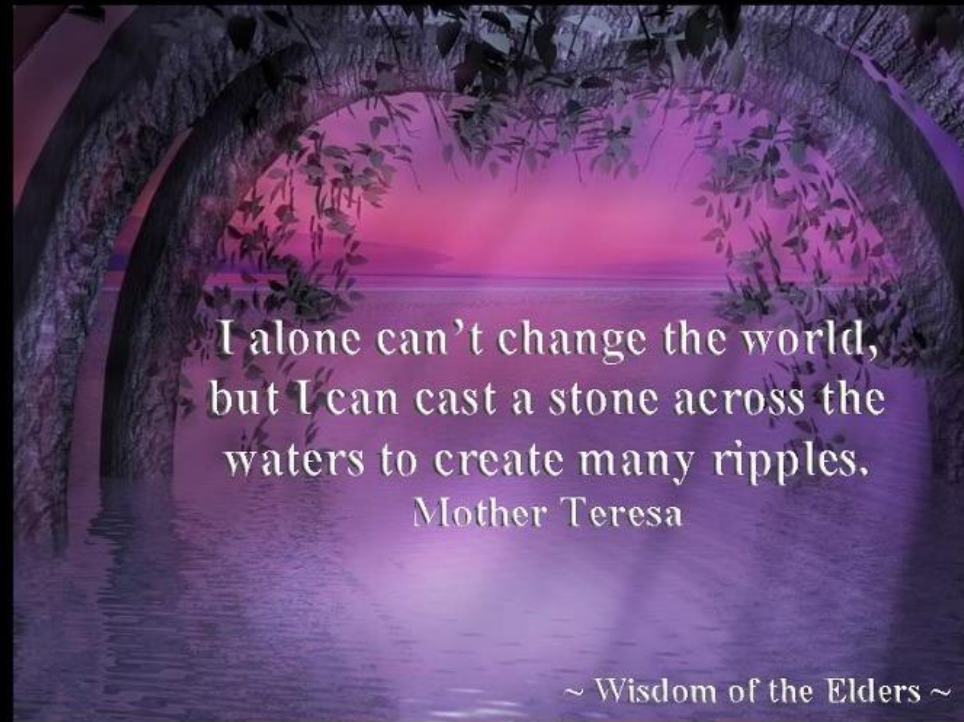

HEATHER GIFFORD, BSN, RN

WHO AM I?



I alone can't change the world,
but I can cast a stone across the
waters to create many ripples.
Mother Teresa

~ Wisdom of the Elders ~

I AM A REGISTERED NURSE

22+
YEARS

For as long as I can remember I wanted to be a nurse.

I consider nursing a calling, and one that I embrace with passion and dedication. The people that we serve ultimately are always my focus and my motivation.

I started my career in a Medical Surgical Unit where I feel that I gained valuable experience and a foundation in acute care nursing.

Throughout my career I have had the opportunity to work in intermediate cardiac care, pediatrics, home health, out patient oncology, nursing education, workforce development and nursing retention. I am currently the Director of Patient Experience in a 421 bed acute care facility.



WHAT IS PATIENT EXPERIENCE?

The sum of all **interactions**, shaped by an organization's **culture**, that influence patient **perceptions** across the **continuum** of care.

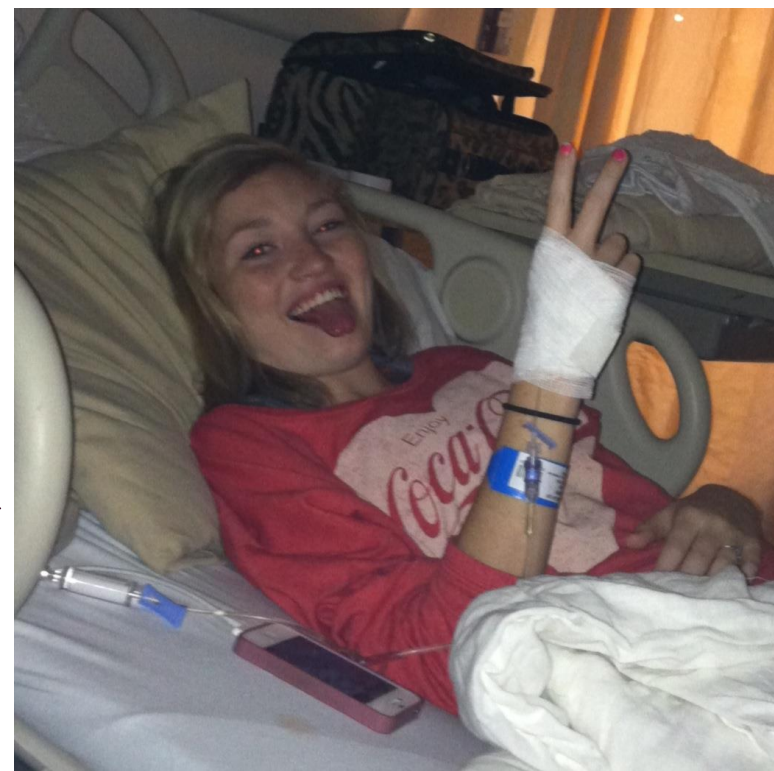
In my current role I am able to approach improving care from a very broad perspective. Patient Experience is proactive and includes facility design, branding, reputation, inpatient, outpatient and emergency department care. It is impacted by the education, and attitude of caregivers (all employees, contract and physicians interacting with patients and families) that create the culture of the organization. It is also reactive, based upon the identified needs of that patient and family. When expectations are not met, service recovery is necessitated. Ultimately for me, it is about supporting the people in the organization to provide the best possible care to each and every person in our community.

WHAT IS MY PERSONAL PATIENT EXPERIENCE?



My late grandfather, lovingly referred to a “Big Grandpa”, who I had the pleasure of caring for at the end of his life. We have a family addiction to Coca-Cola.

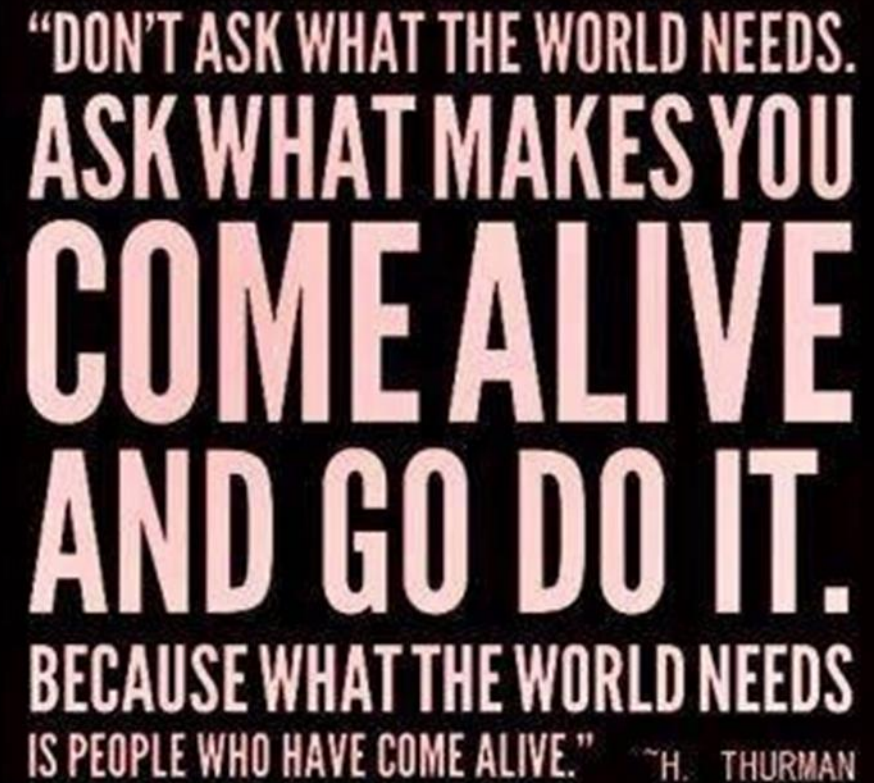
My daughter, Lauren, who was diagnosed with Crohn’s Disease at 17, and despite her struggles fights like a warrior to have a normal life.



WHAT DOES THE FUTURE HOLD?

Throughout my career my goals have been fluid. Honestly, I enjoy every experience and consider each life phase a learning and growing opportunity. I have never made specific goal statements like, “I want to be a teacher.” or “I want to be a CNO.”

Right or wrong, this is still the case. So, I will say this. The future is bright, it holds wonderful things. I do not know what they will be, but I will be ready to embrace them when they come.



**“DON'T ASK WHAT THE WORLD NEEDS.
ASK WHAT MAKES YOU
COME ALIVE
AND GO DO IT.
BECAUSE WHAT THE WORLD NEEDS
IS PEOPLE WHO HAVE COME ALIVE.”** ~H. THURMAN

I am very much looking forward to this course, working with each of you to learn and grow as professionals and as people.

What we do today significantly impacts all of the good that we have the privilege to do tomorrow... and all the days thereafter.

I consider it a blessing to learn from you.

Heather



NURSING IS MY CALLING

For as long as I can remember I wanted to be a nurse. I am the oldest of 5 children and frequently relied on my siblings to allow me to assess, diagnose and treat their “problems”. They were good sports then and I appreciate that they continue to be supportive now.