf Cluster 2004

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Dr. Eric H. Carver

U.S. National Defense Medal with Bronze Star 2004
U.S. Air Force Achievement Medal 1997
U.S. Armed Forces Service Medal 1997
U.S. Armed Forces Expeditionary Medal 1994
U.S. Air Force Expert Marksman Award 1994

Specialized Training - Military:
AF Counter-Improvised Explosive Device (C-IED) Awareness 2012
Law of Armed Conflict 2009
U.S. Constitution Course 2010
Safety and Health Program Evaluation Training 2010
Free Exercise of Religion – Supervisor Training 2009
No FEAR Act Training 2012
Biometrics Awareness Course 2012
Human Relations Course 2011
Force Protection Training 2009
DoD Information Assurance Awareness 2012
Suicide Awareness 2009
Don’t Ask, Don’t Tell Repeal Training 2012
USCENTCOM AF Culture Specific – Iraq Training 2012
Language Guide Training – Pashto 2012
Conflict Management 2012
Ethical Decision Making 2011
Professional and Unprofessional Relationships 2011
Counterintelligence Awareness 2011
Hazardous Communication Training 2011
Operational Risk Management 2009

Continuing Education Lectures:

Speaking Engagements:

Bioethics Forum – Clearwater, FL October 2014
Ethics & Ebola - Presenter

6th Annual DHS: Colloquium – Tampa, FL July 2014
Health IT & Improved Patient Outcomes - Presenter

Annual Healthcare Ethics Conference - Largo, FL May 2014
Ethics and EHRs – Presenter & Event Planner

Aging Well Center – Clearwater, FL October 2013
Ethics and Electronic Health Records: What consumers NEED to know – Presenter

Guardianship 2013: Discovering the Magic; Dispelling the Myths – St. Petersburg, FL September 2013
Ethics and the Helping Professions - Presenter

Florida Master Teacher Conference – Pensacola, FL July 2013
Connecting the dots: Preparing students for health professions - Presenter

Pinellas Park Medical District – Pinellas Park, FL July 2013
Interviewing your EHR – Keynote Presenter

14th Annual Narrowing the Gulf Conference – Largo, FL April 2013
How Can "Learning Support“ Tools Enhance Critical Thinking in Online Courses? - Presenter

Lilly Conference on Evidence-Based Learning Practices – University of North Carolina Greensboro February 2013

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Dr. Eric H. Carver

*Developing Effective "Learning Support" Strategies for On-line Learners* - Presenter

St. Petersburg College – Seminole

*3rd Annual Health Care Ethics Conference* - Moderator

October 2012

U.S. Department of Labor – Atlanta, GA

*Strategies for Success* - Guest Presenter & Planning Committee

November 2011

St. Petersburg College – Clearwater, FL

*Conflict Resolution* – Guest Presenter

October 2011

St. Petersburg College – EpiCenter

*2nd Annual Health Care Ethics Conference* – Panelist

October 2011

St. Petersburg College – Pinellas Park, FL

*Professional Relationships* – Guest Presenter

October 2010

U.S. Department of Labor – Atlanta, GA

*The Importance of Peer Networking* – Guest Co-Presenter

April 2010

St. Petersburg College – Seminole, FL

*Second Annual Healthcare Informatics Symposium* - Moderator

September 2009

Hernando County Medical Society – Spring Hill, FL

*Current Topics in Health Information Technology and EMR* - Presenter

May 2009

The Brookings Institute – Washington, DC

*Health IT & Health Reform* – Industry Participant

May 2009

Valencia Community College – Orlando, FL

*Florida Summit on Health Sciences Education* – Presenter

April 2009

*Healthcare Informatics Youth Outreach Program – Success in Numbers*

Pinellas County Medical Association

*A Focus on EMR* – Guest Presenter

March 2009

Boca Ciega High School – St. Petersburg, FL

*Health Care Opportunities for the Future* – Guest Presenter

November 2008

St. Anthony’s Hospital – St. Petersburg, Fl.

*Ethics and Healthcare Informatics* – Guest Presenter

October 2009

Harvard Medical School Center for Connected Health – Boston, MA

*Conference Guest*

October 2008

Pinellas Park Rotary – Pinellas Park, FL

*Current Issues in Health Care* – Guest Presenter

September 2008

St. Petersburg College – Seminole, FL

*First Annual Healthcare Informatics Symposium* – Guest Presenter

September 2008

Valencia Community College – Orlando, FL

*Florida Summit on Health Sciences Education* – Presenter

April 2008

*Health Informatics – impacts on Health Education Programs*

The Florida Institute for Continuing Professional Development (ICON)

*Supervision and Management – For Health Professionals* (4 contact hours) - Presenter

October 2007

St. Petersburg College – Largo, Fl.

November 2006

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dericcarver@yahoo.com
Dr. Eric H. Carver

First Annual Ethics Seminar for Helping Professionals Seminar – Guest Lecturer

Ethics and the Helping Professional

St. Petersburg College – St. Petersburg, FL
Applied Ethics Institute – Community Forum St. Petersburg, FL

Genetic Engineering and the Ethics Environment

Published Materials:


Honors and Awards:

Professional Awards:

Institute Fellow of the Applied Ethics Institute 2006
Bailey Family Foundation Scholarship Award Recipient 2004
Francis G. Elvidge Scholarship Recipient 2003
Jeanne Mansfield Scholarship Recipient 2003

Professional Memberships:

Member of the American Council of Healthcare Executives 2015
Member of U.S. Congressman David Jolly’s Veterans Advisory Council – District 13 2014
Member of the Florida Bioethics Network 2010
Member of the BayCare Institutional Research Board (Pasco & Pinellas) 2009
Member of the Boca Ciega High School Medical Magnet Advisory Board 2008
Member of the Palm Harbor University High School Medical Magnet Advisory Board 2008
Member of the Florida Association of Community Colleges 2006
Member of the American Society of Bioethics and Humanities 2006
Member of the University of South Florida Alumni Association 2004

Grant Activities:

President’s Community Based Job Training Grant – 2007
Award: $1.2 million from U.S. Department of Labor – Employment and Training Division
Period: Three (3) years
Contribution: Grant Project Manager

Jobs for Florida’s Nursing Future – 2008
Award: $380,000.00 from Florida Department of Education
Period: One (1) year
Contribution: Grant Author

Building the Health Information Technology Future - 2009
Award: $400,000.00 from U.S. Department of Education
Period: One (1) year
Contribution: Grant Author

Building the Health Informatics Workforce – 2010
Award: $90,000.00 from the U.S. Department of Education
Period: One (1) year
Contribution: Grant Author

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dreiccarver@yahoo.com
Kelly Cullen
1909 Sutherland Dr. W • Palm Harbor, FL 34683 • 727-430-5705 • kellyacullen@gmail.com

HIGHLIGHTS of QUALIFICATIONS

➤ Offering extensive experience in all aspects of hospital administration and management.
➤ Demonstrated ability leading major hospital expansion initiatives valued up to $30 million.
➤ Strong track record implementing profound and fundamental change, resulting in dramatic improvements in service, outcome and cost.
➤ Skilled in establishing and maintaining strong relationships with physicians and other key players.
➤ Self-directed professional with superior problem solving, communication, teaching and leadership skills.
➤ Skilled in establishing and maintaining strong relationships with physicians and other key players.
➤ Skilled in establishing and maintaining strong relationships with physicians and other key players.
➤ An entrepreneurial leader who looks beyond the status quo to uncover hidden opportunities.
➤ Strong strategic and operational planning experience.

PROFESSIONAL EXPERIENCE

MORTON PLANT MEASE HEALTH CARE (MPMHC), CLEARWATER, FL 1991-PRESENT

Director of Nursing 2002-present

• Manage and direct all nursing-related operations for:
  o Mease Dunedin – ED, 2 Medical Surgical Units, Telemetry, Critical Care and Surgical Services
  o MPM – Transfer Center
  o Bardmoor Free Standing Emergency Center
• Responsible for Stroke Service Line for all of MPM. Joint Commission Stroke Certified since 2004.
• MPM Liaison to Pinellas County Emergency Medical Service (EMS).
  o Member of the Emergency Medical Services Advisory Council since 2007.
  o Member of the Emergency Medical Services (EMS) Fire Transport Committee.
• Most recently Project Leader responsible for the design, build and implementation of operations plan for the Bardmoor Free-Standing Emergency Center. Project completed March 2008.
• As onsite Director for Mease Dunedin took fragmented under-performing management team and build a cohesive goal driven team.
• Develop and maintain strong relations with physicians, providing a synergistic, collaborative approach to hospital management as evidenced by significant improvement in all indicators of 2007 physician satisfaction survey.
• Expertly resolve all issues and conflicts with a diplomatic approach to problem resolution.
• Led major strategic initiative – “the 30 Minute Promise”. This involved analyzing and evaluating “patient throughput”, collaborating with representatives from every hospital department and developing a plan to improve efficiency and quality of care provided in the ED. Substantial gains in service (highest patient satisfaction in BayCare), outcome (lowest number of patients that leave without being seen by a physician) and cost resulted from this program. Currently meeting the “Promise” 93% of the time.
• Create, manage and direct the entire operational budget consisting of revenues totaling $140,699,809, total expenses of $34,617,410 and 549 FTEs.
• Successfully managed productivity resulting in lower than budgeted nursing costs 2 years in a row – beat budgeted nursing cost by $750,000.
• Expertly deal with representatives from state and federal agencies (AHCA, JCAHO & CMS).
• Played key role in the achievement of “Magnet” designation for nursing in 2004 (remains current).
• Established the Patient Transfer Center for MPM. Center is responsible for coordinating all transfers within MPM or any transfer coming from an outside hospital in an effort to comply with EMTALA rules and regulations. Gained senior management approval by presenting compelling data on service, outcome and cost.

• Fully engaged in Six Sigma philosophy for quality improvement. Process owner of project “Bed Unavailable”. Substantial improvements made in the time it takes to get a patient discharged once the attending physician writes the order. Obtained Yellow Belt certification 11/05.

• Successfully implemented Cerner First Net System (electronic triage and tracking system) in 4 emergency departments.

  2002-2008
  • Mease Countryside – ED and Women’s & Children’s
  • North Bay – ED

• Led $16.9 million expansion project of the Mease Countryside Emergency Department. Accomplished all project goals on time and within budget.

• Led $22 million project to move Women’s & Children’s product line from Mease Dunedin Hospital to the state of the art Women’s & Children’s Center at Mease Countryside Hospital. This was achieved without interruption to service.

• Implemented major cultural and philosophical change (LDRP Concept) at the Women’s & Children’s Center, resulting in true family centered care and improved patient satisfaction.

Director of Emergency Services 2001-2002
Director of Women’s and Child Services

• Managed all day-to-day operations at 2 Mease Hospitals.

• Directed strategic planning, budgeting, recruitment and retention.

• Successfully established and maintained strong physician relationships leading to trust, rapport and mutual support.

Director of Emergency Services 1999-2001

• Managed daily operations for the Emergency Departments of 3 hospitals - North Bay, Mease Countryside, and Mease Dunedin.

Nurse Manager North Bay ED and Countryside ED 1998-1999
Clinical Nurse III North Bay ED 1992-1995
Staff Nurse North Bay Hospital 1991-1992

EDUCATION and AFFILIATIONS

University of Phoenix  
Graduated 2003

Master of Business Administration in Health Care Administration

St. Francis Xavier University  
Graduated 1991

Bachelor of Science in Nursing

Tampa Bay Organization of Nurse Executives (TBONE)
Florida Organization of Nurse Executives (FONE)
Emergency Nurses Association (ENA)
Susan F. Byrd, RN, BSN, CPEN
18936 Avenue Biarritz Lutz, Florida 33558 (813)909-9582-home (813)300-3924-cell sbyrd100@tampabay.rr.com

Professional History:

12/2010 to present
All Children’s Hospital, St. Petersburg, Florida

As the Executive Director, Nursing and Nursing Support Services, I oversee hospital operations and provide input into strategic planning. Direct reports areas include: Emergency/Trauma Services, Critical Care Transport, Patient Transfer Center, Nursing Supervision, Nursing Education, Nursing Innovation, and Regulatory Compliance.

Previously, as Administrative Director at All Children’s Hospital I have been involved in process improvements centered around quality, patient flow and satisfaction, of both customers and health care team members. Direct reports areas included: Emergency/Trauma Services, Critical Care Transport, Patient Transfer Center and Nursing Supervision.

Led 100 Day Work outs using Six Sigma and Lean strategies: Facilitating brainstorming, fish diagrams and implementation of rapid cycle tests to reduce waste, facilitate just in time staffing and optimize patient flow. Each work out has led to the next, resulting in momentum and cultural change.

Participated in Child Health Corporation of America’s Emergency Department Patient Flow Webinar Series: As a presenter in the “zip line” series I was able to share experiences and results with other Children’s Hospital’s and Emergency Department leaders.

Presented at National Pediatric Case Management Conference at Children’s Hospital of Philadelphia on Integrating Case Management into the Children’s Emergency Center.

Active is CHCA’s Whole System Measure Work Group: As an active group member, look at key data elements and collection strategies for comparison data sets, all focusing on quality indicators for the nation’s 43 free standing children’s hospitals.

Regularly attend Pinellas County’s EMS Advisory Committee meeting to be current on local EMS trends and to participate in EMS related activities. Participated in the selection committee for Pinellas County’s EMS Medical Director.

Currently partnering with Pinellas County EMS on community based initiatives for children with Asthma.

1/2007 to 12/2010
St. Joseph’s Hospital, Tampa, Florida

The Steinbrenner Children’s Emergency Center sees 43,000 visits per year. Responsible for budget, staffing, nursing care and patient and team member satisfaction. Process Improvement work focused in time in department initiatives and quality projects.

Collaborated on a successful through put initiative with an outside consulting firm. The Children’s ED won the Early Adopters Award and had been under time in department targets for past 1 ½ years.
Kid's Express – Evaluated need and operationalized opening of a fast tract, urgent care pediatric center in order to reduce elopements and increased patient satisfaction.

Led the emergency center team through the transition to an electronic medical record.

St. Joseph's Hospital, Tampa, Florida  
The Emergency Center at St. Joseph's Hospital sees 143,000 patients per year. Responsible for all aspects of nursing care.

1/1995 thru 1/1997  
Clinical Coordinator, Children's Emergency Center

1/1995 thru 11/1995  
Trauma Nurse Coordinator  
Bayfront Medical Center, St. Petersburg, Florida

1/1993 thru 1/1995  
Charge Nurse, Children's Emergency Department  
Bayfront Medical Center, St. Petersburg, Florida

Staff/Charge Nurse, Emergency Center  
Bayfront Medical Center, St. Petersburg, Florida

Education:

Bachelors of Nursing
University of South Florida May 1991

Currently working on MBA
St. Leo University

Memberships:

Emergency Nurse Association