

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

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

REGISTERED NURSE, MEDICAL/SURGICAL UNIT (4W) 09/2023-PRESENT

United Regional Health Care System

Wichita Falls, TX 76308

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

Kern Family Health Care

Bakersfield, CA 93308

- Supported implementation of Medicare and D-SNP plan including integration with current Medicaid line of business
- Developed clinical and quality programs

ADJUNCT NURSING FACULTY – BSN PROGRAM 02/2023-09/2023

Midwestern State University

Wichita Falls, Texas 76308

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
- Develop and execute clinical and quality programs

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

Wilbarger General Hospital

Vernon, TX 76384

- Responsible for development and expansion of 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 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 Quality Improvement program for HCAHPS scores

CHIEF NURSE EXECUTIVE 11/2019-01/2022

Bakersfield Heart Hospital
Bakersfield, CA 93308

- Responsible for 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 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 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 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 including HCAHPS
- 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 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, Unit 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

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