

Diane Conti RN MSN

CAREER OVERVIEW

Motivated resourceful professional with over 24 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. Well-versed in executing multiple clinical policies and programs, along with evaluating services compatibility with organization's mission, goals, and objectives. 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
- Team building
- Organizational Throughput

Key Functional Areas

- Emergency Department
- Women's Services
- Behavioral Health
- Telemetry
- Critical Care

PROFESSIONAL EXPERIENCE

HCA Florida St. Petersburg Hospital and Pasadena Hospital **December 2023- present**
Chief Nursing Officer

HCA Florida St. Petersburg Hospital **September 2022- present**
Chief Nursing Officer

- Worked in conjunction with department leaders and HR to drive down RN turnover YOY from 28.5 to 15.43. Revamped Shared Governance committee, unit-based councils and consistent onboarding for CNCs. Developed dedicated preceptors with frequent touchpoints for success. Resource RN structure implementation
- Increased patient experience in collaboration with hospital leadership in all areas of the facility by hardwiring tactics and direct oversight. YOY increase from 55.5 to 60.8
- Partnership with Quality department for better oversight of HAIs resulting in sharp decline in HAIs with implementation of house-wide WebEx for real time communication between Quality and nursing leadership 24/7

HCA Florida Largo Hospital **November 2019- 2022**

Assistant Chief Nursing Officer ***August 2021- September 2022***

- Responsible for patient safety, throughput and quality for 455 beds at three hospital campuses to ensure that the highest level of care is achieved.

- Lead nursing teams in process improvement projects related to HAIs, FTV, throughput, BCMA, prolonged ventilation, DTN, Sepsis, Falls, Telemetry
- Implementation of team nursing approach phasing LPNs into our workforce.
- Lead in transition from contract dialysis service to HealthTrust model
- Successful conversion to CPP model for admissions and transfers
- Oversight of Shared Governance committee, Falls, Telemetry, Careview, Float pool
- RN turnover lowered to 18.5 % YTD
- Vital Voices Survey- Improved Engagement score from 66 to 92 in Telemetry Department, Nursing Administration from 60 to 82

Director of Critical Care

November 2020-July 2021

- **24-hour** accountability of 46 bed high acuity MICU/TICU/Neuro ICUs, 47 bed cardiac step-down unit, dialysis unit, cardiac monitor room servicing 160 patients on telemetry and sitter pool. Total FTEs 180
- Reduction in HAIs by improving KPIs on all units providing daily oversight to processes
- Increased employee engagement YOY in all units
- Worked along side transplant surgeons on processes for medication regimen, timed lab draws for transplant medications and post-transplant care. Able to develop a core nursing team for consistency of care with liver and kidney transplant patients

Director of PCU and Medical Surgical Units ***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
- Oversight of LVAD, post-heart transplant and cardiac surgery unit working closely with surgeons for optimal outcomes and education for nursing. Created partnerships with physicians to drive quality metrics and cohort like patients together for efficiency for surgeons and targeted RNs for care.

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
- Collaboration with ENVISION Physician group to identify gaps and implement initiatives to standardize and align emergency services processes to HCA best practices
- 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

Interim Director of ICU ***2016 and 5/1/19-10/1/19***

- Oversight and development of critical care pathways for Septic shock and Stroke
- Collaboration with new GME program

Interim Director of Women's Services ***9/16/16- 9/1/17***

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

Interim RT Director ***2009-2010***
Safety Chairman ***2009-2017***

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***
HCA Edward White Hospital

Western Governors University Faculty ***November 2016 – March 2020***

- Evaluator for MSN RN 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 of Science in Nursing honors

Memberships

Pinellas County EMS Advisory Board
Kaiser University Board
Kind Mouse Board

Certifications

BLS
ACLS
CPI
FL RN 2832392
Multi-State RN license