

Diane Conti, RN, BSN, MSN

Diane.Conti@HCAhealthcare.com

CAREER OVERVIEW

Motivated professional with 22 years of management experience and a successful track record of staff retention and department growth. Demonstrated history of quality and performance improvement and exceeding benchmarks in core measures and ED throughput. Knowledgeable of JCAHO and ACHA guidelines. Excellent understanding of both patient satisfaction goals and patient safety initiatives. Represented facility during union negotiations. Strong communication skills, project management skills and ability to adapt to changing needs and build successful teams.

Areas of Expertise

- Project Management
- Operations Improvement
- Software/technology implementation
- ED Throughput

Key Functional Areas

- Emergency Department
- Women's Services
- Behavioral Health patients
- Nursing & Care Coordination
- Critical Care

PROFESSIONAL EXPERIENCE

Largo Medical Center

Assistant Chief Nursing Officer

August 2021- present

Critical Care Director

November 2020-July 2021

- 24 hour accountability of 26 bed high acuity MICU/TICU, 47 bed cardiac step-down unit, dialysis unit, cardiac monitor room servicing 160 patients on telemetry and sitter pool. Total FTEs 180
- Reduction in hospital acquired KPIs on all units by providing daily oversight to quality dashboards and processes
- Increased employee engagement YOY in all units
- Worked in hand with Division Infection Prevention to safely provide care for large influx of COVID patients

Largo Medical Center- Director of PCU and 4th Floor Med-Surg

Nov. 2019-Nov. 2020

- 24 hour accountability for nursing/ staffing and quality initiatives on a 78 bed med-surg floor and 47 bed progressive care unit. Total FTEs 120

HCA, St. Petersburg General Hospital – St. Petersburg, FL

January 2000 – Nov. 2019

Director of Emergency Services

March 2007 – Nov. 2019

- 24-hour accountability for all ED throughput initiatives. Top performer in HCA West Florida Division
- Ensures full compliance with regulatory agencies both at a State and Federal level. 3 Joint Commission surveys with no deficiencies
- Collaborates with ENVISION Physician group to identify gaps and implement initiatives to standardize and align emergency services processes to HCA best practices

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- Implementation of SEPSIS and Core Measure processes supported by best practices
- Perform and provide staffing analysis recommendations on appropriate skill mix and staffing levels by time of day and day of week in emergency department
- Oversight of daily dashboards to monitor ED throughput, clinical guidelines and CMS measures
- Press Ganey Patient satisfaction scores greater than the 75th percentile
- Management of large population of psychiatric patients and addiction issues

Interim ICU Director

2016 and 5/1/19-10/1/19

Women's Services Interim Director

9/16/16- 9/1/17

- Oversight and development of new process for Exclusive Breastfeeding initiative
- 24 accountability for Labor and Delivery, Nursery and Post-Partum/GYN
- Collaborate to increase Oxytocin in-use checklist > 95 %
- Accountability for providing safe and secure infants with HUGS tags

Clinical Manager of Emergency Services

January 2000 – March 2007

- Collaborated with Emergency Department Director to achieve operational objectives
- Reduction in nursing turnover and implemented self-scheduling module
- Implementation of electronic documentation
- Successful Chest Pain and Stroke certification for the Emergency Department

PCU/ICU Staff/Charge Nurse

June 1994-December 1999

Edward White Hospital

Western Governors University Faculty

November 2016 – March 2020

- Evaluator for MSN Capstone students- remote

EDUCATION

Western Governors University- Salt Lake City, Utah

January 2011

Masters of Science in Nursing – Administration and Leadership

Western Governors University- Salt Lake City

January 2010

Bachelor of Science – Nursing

St. Petersburg College

May 1994

Associate in Nursing RN Honors

Certifications

BLS

ACLS

PALS

CPI

FL RN 2832392

Multi-State RN license