

**Carol Ann Stiltner, MSN, RN**

Lakeside City, Texas

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Forward-thinking strategic leader with extensive experience in nursing education, leadership, operations, quality improvement management, regulatory compliance, and accreditation.

**EXPERIENCE**

**HOUSE SUPERVISOR/RESOURCE NURSE 09/2023-PRESENT**

United Regional Health Care System

Wichita Falls, TX 76308

**ASSISTANT PROFESSOR – BSN PROGRAM 09/2023-PRESENT**

Midwestern State University, Wilson School of Nursing

Wichita Falls, Texas 76308

- Designing and delivering course material to undergraduate nursing students
- Assessing student performance through clinical experiences, exams, and projects
- Collaborating with colleagues on research projects and interdisciplinary initiatives
- Utilization of the ATI Engage and testing platforms to enhance student learning and retention

**DIRECTOR, MEDICARE PERFORMANCE (Contract) 03/2023-11/2023**

Kern Family Health Care

Bakersfield, CA 93308

- Support implementation of the Medicare and D-SNP plan, including integration with the current Medicaid line of business
- Develop clinical and quality programs

**INDEPENDENT CLINICAL AND QUALITY CONSULTANT 01/2023-PRESENT**

Self Employed

Lakeside City, Texas 76308

- Independent clinical and quality consultant focusing on payor, health plan, and acute care operations
- Support implementation of Medicare and D-SNP plans
- Develop and execute clinical and quality programs

**ADJUNCT NURSING FACULTY 02/2023-09/2023**

Midwestern State University

Wichita Falls, Texas 76308

- Assessed student performance through clinical experiences
- Collaborated with colleagues on interdisciplinary initiatives

**CHIEF NURSING OFFICER/CHIEF OPERATIONS OFFICER 01/2022-01/2023**

Wilbarger General Hospital

Vernon, TX 76384

- Responsible for the development and expansion of clinical and ancillary service lines
- Accountable for the operations of all clinical and ancillary service lines
- Collaborate with clinical and non-clinical leaders to revise, monitor, and facilitate the hospital Performance Improvement (PI) program, Quality and Safety Programs
- Collaborate with hospital leaders to develop action plans related to mock survey findings

- Responsible for the development and execution of Key Performance Metrics (KPIs) within the clinical and ancillary service lines
- Developed corrective action plans and remediation processes related to regulatory findings
- Developed a Quality Improvement Program for HCAHPS scores

#### **CHIEF NURSE EXECUTIVE 11/2019-01/2022**

Bakersfield Heart Hospital

Bakersfield, CA 93308

- Responsible for the development and expansion of clinical and ancillary service lines
- Accountable for the operations of all clinical and ancillary service lines
- Collaborate with clinical and non-clinical leaders to revise, monitor, and facilitate the hospital Performance Improvement (PI) program, Quality and Safety Programs
- Collaborate with hospital leaders to develop action plans related to mock survey findings
- Responsible for the development and execution of Key Performance Metrics (KPIs) within the clinical and ancillary service lines
- Developed corrective action plans and remediation processes related to regulatory findings
- Led the Culture of Safety Program, including training, surveys, debriefing, trends, departmental and house-wide action plans
- Developed a Quality Improvement Program for HCAHPS scores
- Increased STS and ACC performance metrics

#### **DIRECTOR, MEDICAL/SURGICAL/TELEMETRY, INTENSIVE CARE UNIT AND HOUSE SUPERVISOR TEAM 04/2019-10/2019**

Palomar Medical Center Poway

Poway, CA 92064

- Accountable for the operations of all inpatient clinical service lines
- Ensured compliance with regulatory and accreditation requirements, ensuring staff were in a state of continual regulatory readiness for CMS and Joint Commission Surveys
- Developed and implemented Quality Improvement programs
- Developed a Quality Improvement Program for HCAHPS scores

#### **MANAGER, TRAUMA INTENSIVE CARE UNIT (TICU) AND CARDIOVASCULAR INTENSIVE CARE UNIT (CVICU) 04/2018-04/2019**

Palomar Medical Center Escondido

Escondido, CA 92029

- Accountable for the operations of a 12-bed TICU and 24-bed CVICU
- Ensured compliance with regulatory and accreditation requirements, ensuring staff were in a state of continual regulatory readiness for CMS and Joint Commission Surveys
- Developed and implemented Quality Improvement programs
- Developed a Quality Improvement Program for HCAHPS scores
- Increased STS and ACC performance metrics
- Chaired Code Blue and Organ Procurement committees

**CLINICAL MANAGER, EMERGENCY DEPARTMENT AND INTENSIVE CARE UNIT 07/2015-04/2018**

Dignity Health-Community Hospital of San Bernardino

San Bernardino, CA 92411

- Accountability for 140 staff members within the 24-bed ICU and 22-bed ED
- Accountable for P&L for ED and ICU and maintained productivity over 100% and overtime below 2%
- Ensured compliance with regulatory and accreditation requirements, ensuring staff were in a state of continual regulatory readiness for CMS and Joint Commission Surveys
- Chaired and participated in multiple committees and system-wide councils
- Responsible for the development and maintenance of multiple Quality Improvement programs

**CLINICAL EDUCATOR, EMERGENCY DEPARTMENT AND INTENSIVE CARE UNIT 06/2014-07/2015**

Dignity Health-Community Hospital of San Bernardino

San Bernardino, CA 92411

- Designed and delivered education for 140 staff members within the 24-bed ICU and 22-bed ED
- Accountable for ensuring the clinical competence of all staff members within the ED and ICU
- Ensured compliance with regulatory and accreditation requirements, ensuring staff were in a state of continual regulatory readiness for CMS and Joint Commission Surveys
- Chaired and participated in multiple committees and system-wide councils
- Responsible for the development of all policies and procedures

**ADJUNCT FACULTY – BSN PROGRAM 08/2014-07/2015**

West Coast University, School of Nursing

Ontario, CA 91761

- Clinical instructor for medical-surgical nursing courses
- Lecturer for multiple courses within the BSN program

**REGISTERED NURSE, EMERGENCY DEPARTMENT 04/2013-06/2014**

Dignity Health-Community Hospital of San Bernardino

San Bernardino, CA 92411

**ASSISTANT PROFESSOR - ADN PROGRAM 06/2012-08/2014**

San Bernardino Valley College, School of Nursing

San Bernardino, CA 92410

**REGISTERED NURSE, EMERGENCY DEPARTMENT 05/2012-04/2013**

San Geronio Memorial Hospital

Banning, CA 92220

**EDUCATOR SPECIALIST 08/2010-05/2012**

Loma Linda University Medical Simulation Center

Loma Linda, CA 92350

**CLINICAL EDUCATOR-SPECIALTY SURGERY SERVICE LINE-ORTHOPEDICS, UROLOGY, TRANSPLANT, AND PLASTICS 07/2009-08/2010**

Loma Linda University Medical Center, Units 4100 and 7300

Loma Linda, CA 92350

**REGISTERED NURSE, NEUROSURGICAL TRAUMA INTENSIVE CARE UNIT 02/2006-07/2009**

Loma Linda University Medical Center, Unit 8100

Loma Linda, CA 92350

**EDUCATION**

Doctor of Nursing Practice, Educational Leadership, American Sentinel University (EGD 3/2026)

Master of Science in Nursing, Loma Linda University

Bachelor of Science in Nursing, Loma Linda University

Associate Degree in Nursing, San Bernardino Valley College

Associate of Science, Riverside Community College