

2480 SE 37th Street
Ocala, Florida 34471

E-mail heather_gifford@munroeregional.com
352-843-4742

EDUCATION

Masters of Science in Nursing- Education University of Central Florida- College of Nursing Orlando, Florida	Completed December 2015
Masters of Science in Nursing- Education Texas Tech University- College of Nursing Lubbock, Texas	Achieved 6 credit hours 1995
Bachelor of Science in Nursing University of Florida Gainesville, Florida	Awarded May 1992

Licenses and other Professional Certifications

Registered Nurse – RN 9196825 The State Board of Florida	Licensed 1992
Basic Life Support Certification American Heart Association	Certified 1992

EMPLOYMENT

Professional Appointments

Jan 2016- current	Director of Patient Experience and Organizational Development Munroe Regional Medical Center Ocala, Florida
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Responsible for oversight of the development, ongoing evaluation and implementation of new associate onboarding, credentialing and clinical education of licensed associates, to ensure compliance with regulatory agencies. Identify and foster opportunities for professional development of associates throughout length of service. Develop and oversee objectives, measurable goals, drive implementation and analyze outcomes for all programs offered through the department t include, ongoing education, New Nurse Residency, Preceptor Training, and others as needed. Work directly with Nursing Directors to support educational needs, remain an active member of Nursing Leadership, Director on Call, Patient Experience Director and Community Cares Champion. Facilitate the Leadership Development Institute.

May 2003-Jan 2016	Director of Patient Experience (2013) Munroe Regional Medical Center Ocala, Florida
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Responsible for the identification, development and implementation of strategies to improve the patient experience. Continuous reporting and strategic planning with executive team and hospital leadership. Ensure associate engagement through data collection and analysis, leading teams, coordinating implementation of strategies, training/education, and associate and patient interaction.

Service Excellence Coordinator (2011)

Responsible for participating in the identification, development and implementation of strategies to improve the patient experience. Ensure associate engagement through data collection and analysis, leading teams, coordinating implementation of strategies, training/education, and associate and patient interaction.

Workforce Development and Retention Coordinator (2008)

Responsibilities as former position lists including tracking and trending nursing retention data, reporting retention data to nursing and hospital leadership and conducting exit interviews.

Workforce Development Coordinator (2003)

Responsible for the assessment, design, implementation and evaluation of educational/training programs to encourage entrance to healthcare careers, enhance organizational opportunity to recruit healthcare workers, improve staff performance and the quality of patient care. Programs include; High School Health Occupations programs, Camp Scrubs (summer program for middle school youth), New Graduate Nurse Residency Program, Preceptor Training Program, Nurse Mentor Program.

2000-2002 RN, MediPro Staffers, MediCorp Health System
Mary Washington Hospital
Fredericksburg, VA

Provides support to MediPro Staffers Director including recruiting, hiring, personnel record management, Marketing and instructional design. Worked with Health System Manager of Nursing Education to develop and distribute monthly nursing communication and improve Joint Commission readiness.

1997-1999 Home Health, RN
Onslow Home Health
Jacksonville, NC

Responsible for the care of home health patients as assigned. Out-patient oncology center float staff, IV infusions (non-chemotherapy).

1993-1994 Registered Nurse, Pediatric Quality Assurance
Total Home Health Care
Lubbock, TX

Responsible for insurance authorization, review of nursing and physician documentation and coordination of care for pediatric patients receiving Home Health Care. Pediatric clients requiring private duty and skilled nursing and all other clinical duties as assigned.

1993-1993 Registered Nurse, Progressive Coronary Unit
Mary Washington Hospital
Fredericksburg, VA

Responsible for the care of patients requiring telemetry and emergent cardiac care.
Completed Critical Care Course. Served as a preceptor and relief Charge Nurse.

1992-1993 Registered Nurse, Medical- Surgical Unit
Shands at the University of Florida
Gainesville, Florida

Performed the duties of a floor RN, responsible for the care of patients requiring medical and post-surgical care.

Academic Appointments

Jan-May 2003 Pediatric Faculty (Adjunct)
Central Florida Community College, Nursing Program
Ocala, Florida

Responsible for supervision, training and coaching nursing students in the final semester of the Associate Degree Nursing program. Clinical supervision was limited to pediatrics.

2001-2002 Nurse Educator (Independent Contractor)
VACCESSHealth
Clarks Summit, PA

Responsible for the development and implementation of a new training program and related materials for managing nurses at university and community based immunization clinics. Provided remote training for three nurse trainers and over 300 nurse managers nationally. Reached goals of dramatic decrease in costs, recruitment of nationwide database of trained RNs and LPNs, elimination of medical errors at clinics.

1994-1996 Pediatric Faculty Associate
Texas Tech University Health Sciences Center,
College of Nursing
Lubbock, TX

Responsible for supervision, training and coaching nursing students in the junior level Pediatric clinicals of the Baccalaureate Degree Nursing program.

PROFESSIONAL DEVELOPMENT ACTIVITIES**Professional Organizations/Activities:**

The Beryl Institute Member	2013, active
Key Note speaker, Rasmussen College of Nursing	2013, & 2014
2013 Leadership Ocala Marion participant	Graduate 2014
Marion County Nurses Association	2002-2005
Sigma Theta Tau International Nursing Honor Society	April 1996

Organizational Committees:

Patient Safety Council	2015, active
Community Cares High Reliability Steering Committee (<i>co-chair</i>)	2014, active
Hospital Quality Council	2013, active
Nursing Leadership Quality Council	2011, active
Patient Folder Committee, co-chair	2011- 2015
Unit Based Patient Experience Teams, Chair	2011-2015
Patient Loyalty Steering Committee	2011-2013
Patient Loyalty-Nursing Communication Team, <i>subcommittee chair</i>	2011- 2013
Nurse Retention Board, Chair	2008-2010
Nurse Mentor Program, Chair	2008-2010
Nurse Preceptor Program, Chair	2008-2010
Professionalism in Nursing Team	2008-2010
Central Florida Community College Advisory Board <i>College of Nursing, community liaison</i>	2004-2006
Regulatory Readiness SWAT Team	2001-2004
Patient Care Delivery Task Force	2001-2002
Education Research and Development Council	2000-2002

Volunteer Service:

Fine Arts for Ocala, Board Member <i>Entertainment Chair, Marketing Committee</i>	2012-current
Ocala Civic Theater <i>Marion Player</i>	2002-2013
The Centers, Kidfetti <i>Production Coordinator</i>	2008 & 2009
Teen Music Ministry, Blessed Trinity Church <i>Vocalist</i>	Jan 2007-2009
Junior League of Ocala <i>Chair of "3 Who Care", Board Member-Publicity</i>	2004-2007
Central Florida Master Choir Board Member	2003-2005

Publications:

<i>Turn up the Heat Publication (weekly)</i>	<i>Contributing writer, 2011-current</i>
<i>Munroe Regional Nursing Report</i>	<i>Contributing writer, 2012 & 2013</i>
<i>Ocala Magazine</i>	<i>Contributing writer, 2006</i>

REFERENCES

Vickie Sullivan, Director of Emergency Services, North Florida Regional Medical Center
Joanna Bennett, Director of Patient Experience, Highpoint Regional Hospital