

## **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 in 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:**

Bachelors of Nursing

University of South Florida May 1991

Currently working on MBA

St. Leo University

**Memberships:**

Emergency Nurse Association