

**Nancy Hopkins, MSN, NE-BC, CEN**  
Palm Harbor, FL

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**SUMMARY**

I am currently the Director of Patient Services at Mease Dunedin Hospital with a proven track record for achieving results in an ever-changing environment. Excellent project management and decision making skills. Solid relationship management skills and ability to motivate and generate results through people. Effective at collaborating new ideas, inspiring excellence and generating results. Skilled communicator with a well- deserved reputation for building relationships.

**STRENGTHS**

- Extensive experience in clinical management
- Change management and execution
- Talent development and focus on culture
- Relationship building
- Financial acumen
- Ability to execute

**PROFESSIONAL EXPERIENCE**

**Morton Plant Mease Healthcare, Mease Dunedin Hospital – Nursing Administration** *August 2016 – Present*  
*Director, Patient Services*

- Participation in planning, policy development and priority setting
- Ensure that nursing and other assigned clinical areas have policies that are consistent with the overall goals of the health system
- Maintains compliance in the provision of care to quality and safety standards
- Maintains a competent workforce adhering to regulatory guidelines (financial, employment, AHCA and JCAHO) and established national standards of care with other directors, administrators, medical staff and other departments to provide and maintain optimal services in a cost effective manner

**Morton Plant Mease Healthcare, Mease Dunedin Hospital – Emergency Department** *October 2000 – August 2016*  
*Nurse Manager*

- Responsible for the day-to-day operation of 23-bed emergency department including approximately 60 team members
- Lead all aspects of patient care 24 hours a day, 365 days of the year, quality clinical initiatives, regulatory compliance
- Manage financial guidelines ensuring the allocation of appropriate resources within the designated hours of care and cost per patient visit
- Partner with nursing, physician, and community colleagues

**Morton Plant Mease Healthcare, Mease Dunedin Hospital – Emergency Department** *March 2000 – October 2000*  
*Clinical Nurse III*

- Developed clear expectations that turned around an underperforming team
- Successfully managed a team on the night shift along with physicians ensuring the delivery of quality patient care
- Drove the team through enhanced leadership skills to establish a working environment that fostered teamwork

**University Community Hospital, Tampa, FL** *May 1999 – March 2000*  
*Nurse Educator*

- Coordinated Emergency Department training for staff. Developed Emergency Department Nurse Internship Program and Triage Course for RN's

**Tampa General Hospital, Tampa, FL** *August 1994 – June 1995*  
*Education Coordinator – Emergency Department and Aeromed*

- Clinical training of staff for emergency/trauma and aeromedical services

**HCA North Florida Regional Medical Center, Gainesville, FL** *February 1993 – July 1994*  
*Patient Care Coordinator*

- Charged with hospital-wide problem solving responsibilities

**Memorial Hospital, Hollywood and Pembroke Pines, FL**  
*Charge Nurse and Direct Patient Care Nurse – Emergency Department*

*October 1990 – January 1993*

**University Hospital, University of Medicine and Dentistry, Newark, NJ**  
*Clinical Nurse Speciality/ Supervisor/Trauma Nurse*

*November 1979 – August 1990*

**St. Barnabas Medical Center, Livingston, NJ**  
*Charge Nurse and Direct Patient Care Nurse – Head/Neck and Chest Surgical Unit*

*May 1979 – November 1979*

**East Orange General Hospital, East Orange, NJ**  
*Direct Patient Care Nurse – Med/Surg, Critical Care and Emergency Department*

*June 1978 – May 1979*

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## **TEACHING EXPERIENCE**

City of Newark Policy Academy, Certified Police Instructor, 1982 – 1990

University of Medicine and Dentistry of New Jersey – School of Allied Health Services – Emergency Nursing – 1982 – 1987

## **EDUCATION**

**Master of Science, Nursing Administration**

University of Tampa, Tampa, FL

**Bachelors of Science, Nursing**

Jersey City State College, Jersey City, NJ

**Emergency Nurse Specialist Certification**

University of Medicine and Dentistry of New Jersey – School of Allied Health Service Newark, NJ

**Nursing Diploma**

St. Mary's Hospital School of Nursing, Hoboken, NJ

## **CERTIFICATIONS**

- Certified Emergency Nurse (2014)
- Advanced Life Support
- Basic Life Support
- Nurse Executive (NE-BC) (2005-Present)
- Pediatric Advanced Life Support

## **PROFESSIONAL AFFILIATIONS**

- Emergency Nurses Association (1990 – Present)
- Sigma Theta Tau Kapa Etta Chapter Member (1986 – Present)

## **RECOGNITION AND HONORS**

- Sigma Theta Tau Nursing Honors Society (1986)
- Excellence in Nursing Academic Awards – St. Mary Hospital School of Nursing (1976, 1977, 1978)
- Fellow, Nightingale Society International Honor Society of Nursing (1978)

## **PROJECTS / ACCOMPLISHMENTS**

- Led the planning, education and implementation of the Behavioral Health Service line at Mease Dunedin Hospital
- Spearheaded the planning, education and implementation of the 30 Minute Promise initiative
- Facilitated the implementation and continued practice of direct bedding, bedside triage
- Continue to lead the highest patient satisfaction scores for all BayCare ED's.
- Lead the team to achieve the highest patient quality outcomes, ie. STEMI, Stroke, Sepsis
- Lead the team in the implementation of best practice safety initiatives.

- Maintains excellent team member turnover rate of 7.5% in 2015. MDH average is 12%, National average is 16.7%
- Continue to lead the team in achieving the ED Throughput goals –
- Door to RN Triage – 8 minutes, Door to Physician seen – 22 minutes, Door to Discharge 140 minutes – Door to Triage Goal- 10 minutes, Door to Physician Provider see- 25 minutes Door to discharge -143 minutes
- Lead the development of the Hospital-wide Behavioral Health Collaborative
- Development and integration of a new graduate Emergency Department internship for a Level I Trauma Center
- Past Co-Chair and Chairperson of the Administrative Practice Council
- Past Chairperson of the ED Clinical Practice Council
- Member of the Palm Harbor University Medical Magnet Board
- Member of Six Sigma Projects throughout BayCare; Radiology Turn-around times, ED Culture Follow-Up, Transportation Discharge Project