

MARY LYNNE KNIGHTEN, DNP, RN, NEA-BC

A board-certified nurse executive with 36 years of progressive management experience leading patient care operations, ensuring legal and regulatory compliance, developing staff, building clinical programs, improving patient satisfaction and quality outcomes, mitigating cost inefficiencies, controlling budgets, conducting research, and negotiating contracts for major medical centers and teaching hospitals. A self-motivated leader who anticipates and responds to organizational needs. Faculty at private universities, published author, speaker, and internationally recognized expert in patient-and family-centered care, leadership, and faith community nursing.

ACADEMIC EXPERIENCE

Azusa Pacific University, Azusa, California May 2017-Present
Associate Professor, Doctoral Programs August 2021-Present
DNP Clinical Residency Coordinator June 2020-Present
Adjunct Faculty, Doctoral Programs and Continuing Education Department
Residency Advisor, Doctor of Nursing Practice Program 2019-Present
Coordinator for Faith Community Nurse Course and Periop Specialty Training Course
Member of Recruitment and Admissions and Spirituality and Health Research Center Committees

University of San Francisco, San Francisco, California 2013-Present
Program Director, Executive Leadership DNP Program January 2022-Present
Adjunct Faculty, Executive Leadership and Population Health DNP Program June 2018-Present
Committee Chair/Practicum Advisor
Faculty for EBP and Scholarly Communication and Quality and Patient Safety Courses
Participated in PLO Assessment process; including review, debriefing, and action planning March 2021
DNP Committee Member (non-faculty) 2013-2018
Mentor students in Executive Leadership DNP program through Qualls and final evidence-based practice project

Holy Names University, Oakland, California 2003-2007
Adjunct Nursing Faculty, RN-to-BSN Distance Program

CONSULTING EXPERIENCE

Independent Contractor/Consultant, Los Angeles, California 2009-Present
Knighnten Consulting, Los Angeles, California

American Nurses Association, Silver Spring, MD 2021
Subject matter expert for revision of ANA/ANCC Nurse Executive and Nurse Executive-Advanced certification prep course.

ALC Healthcare Network, Inc., Valley Village, California February 2017-Present
Contract work in acute, long term, and behavioral health care including preparation for accreditation certification, legal and regulatory compliance, survey processes, case management, performance improvement, budget, productivity, and acuity.

HealthImpact, Oakland, California April 2018-June 2019
Project Director for Workforce Investment Board funded and Hospital Association of Southern California supported academic-practice partnership pilot for Perioperative Specialty Nurse Training in Los Angeles region.

California State University, Northridge, Northridge, California October 2016-2018
Spanish Language Hospice Video research project; Co-Investigator working with Dr. Stephan Chung, Investigator.

St. Francis Medical Center, Lynwood, California July-December 2016
Provide consultant services for program development and virtual project management: Designed innovative Nurse Practitioner Hospitalist model for internal medicine and palliative care, negotiated neurology telemedicine contract, resulting in Verity multi-hospital agreement, executed work plan for Teleneurology services, improved process to privilege, onboard, proctor, and evaluate NPs, created CRNA role, completed gap analysis and ROI for Comprehensive Stroke Center and recruited neonatal-pediatric neurologist.

CONSULTING EXPERIENCE, continued

Catholic Healthcare West, San Francisco, CA

February-May 2010

Prepared a 343-bed, full service, non-profit community hospital for survey readiness. Areas of focus included CMS, TJC, CDPH, and inpatient psychiatric regulatory compliance, department-specific performance improvement, plan of correction development and sustained action, resulting in successful CMS validation survey.

St. Francis Medical Center, Lynwood, California

September 2009-February 2010

Provided consulting and coaching services to staff, management and senior leadership for a 384-bed, inner-city major medical center. Areas of focus included patient satisfaction, leadership development, executive coaching, change strategy, education, competency development and validation. Worked on hardwiring the Nursing Bundle and Leader Rounding, resulting in a 2.4 point mean score increase in Press-Ganey scores within 90 days.

EXECUTIVE LEADERSHIP EXPERIENCE

St. Francis Medical Center, Lynwood, California

May 2010-July 2016

Director of Special Projects Reporting to the CEO

February-July 2016

Chief Nursing Officer/Vice President of Patient Care Services

June 2013-February 2016

Responsible for over 50 major cost centers with \$154 million annual expense budget in a 384-bed safety-net community hospital, including Level II Trauma Center/ED with over 80,000 visits annually, 36-bed Critical Care unit, 29-bed Level II NICU, Pharmacy, Imaging, Clinical Laboratory/Pathology, Cardiac Cath and Interventional Radiology services, high-volume/high-risk Family Life Center and Psychiatric Service Line, and Children's Counseling Center. Supervised 15 direct reports (Directors, Managers, and APRNs), 7 service lines and over 800 nurses, with oversight and responsibility for specialty nursing practice for Nurse Case Managers, Community Clinics, and Parish Nurses.

Established accountability measurement tools and processes for patient experience, quality, budget, and productivity

- Reduced premium overtime by 58% in first 3 months and additional 16% by FY end.
- HCHAPS overall rating ($\geq 50^{\text{th}}$ CMS percentile 11/12 months and $\geq 75^{\text{th}}$ CMS percentile 6/12 months) FY14.
- Coded only one hospital-acquired pressure ulcer in three years and reduced CLABSI and CAUTI 2015-2016.
- Improved palliative care outcomes and leveraged grant funding for full-time Palliative Care APRNs.
- Improved surgical volume by 24% and reduced cost of endovascular, orthopedic and trauma supplies.
- Achieved 100% of STEMI procedures with door-to-needle times in 90 minutes or less.
- Achieved quality awards: TJC top performer for core measures, Patient Safety First for reducing c. difficile, and decreased risk-adjusted mortality to 0.69, exceeding Premier top performance threshold
- Achieved UNICEF/WHO Baby Friendly® certification with 65% breastfeeding rate

Established Primary Stroke Center with TJC accreditation/reaccreditation and EMS Receiving Center designation; Stroke ACS score 100% within first 3 months; achieved AHA Bronze, Silver Plus and Gold Plus GWTG award and Target: Stroke Honor Roll Elite; FY15 contribution margin \$2.54 million and FY16 payment \$14,687 per case (\$3,349 per day).

Initiated New Graduate RN and Specialty Transition to Practice programs; introduced creative group interview process.

Executed redesign of Patient Care Services leadership team, creating Clinical Supervisor positions to replace union charge nurses for improved accountability; saved \$1.3 million with only 65% of positions filled. Designed and taught leadership development series for these new positions.

Negotiated ICU Intensivist and Stroke Neurologist physician recruitment agreements.

Senior Director, Patient Experience and Care Delivery

2010-2013

Responsible for all aspects of the patient experience and implementation of a patient- and family-centered model of care delivery; administrative responsibility for Behavioral Health Service Line, Skilled Nursing Facility, Palliative Care, Education Department, Decedent Affairs, and Advocacy Office; provide nursing practice oversight for Nurse Case Managers, four community-based clinics, and parish nurses.

- Managed five departments with total operating budget over \$23 million with annualized productivity range between 101% -104% and contribution margins of 68% - 73%.
- Achieved and maintained 5-star Nursing Home Compare Quality Rating for distinct part SNF; reduced costs by 50%.
- Facilitated implementation of over 50 PFCC strategies and established Patient Family Advisor Council (PFAC)
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- Improved HCAHPS overall rating of hospital 9/10 Top Box scores by 4 percentage points in 18 months; reduced complaints by 14% in first year; received Press-Ganey recognition for improvement in Ambulatory Surgery scores.
- Led Behavioral Health Service Line as only service line to gain market share 2011-2013
- Opened and staffed four psychiatric ED beds in response to 42% increase in PET team assessments and inpatient psych admissions; designed and hired innovative psychiatric ED RN roles.
- Successful TJC, Patients Rights, and Title 42 (Medi-Cal Managed Care) surveys

Catholic Healthcare West, Pasadena and San Francisco, California
California Hospital Medical Center, Los Angeles, California

1993-2009

Chief Nursing Officer

(Interim, 2009)

Recruited to serve as the Interim Chief Nursing Officer for a four-month assignment during a transition of the executive leadership team for a 316-bed, major inner-city, acute-care hospital. Held responsibility for patient care services, including a 29-bed Level II Trauma Center emergency department with nearly 60,000 visits per year, four ICUs with 30 combined beds, large volume high-risk women's and children's services, a 30-bed Level II neonatal intensive care unit, surgical services, social services, and palliative care. Managed a team of eight directors and more than 700 staff.

- Improved patient throughput for emergency services by restructuring the admitting process and staffing mix as well as redesigning the triage system. Decreased the "left-without-being-seen" (LWBS) from 12% to 6%, despite a concurrent patient volume increase of 21% (more than 200 additional patients seen per day).
- Completed a comprehensive assessment of psychiatric patient safety needs that addressed specific policies for assessing suicide risk and reducing the risk of patient elopement. Designed and implemented Code Green policy and procedures, as well as room safety assessment competency.
- Formulated a transition plan to bring psychiatric services in-house for inpatient and emergency services with savings of more than \$370,000 per year.
- Managed the response to an adverse psychiatric event that had occurred two months prior to assuming the Chief Nursing Officer role. Wrote and presented an action plan that ensured psychiatric safety, regulatory compliance, and was accepted and commended by the Joint Commission for depth of systems and culture change.
- Contributed to a \$2 million reduction of registry and premium pay for fiscal year.
- Led the turnaround of labor and delivery services after a precipitous director vacancy; recruited a Manager who reduced physician complaints about service and quality, reduced errors, improved staff morale, and organized department operations.
- Initiated a weekly root-cause analysis structure in collaboration with risk management staff for deeper investigation of medical issues, identifying system problems, mining educational opportunities, and completing plans of action to improve patient care processes.

Glendale Memorial Hospital and Health Center, Glendale, California

Chief Nurse Executive

(Interim, 2006 and 2008-2009)

Assumed interim senior nursing leadership responsibility during two prolonged periods of Chief Nurse Executive vacancies. Led all aspects of nursing services, including operations and financial management. Supervised 12 direct reports. Managed a \$45 million operating expense budget.

- Directed the nursing department through a successful CMS re-validation survey in 2009 with no deficiencies, following two previous surveys under prior leadership with 1-7 deficiencies.
- Completed the installation of a hi-tech nurse call system on two nursing units, with responsibility for the related construction projects. Served as the principal investigator for a pilot project with a product in the pre-commercial release phase.
- Coordinated the installation of a wireless download for blood glucose meters, resulting in real-time, point-of-care testing results in the electronic medical record.
- Achieved patient satisfaction scores for emergency services that exceeded the maximum goal for six consecutive months.
- Improved productivity in critical care services from 86% to greater than 102%, saving more than \$45,000 in labor costs.
- Received the "Center of Distinction" Award from *Diversified* for outpatient wound care outcomes performance, including a 97% heal rate; the only center on the west coast and one of only five hospitals nationwide to receive this award.
- Facilitated positive labor relations and shared problem-solving with revivication of the Professional Practice Committee for California Nurses Association staff, union leadership, and nursing leadership.

Glendale Memorial Hospital and Health Center, Glendale, California**Senior Director of Nursing**

(2006-2009)

Oversight for nursing administration and nursing operations for staffing, nursing practice, clinical education, performance improvement and patient satisfaction for a 334-bed, full service, acute-care, non-profit community hospital. Managed the inpatient and outpatient wound care program, education department, Home Health Nurse Case Managers, and diabetes education department. Responsible for 67 direct reports. Directed a hospital-based home health agency for two years, providing nearly 22,000 multi-disciplinary intermittent visits annually, increasing Medicare referrals by 5% and achieving improvement in eight of ten publicly reported home health OBQI indicators to meet or exceed national benchmarks.

- Served as the primary leader for nursing services in the implementation of a new electronic medical record (Meditech), with key responsibility in nursing documentation customization, setup of training schedules, system capability testing and database design for performance improvement activities.
- Received AVATAR awards for “Most Improved Inpatient and Maternity Loyalty and Endorsement” and “Exceeding Patient’s Expectations” patient satisfaction scores in one year.
- Improved nursing sensitive patient outcomes through reducing restraint usage by 76% in one year and subsequently holding the gain. Reduced the hospital-acquired pressure ulcer rate by 50%.
- Designed and facilitated organizational development programs that assisted the staff and managers in change management, following a significant reduction in force.
- Orchestrated a three-department move in less than four weeks while collaborating with IT, materials management, construction, public relations and the facilities team.
- Initiated a Nursing Practice Council with staff-shared governance to transform nursing practices.
- Restructured the Patient Care Leadership Team (PCLT) for multi-disciplinary goal achievement, improving nursing collaboration with other disciplines and departments to reduce divisional barriers.

Director of Behavioral Health Services (2001-2006)

Maintained 24-hour administrative responsibility for a 29-bed psychiatric unit, an 18-bed Alternatives unit and Intensive Outpatient (IOP) program, a psych-rehab department, Alpha Drug and Alcohol Unit, and Geropsych Intensive Outpatient Program (IOP). Supervised more than 80 employees, including three Program Managers, Psych Rehab, and BHS social workers and case managers. Managed an operational budget of more than \$6 million with a contribution margin of 35.6% for inpatient geropsych and 19.7% for the Alternatives inpatient unit. Facilitated controversial transition from LPS-designated to a voluntary facility, growing geropsych census from ADC of 10 to 16. Designed and implemented a comprehensive detoxification care program for the hospital. Successful TJC surveys and Patients Rights visits.

Director of Occupational Therapy (1995-1997), **Nurse Manager of Surgical-Orthopaedic Unit** (1993-2001) and **Rehab Unit** (2000-2001)**CONCURRENT POSITIONS****St. Dominic Catholic Church**, Los Angeles, California

1999-Present

Health Ministry Director and Faith Community Nurse (on staff)

Manage Health Ministry activities, including case management and care coordination of health care needs, facilitating flu and pneumonia vaccine clinics, coordinating health education events and health fairs, completing home and hospital visitation, and acting as a liaison and referral agent for a congregation of approximately 2,800 families.

- Negotiated full affiliation agreement with QueensCare Health and Faith Partnership to expand parish nursing services to church and community.
- Supervise up to 30 volunteer nurses, two therapists, a lay health promoter, two physicians, volunteer caregivers, and nursing students providing community service.
- Responsible for program development to improve access to screening and healthcare services. Secured funding to be a fiscally self-sustaining ministry and demonstrate faith-in-action values.
- Partnered with UCLA to provide oversight for implementation of three church-based, Pacific Rim Colo-Rectal Cancer Research Projects and Filipino-American Health Studies, supervising five Community Health Advisors.
- Co-chair Disaster and Emergency Preparedness committee.
- Provide consultation and guidance related to COVID-10 pandemic safe practices and CDPH requirements.

EDUCATION**University of San Francisco**, San Francisco, California**Doctor of Nursing Practice (Executive Leadership Program)**

2012

Duquesne University, Pittsburgh, Pennsylvania**Master of Science, Nursing (Nursing and Business Administration)**

1990

West Liberty State University (formerly College), West Liberty, West Virginia Bachelor of Science, Nursing	1986
The Washington Hospital School of Nursing , Washington, Pennsylvania Diploma	1982
POST-GRADUATE EDUCATION AND CERTIFICATION	
Azusa Pacific University , Azusa, CA Instructional Modality Certificate	2021
Westberg Institute , Memphis TN Faith Community Nurse Educator/Faculty Certificate	2017
HFMA and AONE , Washington DC Healthcare Financial Management Association and American Organization of Nurse Executives Certificate Program in Health Care Finance for Nurse Executives	2015
American Nurses Credentialing Center , Silver Spring, MD Board Certification as Nurse Executive, Advanced #2011011623	2011-Oct 20, 2026
Cornell University (eCornell) , Ithaca, New York Certificate in Project Leadership	2010
Azusa Pacific University , Azusa, California Post-Master's Credential, Parish Nursing	2001

PUBLICATIONS

ORCID ID: <https://orcid.org/0000-0002-2858-5376>

Knigheten, M. L., Macabasco-O'Connell, A., & Gallo, A-M. (in press; 2022 July/September). Doctoral program student recruitment: Same day admission innovation. *Nursing Administration Quarterly*, 46(3).

Knigheten, M. L. (2022, April/June). New Nurse Residency Programs: Benefits and Return on Investment. *Nursing Administration Quarterly*, 46(2).

Knigheten, M. L., Hacker, L., Solari-Twadell, P. A., Owen, L., Kentner, B., & Garner, L. F. (2021, October). The Role of Faith Community Nurses: Caring for Individuals, Congregations, and Communities during the COVID-19 Pandemic. *International Journal of Faith Community Nursing*, 6(1), 28-44.
<https://digitalcommons.wku.edu/ijfcn/vol6/iss1/4>.

Ziebarth, D. J. & **Knigheten, M. L.** (2021). Wounded Healers: Job termination in faith community nursing. *Journal of Christian Nursing*, 38(2), 108-115.

Knigheten, M. L., Bivona-Tellez, C., Dower, C., Hayre-Kwan, S., Montgomery, M., Morey, D., Okoh, G., & White, J. (2021, January 7). Charting a new course: Developing advocacy skills in California's nurse leaders. *AONL Voice of Nursing Leadership*.

Knigheten, M. L. (2020, Winter). Evidence-Based Practice, *Perspectives*, 8-9, 11.

Knigheten, M. L. & Ziebarth, D. J. (2020, Summer). The use of a Faith Community Nursing Theory to underpin research and guide practice. *Perspectives*, 10-13.

Machon, M., **Knigheten, M. L.** & Sohol, J. (2020). Improving clinical communication and collaboration through technology. *Nurse Leader*.

Knigheten, M. L. (2019). *Faith Community Nurse Role in Evidence-Based Practice*. Position Paper. Westberg Institute, Memphis, TN.

PUBLICATIONS, continued

Waxman, K. T. & **Knigheten, M. L.** (Eds.). (in press, 2022, May). *Financial and business management for the Doctor of Nursing Practice*, (3rd ed.) Springer Publishing Company.

Knigheten, M. L. (2018). Health Care Grant Writing in Acute, Ambulatory, and Community Care. In K. T. Waxman (Ed.), *Financial and business management for the Doctor of Nursing Practice* (2nd ed., pp. 287-313). Springer Publishing Company.

Quaye, B. & **Knigheten, M. L.** (2018). Person and Family Centered Leadership. In L. Rubino, S. Esparza, & Y. R. Chassiakos (Eds.), *New leadership for today's health care professional: Concepts and cases* (2nd ed.). Jones & Bartlett Learning

Knigheten, M. L. & Quaye, B. (2014). *Patient and Family Centered Leadership*. In L. Rubino, S. Esparza, & Y. R. Chassiakos (Eds.), *New leadership for today's health care professional: Concepts and cases* (2nd ed.). Jones & Bartlett Learning

Knigheten, M. L. (2013). Health Care Grant Writing in Acute and Ambulatory Care. In K. T. Waxman (Ed.), *Financial and business management for the Doctor of Nursing Practice*. Springer Publishing Company.

CareNotes™ Abbey Press (3 of 6 were in the top 16 best sellers in the categories of Healthcare, Cancer, and Counseling).

Advance Care Planning: Making Care Decisions Now and for the Future, 2016

Overcoming the Stigma of Mental Illness, 2016

Dealing with Grief and Loss Following a Traumatic Event, 2015

Responding Positively to a Difficult Diagnosis, 2015

Overcoming Depression and Loneliness During Illness, 2014

Including your Family in your Healthcare Decisions, 2013

Co-author and co-editor, Basic Training for Lay Health Ministers: Modules I-III (2003).

GRANTS

PCORI grant Letters of Intent submitted: Patient Engagement, Evaluation of Tobacco Cessation Education Dissemination and Effectiveness in a Safety-Net Hospital and Addressing Perinatal Health Disparities in Low-Income African American and Hispanic Women (2019). Various Principle Investigators; Co-Investigator Mary Lynne Knighten.

Awarded \$3 million grant from Unihealth Foundation for "Integrated Care Support Across the Continuum of Care" to create new models of supportive care in the community to coordinate care, reduce readmissions, and establish new reimbursement models, 2013-2015.

Awarded \$76,000 grant from Smoking Cessation Leadership Center at UCSF and Pfizer Pharmaceuticals to extend smoking cessation project and teach clinicians smoking cessation strategies, December 2012.

Awarded \$20,000 grant from LACDPH for LA Pioneers smoke-free project to establish hospital campus smoke-free policy, patient/family education protocols, and NRT standardized procedure, May 2011.

Collaborated with the Verdugo Workforce Investment Board for grants, yielding more than \$100,000 over three years to the hospital's education bottom line at Glendale Memorial Hospital and Health Center for specialty nurse training.

Received \$86,200 in grant funding from Catholic Healthcare West for health ministry activities.

RESEARCH

Spanish Language Hospice Video Feasibility Study. September 2016-November 2017. Principle Investigator Dr. Stephan Chung and Co-Investigator Dr. Mary Lynne Knighten.

"Vida Sana QUITs" (QUality Interventions to Transition Smokers study. December 2012-2014. Principle Investigator and Project Director, Mary Lynne Knighten. Funded by Pfizer and UCSF Smoking Cessation Leadership Center.

Hill-Rom Nurse Call System Beta-Site Implementation (Glendale Memorial Hospital). 2008-2009. Principle Investigator and Project Manager.

SELECTED PRESENTATIONS

ACNL and NAQ Scholarly 3-part Writing Series: September 29, 2021, October 27, 2021, and February 8, 2022.

Podium presentation (virtual) "*Transitioning to a DNP Advising Dyad Model: A Quality Improvement Project to Improve Outcomes*", 14th Annual DNP Conference, Chicago, IL, August 11-13, 2021

Donna Mills Memorial Lecture "*Faith Community Nurses: Caring for Individuals, Congregations, and Communities during the COVID-19 Pandemic*" with Lorie Hacker and Bob Kentner during FCNI Research Forum at Westberg Symposium/Spiritual Care Association Conference, virtual, April, 2020

Breakout Workshop (90-minutes) "*Role of Faith Community Nurses in Evidence-Based Practice*" at Westberg Symposium/Spiritual Care Association Conference, virtual, April, 2020

Donna Mills Memorial Lecture "*Faith Community Nurse Termination II: Research and Translation to Practice*" with Dr. Deborah Ziebarth during FCNI Research Forum at Westberg Symposium/Spiritual Care association Conference, virtual, April, 2020

Panel Presentation "*Connecting Regional Strategies to Local Program Design and Delivery: Perioperative Specialty Registered Nurse Training Pilot Project*" at California Workforce Association's Meeting of the Minds Conference, Monterey, CA, September 5, 2019

Podium presentation "*Changing Policy to Teach and Model Patient-and Family-Centered Care: The DNP leader and Patient Family Advisor Role in Interprofessional Education*" at 12th Annual DNP Conference, Washington DC, August 7-9, 2019

Podium Presentations "*Role of Patient Family Advisors in Mergers and Acquisitions: The Constant during Turbulent Times*" and "*Teaching and Role Modeling Patient and Family-Centered Care from Day One: The Role of Patient Family Advisors in New Hire and Nursing Orientation*" at Institute for Patient and Family-Centered Care Conference, Baltimore, MD, June 11-13, 2018

Plenary Speaker (panel) *The DNP in the Executive Role*. At the 11th Annual Doctors of Nursing Practice Conference, Rancho Mirage, CA September 27, 2018.

Poster Presentation "*Using Evidence-Based Practice to Implement an Internal Medicine Hospitalist Nurse Practitioner Model*" at Association of California Nurse Leaders 40th Annual conference, Monterey, CA February 4-7, 2018 and Sigma Theta Tau Evidence-Based Practice Conference, Eisenhower Medical Center, Rancho Mirage, CA June 2, 2017

Webinar: CMS Partnership for Patients (PfP) Patient Family Engagement Learning Event. *Helping Hospitals Get Buy-in for Person and Family Engagement at the Governance Level* on August 8, 2017

Poster Presentation "*Vida Sana QUITs*" at Global Tobacco Dependence Treatment Summit, Mayo Clinic, Rochester, MN May 22-24, 2016

Podium Presentation *Integrating Patients & Families as Advisors into our Care Transitions Work* at Hospital Quality Institute (HQI) Reducing Readmissions Summit, San Francisco, CA February 13, 2015

Podium Presentation *PFCC from Bedside to Board Room: Bottom Up and Top Down Partnership* at The 6th International Conference on Patient- and Family-Centered Care, Vancouver, BC, Canada August 6-8, 2014.

Podium Presentation *Design and Impact of a Patient and Family Faculty Program to Improve the Trauma Patient/Family Experience* at National Forum on Patient Experience West, Vancouver, Canada, March 2014 (featured speaker)

Podium Presentation *Compassionate Support for Families Experiencing Death: A Patient and Family Centered Approach* at Compassionate Care Coalition Conference, Burlingame, CA, April 2013

Doctoral project defense *Patient and Family Centered Care in Trauma Services: Use of Patients and Families as Faculty to Teach Clinicians*, University of San Francisco, December 2012

SELECTED PRESENTATIONS, continued

Podium Presentation *The Design and Impact of a Patient and Family Faculty Program: Underserved Population* at the Leadership and Practice Development in Health: Quality and Safety through Workplace Learning 3rd conference, Hobart, Tasmania, Australia, November 2012

Presented at the Organization of Healthcare Educators meeting: *Improving Quality and Safety: Collaboration Between Service and Academia*, January 2012 and *Leader Modeling for Desired Behavior Change in Clinical Competency*, June 2009

Podium Presentation *Designing an Integrated Values-Based Professional Practice Model and Patient-Family Centered Care Delivery Model: From Strategic Plan to Accountable Results!* at the 2011 Patient and Family Centered Care Conference in Long Beach, California and Institute for Patient- and Family-Centered Care 5th annual international conference in Washington DC, June 2012

Presented *Patient-Family Involvement on Quality Committee of the Governing Board: The SFMC Experience*, WebEx hosted by PFCC Partners, July 11, 2011

Co-presented *Aliens vs. Allies? Establishing Family Presence in Critical Care* to 322 attendees at Critical Care Symposium, September 29, 2011, Anaheim, CA and for PFCC Partners WebEx October 20, 2011

Poster Presentation at the 2006 HMA National Conference and CHW Quality Summit: *Parish Nurse and Health Ministry Response to Public Health Concern of Community-Acquired Pneumonia*.

PROFESSIONAL ORGANIZATIONS AND BOARD AFFILIATIONS

Faith Community Nurses International (Board of Directors, President-Elect, Chair, Practice Committee, member of Research Committee)	2019-Present
St. Louise Resource Services (non-profit Board of Directors)	2019-Present
Coalition for Compassionate Care of California	2017-Present
We Own the Health of Our Community, charter member	April 2017
National Nurses in Business Association	2016
American Psychiatric Nurses Association, 2002-2006, and	2011-Present
PFCC Partners Advisory Board	2010-Present
The American Organization for Nurse Leaders (formerly Executives)	2010-Present
Consultants Healthcare Consortium (serving in shared governance leadership position)	2009-2017
Organization of Healthcare Educators, Board Member-at-Large 2007-2011;	2007-2017
Association of California Nurse Leaders (Health Policy Committee chair, 2019-Present	2001-Present
Health Ministries of Southern California, serving various leadership roles	2000-2010
Glendale Community Free Health Clinic, President, Board Member and Initiating Contributor	2005-2008
Communities of Faith Advisory Board for Prevention of HIV/AIDS in Latino Community	2000-2004
Sigma Theta Tau International Honor Society of Nursing	1990-Present

OTHER PROFESSIONAL ACTIVITIES

Peer Reviewer, *Nursing Administration Quarterly* (August 2021-Present)

Publication Board Member, *International Journal of Faith Community Nursing* (January 2021-Present)

Facilitated visioning, goal-setting and executing mission for Inter-Lutheran Emergency Response Team (I-LERT), Southern California (<http://www.i-lert.org/>) (2018)

Visioning contributions for new non-profit's Strategic Plan St. Louise Resource Center, Los Angeles, California (2017)

Advance Care Planning & Advance Healthcare Directives: Two-part education series for faith communities on end-of-life issues for faith-based organizations, Los Angeles, California (2017-Present)

Abstract reviewer for ACNL Annual conference, 2018-2021, DNP conference, 2018-2021, and Sigma theta Tau Research conference 2018.

Doctor of Nursing Practice 11th Annual 2018 conference planning committee member; coordinated abstract review process.

OTHER PROFESSIONAL ACTIVITIES, continued

Guest Faculty at UCLA for Community Health Nursing class 2017 and Grant Writing in DNP program, 2019.

Guest Faculty in MHA Program at California State University, Northridge (2010, 2011, 2015).

Faculty for Faith Community Nurse Foundations Course since 2000.

Guest faculty, Spiritual Care class for 19 years at California State University, Los Angeles.

Published *The Nursing Bundle: Vehicle for Caring Professional Nursing Practice* article in "I Will Use My Heart" quarterly Nursing Newsletter, St. Francis Medical Center, Winter 2010.

Co-facilitated with the Chief of Medical Staff; *Physician-Nurse Summit: A Forum for Constructive Dialogue Around Issues of Mutual Interest*, California Hospital and Medical Center, July 2009.

Led and co-facilitated annual leadership retreats for the nursing department, hospital management, medical executive committee, and other disciplines on topics of *Change and Transition Management, Physician Relations Performance Improvement, High-Middle-Low Conversations, Service Excellence, Restoring the Soul of Leadership, Crucial Conversations, Leader Modeling, Dealing with Difficult People, and Role of Nursing in Relief of Suffering.*

Coordinated a Health Ministry Program, comprised of nine churches and seven schools; designed and implemented culturally competent, ecumenical Health Promoter position.

AWARDS AND RECOGNITION

Inaugural Harry Orme, MD Partnership award (2013) given by PFCC Partners, the National Health Foundation, and Hospital Association of Southern California for exemplifying organizational PFCC partnership between hospital leadership and patients and families.

CHW Quality Summit Best Practice recognition (2006) for reducing community-acquired pneumonia.

Values in Action Award (2005) for "Collaboration"; highest award given by Glendale Memorial Hospital and Health Center and Catholic Healthcare West to recognize employees for their outstanding work and dedication.

VOLUNTEER ACTIVITIES

St. Francis Medical Center, Lynwood, CA

2016-Present

Lead Patient Family Advisor and Patient Family Advisory Council member
Grievance Committee and Research Council member (2016-2019)