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- **Critical Care Nurse**
  - **Education Development**
  - **Project Management**
  - **Marketing and Sales**
  - **Product Management**
  - **Strategic Planning**
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## EXPERIENCE

**GE HEALTHCARE, Milwaukee, WI** **2001-2017**

**Global Product Manager Clinical/Medical, Education Services**

- Create and deliver online clinical education programs
- Develop sales process, lead generation, implementations and support process for online education program
- Negotiate agreements and maintain relationships with distributors of online education products
- Develop partnerships with key clinical thought leaders and strategic associations to increase value and reach
- Plan and implement exceptional educational offerings for GE exhibit at national critical care conference
- Manage continuing education approval for all new and ongoing education offerings for multiple business modalities
- Clinical editor for nursing educational newsletter, Clinical Connection for maternal-infant, critical care, and perioperative nursing areas

**VITALCOM, Tustin, CA**

**1995-2001**

**Clinical Program Manager (1999-2001)**

- Managed a team of clinical specialists to provide clinical training, implementation and customer support for cardiac monitoring installations
- Project management for clinical implementation of enterprise-wide networked telemetry systems
- Conducted assessments prior to implementation and measured success
- Developed and delivered sales presentations, clinical training materials, sales training tools and customer support materials
- Conducted education services presentations nationally
- Collaborated with software engineers to develop and test arrhythmia detection system
- Served as corporate representative to facilitate the VitalCom User Group
- Managed technical publications staff for VitalCom and OEM customers

**Clinical Applications Specialist (1995-1999)**

- Developed customized implementation, educated clinical staff, implemented and supported the first use of equipment
- Received consistent high ratings for customer service
- Encouraged quality assurance activities through troubleshooting and assessment of customer's issues and product use
- Participated in equipment demonstrations and provided clinical sales support for patient monitoring products
- Worked closely with customers to obtain their input for new product development

**TRINITY REGIONAL MEDICAL CENTER, Fort Dodge, IA**

**1976-1998**

**Critical Care Unit, Staff Development Manager, Post Anesthesia Care Unit, (1976-1998)**

- Staff nurse and charge nurse
- Cared for adult and pediatric patients
- Assessed the educational needs of patient care staff and patients
- Designed and implemented education programs to meet identified needs
- Led education activities for the nursing units

**Iowa Central Community College, Fort Dodge, IA (part time 1977-1980)**

- Provided clinical instruction and supervision for the nursing students in the Intensive Care and Medical Surgical Units
- Designed, developed and taught adult education classes on healthcare topics

**EDUCATION & PROFESSIONAL DEVELOPMENT**

MBA, University of Phoenix 2003

BSN, University of Iowa 1976

CCRN 1993-2002

Alumnus CCRN 2002-present

Project Management for Learning Professionals Certificate- ASTD

Six Sigma- Green Belt

Strategic Selling- Miller Heiman

**PRESENTATIONS**

2002 National Teaching Institute, American Association of Critical-Care Nurses (AACN), Atlanta, GA (May 4-9) Topic: This is IT (Information Technology) in Critical Care

2002 Bridging the Gap: Technology, Informatics and Caring, sponsored by NYC Chapter, AACN (June 1) Topic: This is IT (Information Technology) in Critical Care

2002 New York Columbia Presbyterian Hospital (Cardio-Thoracic Service) lecture sponsored by GE Medical Systems (July 11) Topic: This is IT (Information Technology): Today and Tomorrow

2004 4<sup>th</sup> International Nursing Conference Manila, Philippines (January 20) Topic: This is IT in a Changing Global World

2004 National Teaching Institute, American Association of Critical-Care Nurses (AACN), Orlando FL (May 19) Topic: Create a Culture of Excellence with Six Sigma

2004 25<sup>th</sup> National Convention of the Philippine Nursing Association of America Honolulu, HI (July 8) Leadership Development

2004 University of the East Ramon Magsaysay Memorial Medical Center Nursing Alumni Association, USA, Inc. Atlantic City, NJ (August 20) Topic: Believe in the Power of Nursing

2004 Philippine Nursing Association of America Executive Conference. New York City, NY (September 25) Topic: Believe in the Power of Nursing

2005 National Teaching Institute, American Association of Critical-Care Nurses (AACN), New Orleans, LA (May 10) Topic: Create a Culture of Excellence with Six Sigma

2005 National Teaching Institute, American Association of Critical-Care Nurses (AACN), New Orleans, LA (May 10) Topic: How to Read Research for the Bedside Nurse

2011 Communicator Award for Nursing Library Program Blood Flow, Not Just Pressure presented by Barbara. McLean, MN, RN, CCRN, CCNS, CRNP, FCCM, Nurse Intensivist, Critical Care Specialist, and International Critical Care Practice Consultant

2012 Philippine Nursing Association of America Balik Turo University of the East Ramon Magsaysay Memorial Medical Center, Quezon City Philippines (January 25) Topic: Technology and Education in Healthcare

2012 Philippine Nursing Association of America Balik Turo St. Luke's Medical Center, Global City Philippines (January 25) Topic: Technology and Healthcare: Nursing Implications

2012 Healthy Work Environments Symposium AACN Chapter at UCLA (February 15) Topic: Effective Decision Making: Influencing Nursing Practice

2012 World Federation of Critical Care Nurses, Šibenik, Croatia (April 14) Poster Presentation: The Nurses Float to engage and empower nurses world-wide

2012 World Federation of Critical Care Nurses, Šibenik, Croatia (April 14) Poster Presentation: Sepsis is a Medical Emergency!

2012 National Teaching Institute, American Association of Critical-Care Nurses (AACN), Orlando, FL (May 23) GLBOC Chapter Poster Author: Together, Stronger, and Bolder to Honor and Celebrate Nursing

2013 Telly Award for Nursing Library Program Influencing Nursing Excellence presented by Beth Hammer MSN, RN, APN-BC

2013 Communicator Award for Nursing Library Program Influencing Nursing Excellence presented by Beth Hammer MSN, RN, APN-BC

#### PUBLICATIONS

Nursing Management, December 2002, Match critical care situations with savvy devices by Nancy Richards and Sara McMannus

#### PROFESSIONAL AFFILIATIONS

- American Association of Critical Care Nurses, 1983-present
  - Online Advisory Team 2000-2002
  - Progressive Care Advisory Team 2002-2003
  - Scholarship Review Team 2002-2003
  - Awards Review Panel 2003-2007
  - Education Advisory Team 2003-2005
  - Greater Long Beach Orange County Chapter Board of Directors 2005-2013
- American Organization of Nurse Executives, 2000-2003
- American Society for Training & Development 2010-2017
- Healthcare Information Management Systems Society 2002-2004
- Sigma Theta Tau International Honor Society of Nursing, 2004-present
- Bare Root, Inc. Nurses Float Board of Directors 2009-2013
- MCN Foundation Board of Directors 2013-present
- Patient Safety Movement Foundation Regional Network Chair and Sepsis Ambassador 2017-present
- Sepsis Alliance Advisory Board Member 2015-present