



BOARD OF COUNTY COMMISSIONERS

DATE: July 21, 2015

AGENDA ITEM NO. 21

Consent Agenda ☐

Regular Agenda ☒

Public Hearing ☐

 **County Administrator's Signature:**

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

Pinellas County Emergency Medical Services Advisory Council

	<u>Member</u>	<u>Alternate</u>	<u>Agency or Representation</u>	<u>Appointed</u>	<u>Expires</u>
	Dr. Bruce Moeller		EMS Authority Executive Director	Non-Voting	n/a
	Dr. Angus Jameson		EMS Medical Director	Non-Voting	n/a
1	Mr. Ray Neri		Citizen Representative	Mar 2015	Mar 2017
2	Mr. William Israel		Citizen Representative	Sept 2013	Sept 2015
3	Ms. Joy Lewis		Citizen Representative	Nov 2013	Nov 2015
4	Ms. Beth Rawlins		Citizen Representative	May 2014	May 2016
5	Mr. George McCarthy		Citizen Representative	Apr 2015	Apr 2017
6	Mr. William Holmes		Citizen Representative	May 2014	May 2016
7	Ms. Anne Scofield		Citizen Representative	Aug 2014	Aug 2016
8	Dr. Scott Kuebler		Citizen Representative	Aug 2014	Aug 2016
9	Mayor Chris Arbutine		Mayors' Council - Belleair Bluffs	Aug 2014	Aug 2016
10	Mayor Doug Bevis		Mayors' Council - Oldsmar	Aug 2014	Aug 2016
11	Mayor Travis Palladeno - Chair		Mayors' Council - Madeira Beach	Aug 2014	Aug 2016
12	Mayor Maria Lowe		Mayors' Council - St. Pete Beach	Apr 2015	Aug 2016
13	Chief Robert Weiss - Vice Chair	Chief Joseph T. Connors	City of Clearwater Fire Chief	Mar 2015	Mar 2017
14	Chief Ian Womack	Capt. Eric Dinan	City of St. Petersburg Fire Chief	Apr 2015	Apr 2017
15	Chief Joe Accetta	Chief Jeffrey Parks	Pinellas County Fire Chiefs' Association	Nov 2013	Nov 2015
16	Chief Robert Markford	Capt. Josh Stefancic	Pinellas Advanced Life Support Providers Association	Nov 2013	Nov 2015
17	Mr. Mark Postma	Mr. John Peterson	Sunstar Paramedics	Mar 2015	Mar 2017
18	Assistant Chief Deputy Sean Jowell	Capt. Glenn Luben	Pinellas County Sheriff	Mar 2014	Mar 2016
19	Dr. Eric Carver		St Petersburg College President	Aug 2015	Aug 2017
20	Ms. Gayle Guidash	Ms. Amber Boulding	Pinellas County Health Department	Aug 2014	Aug 2016
21	Ms. Kelly Cullen	Ms. Susan Byrd	Emergency Nurses' Association West Coast Florida Chapter	Aug 2015	Aug 2017
22	Dr. David Weiland Jr.	Ms. Anissa Raiford	Pinellas County Medical Association	Mar 2014	Mar 2016
23	Dr. Kenneth Webster		Pinellas County Osteopathic Medical Society	Mar 2014	Mar 2016
24	Ms. Kathleen Litton	Mr. David Root	Independent Fire District Elected Official	Mar 2015	Mar 2017

Note: Names in bold are pending EMS Authority appointment/reappointment

Executive Committee

Mayor Travis Palladeno - Chair
 Ch. Robert Weiss - Vice Chair
 Vacant - Secretary
 Ch. Joe Accetta
 Ms. Beth Rawlins

EMS Management Committee

Mr. Craig Hare
 Dr. Angus Jameson
 Dr. Donna Dooley
 Ch. Robert Weiss - Chair
 Ch. Joe Accetta
 Ch. Bill Scott
 Dr. Phil Nicotera
 Ms. Kelly Cullen
 Mr. Mark Postma
 Ms. Ruthie Doles
 Mr. Richard Pauley
 Mr. Robert Stanley

Support Staff

Mr. Craig Hare - Director, EMS & Fire Administration
 Mr. Carl Brody - Senior Assistant County Attorney
 Mr. Greg Woodrum - EMS Contract Coordinator



ST. PETERSBURG COLLEGE

OFFICE OF THE PROVOST
Caruth Health Education Center
(727) 341-3664

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,

A handwritten signature in black ink, appearing to be 'Eric Carver'.

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. <i>Doctor of Health Science</i> , College of Allied Health and Nursing, Nova Southeastern University	2011
Post-Baccalaureate Certificate: <i>Health Informatics</i> , College of Bioinformation Sciences, University of Illinois at Chicago	2009
M.A.B.M.H. <i>Master of Bio-Ethics & Medical Humanities</i> , College of Medicine, University of South Florida	2006
M.P.A. <i>Master of Public Administration</i> , College of Government and International Affairs, University of South Florida	2005
Graduate Certificate: <i>Health Leadership & Management</i> , College of Public Health, University of South Florida	2003

Undergraduate:

B.A. <i>Interdisciplinary Social Science</i> , University of South Florida St. Petersburg	2002
A.A. <i>Associate of Arts</i> , Northwest Florida State College	2001
A.S. <i>Aerospace Technology</i> , Community College of the Air Force	2001
A.S. <i>Industrial Management Technology</i> , Northwest Florida State College	2000
A.S. <i>Allied Health Sciences</i> , Community College of the Air Force	1999

Certificates and Licenses:

S.S.B.B. <i>Six Sigma Black Belt</i> , Engineering Technology, St. Petersburg College	2013
American Red Cross, <i>Basic Life Support Course "C"</i>	2012
L.P.N. <i>Licensed Practical Nursing</i> , University of the State of New York, (#259293)	1999
E.M.T. <i>Emergency Medical Technician</i> , National Registry of Emergency Medical Technicians (#B1142171)	1997

Academic Appointments:

Adjunct Clinical Professor, <i>Doctor of Health Science Program</i> , A.T. Still University	Sept 2012- Present
Adjunct Professor, <i>B.A.S. Health Services Administration</i> , State College of Florida Manatee – Sarasota	Jun 2011- Present
Clinical Simulation Support, <i>Chiropractic Program</i> , National University of Health Science, Chicago	Apr 2011 - Present
Adjunct Clinical Professor, <i>Bioinformation Sciences</i> , University of Illinois at Chicago	Jan 2010 – Present
Associate Professor, <i>Health Information Technology</i> , St. Petersburg College	Aug 2009 – Present
Head & Assistant Coach, <i>Ethics & Bioethics Bowl Team</i> , St. Petersburg College	Aug 2008 – Dec 2012
Adjunct Instructor, <i>B.A.S. Health Service Administration</i> , St. Petersburg College	June 2008 – Jun 2011
Adjunct Instructor, <i>Health Information Management</i> , St. Petersburg College	Jan 2008 – Jun 2009
Adjunct Instructor, <i>Applied Ethics Institute</i> , St. Petersburg College	Aug 2005 – Present

Teaching Activities:

A.T. Still University, Arizona School of Health Sciences: *Doctor of Health Science* September 2012- Present

Course Title:

DHS 603 *Health Care Information Systems*
DHS 8420 *Contemporary Teaching and Learning Concepts*
DHS 8220 *Health Policy Development and Analysis*

State College of Florida Manatee – Sarasota: *Health Services Administration* June 2011 – Present

Course Title:

HSA 3111 *Health Care Delivery in the U.S.*
HSA 3113 *Contemporary Issues in Health Care*
HSA 3170 *Health Care Finance*
HSA 3383 *Quality Management in Health Care*
HSA 3430 *Health Care Economics*
HSA 3502 *Health Care Risk Management*
HSA 4180 *Health Care Management*

Dr. Eric H. Carver

Nova Southeastern University: *College of Nursing and Allied Health*

September 2010 – December 2010

Course: Title:

DHS 8040 *Professionalism and Health Care Ethics (4 credits) – Teaching Assistant*

University of Illinois at Chicago: *Bio-information Sciences*

January 2010 – Present

Course: Title:

BHIS 505 *Ethics and Legal Issues in Health Informatics (4 credits)*

St. Petersburg College: *Health Service Administration Program*

June 2008 – June 2011

Course: Title:

HSA 3551 *Ethics in Health Care*

HSA 4192 *Applied Health Information/Informatics*

St. Petersburg College: *Applied Ethics Department*

August 2005 – Present

Course: Title:

PHI 2635 *Health Care Ethics Applied*

PHI 1600 *Studies in Applied Ethics*

St. Petersburg College: *Health Information Technology Department*

January 2008 – Present

Course: Title:

HSC 1531 *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 1005 *Healthcare Informatics Project Management*

HIM 2004 *Healthcare Informatics Capstone*

HIM 2003 *Healthcare Informatics Practicum*

Service:

St. Petersburg College – Pinellas Park, FL

June 2015 - Present

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

January 2013 – June 2015

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

August 2009 – December 2012

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

May 2007 – August 2009

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

October 2006 – May 2007

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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Dr. Eric H. Carver

Morton Plant Mease Health Care – Clearwater, FL

October 2001 – April 2002

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

May 2001– Present

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

October 2002 – September 2005

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

October 1999 – November 2000

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

May 1999 – July 2001

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

June 1993 – May 1999

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

Apr 2012 – Present

MacDill Air Force Base (Captain, O-3)

U.S. Air Force Reserve – Special Operations Command:

May 2001 – Mar 2012

Eglin Air Force Base, Field #3, FL

U.S. Air Force Civil Service – Special Operations Command:

Oct 1999 – Nov 2000

Hurlburt Field Air Force Base, FL

U.S. Air National Guard – Air Combat Command:

May 1999 – May 2001

Tyndall Air Force Base, FL

U.S. Air Force Active Duty – Air Education & Training Command

Aug 1997 – May 1999

Keesler Air Force Base, M.S.

U.S. Air Force Active Duty – Special Operations Command

June 1993 – May 1997

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. Air Force Humanitarian Service Medal	1995
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
Language Guide Training – Dari	2012
Language Guide Training – Iraqi	2012
Conflict Management	2012
Ethical Decision Making	2012
Professional and Unprofessional Relationships	2012
Counterintelligence Awareness	2011
Hazardous Communication Training	2011
Operational Risk Management	2009

Continuing Education Lectures:

Speaking Engagements:

Bioethics Forum – Clearwater, FL <i>Ethics & Ebola</i> - Presenter	October 2014
6 th Annual DHSc Colloquium – Tampa, FL <i>Health IT & Improved Patient Outcomes</i> - Presenter	July 2014
Annual Healthcare Ethics Conference - Largo, FL <i>Ethics and EHRs</i> – Presenter & Event Planner	May 2014
Aging Well Center – Clearwater, FL <i>Ethics and Electronic Health Records: What consumers NEED to know</i> – Presenter	October 2013
Guardianship 2013: Discovering the Magic; Dispelling the Myths – St. Petersburg, FL <i>Ethics and the Helping Professions</i> - Presenter	September 2013
Florida Master Teacher Conference – Pensacola, FL <i>Connecting the dots: Preparing students for health professions</i> - Presenter	July 2013
Pinellas Park Medical District – Pinellas Park, FL <i>Interviewing your EHR</i> – Keynote Presenter	July 2013
14 th Annual Narrowing the Gulf Conference – Largo, FL <i>How Can "Learning Support" Tools Enhance Critical Thinking in Online Courses?</i> - Presenter	April 2013
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 Healthcare Informatics Youth Outreach Program – Success in Numbers	April 2009
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 Ethical Considerations in Healthcare Informatics	September 2008
Valencia Community College – Orlando, FL Florida Summit on Health Sciences Education – Presenter Health Informatics – Impacts on Health Education Programs	April 2008
The Florida Institute for Continuing Professional Development (ICON) Supervision and Management – <i>For Health Professionals</i> (4 contact hours) - Presenter	October 2007
St. Petersburg College – Largo, FL	November 2006
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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

October 2006

Published Materials:

- Carver, E. (2013). *Loyalty or Duty*. In Ethics Applied 7.0, Manias, N., & Monroe, D. (pp 741-742). Boston, MA: Pearson.
- Carver, E. (2013) *Risks vs. Benefits*. In Ethics Applied 7.0, Manias, N., & Monroe, D. (pp 743-745). Boston, MA: Pearson.
- Carver, E. (2013) *Two Patients. One Life*. In Ethics Applied 7.0, Manias, N., & Monroe, D. (pp 738-740). Boston, MA: Pearson.
- Carver, E. (2009). *A Focus on EMR*. Pinellas Medical Journal, Volume 3 (Issue 1), 5.
- Carver, E. (2008). *Healthcare Informatics and Electronic Medical/Health Records*. Online Continuing Education

Honors and Awards:

Professional Awards:

Institute Fellow of the <i>Applied Ethics Institute</i>	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 <i>Florida Association of Community Colleges</i>	2006
Member of the <i>American Society of Bioethics and Humanities</i>	2006
Member of the <i>University of South Florida Alumni Association</i>	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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Kelly Cullen

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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.
- Proven ability creating a positive, high-energy work culture that attracts and retains team members.
- Self-directed professional with superior problem solving, communication, teaching and leadership skills.
- Proven ability managing financial budgets and personnel, ensuring optimal resource allocation.
- 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:
 - Mease Dunedin – ED, 2 Medical Surgical Units, Telemetry, Critical Care and Surgical Services
 - MPM – Transfer Center
 - 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).
 - Member of the Emergency Medical Services Advisory Council since 2007.
 - 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 built 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 Countryside ED

1995-1998

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

Bachelor of Science in Nursing

Graduated 1991

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.

11/2004 thru 1/2007

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**

5/1991 thru 1/1993

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

Education:

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