

**TIFFANY SHEA ARNOLD**  
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**CAREER SUMMARY**

**Visionary nurse executive with over 15 years of progressive leadership experience in inpatient operations, quality and safety, and strategic workforce development. Proven ability to lead high-performing teams, optimize patient outcomes, and elevate engagement through evidence-based initiatives. Adept at translating vision into strategy to drive enterprise goals and foster a culture of excellence.**

**SKILLS AND QUALIFICATIONS**

- Exceptional leadership abilities and expertise in healthcare systems culture improvement.
- Proven success in change management and ensuring productivity, safety, and regulatory compliance.
- Expertise in scheduling nursing staff according to ANA standards.
- Strong clinical background in critical care, cardiac, surgical, and medical patient care.
- Advanced clinical assessment skills and evidence-based practice implementation.
- Proficient in establishing, maintaining, and providing staff competency.
- Effective under pressure and skilled in meeting deadlines.
- Consistently contributes to the efficiency and quality of patient care through participation on organizational councils and committees.
- Successful history of strong crisis and emergency management throughout COVID-19 pandemic, Hurricane Irma, Hurricane Ian and Hurricane Milton including leadership, strategic planning, adaptability, coordination, creative problem solving, and effective communication.

**PROFESSIONAL EXPERIENCE**

**SARASOTA MEMORIAL HOSPITAL**

Venice, FL  
February 2021- Present

***Director Inpatient Nursing Services***

**September 2023- Present**

Responsibilities

- Provided strategic and operational leadership for a multidisciplinary team of 350+ FTEs including Medical Surgical, Cardiac, Orthopedics, Oncology, and Remote Telemetry cost centers, aligning unit goals with enterprise-wide initiatives.
- Spiritual Care Department
- Patient Experience Program
- Accountable for the multimillion-dollar operating budget across five inpatient units and a centralized telemetry department, ensuring fiscal stewardship through workforce optimization and resource alignment.

Achievements

- Successfully opened new acute care units including larger cardiac and orthopedic units, a general surgical/oncology unit, and a neurology unit.
- Developed New Leader Orientation program to support upcoming nurse leaders in their new roles with education and mentorship.
- Lead the Patient Experience team in multiple initiatives resulting an increase in HCHAPS domains met from 7/10 to 8/10.
- Led hospital-wide implementation of centralized telemetry to improve patient safety.
- Obtained division Gallup employee engagement results higher than the national and organizational average.
- Established a Spiritual Care Program including developing a research initiative on Spiritual Care Distress.
- Collaborated with finance and design teams to open new inpatient units, aligning capital expenditures with long-

term strategic goals.

- Led cost analysis and justification for central telemetry implementation, aligning spend with patient safety and staffing metrics.
- Consistently met productivity benchmarks while improving patient outcomes and preserving staffing stability.

***Clinical Manager II- Medical Surgical Services***

**February 2021- September 2023**

Responsibilities

- Clinical Manager of 26-bed Medical Surgical Unit and 18-24 bed Medical Short Stay Unit.
- Management and oversight of 85 + FTEs.

Achievements

- Successfully opened a new acute care hospital and medical surgical unit including oncology, neurology, and vascular surgery service lines.
- Opened and hired for an overflow unit space at the height of seasonal volumes and transitioned it into a Medical Short Stay unit, decreasing traveler usage by 100% within 8 months.
- Developed and implemented a plan to include low-risk cardiac patients on Medical Short Stay admission criteria, including education and competency of staff.
- Maintained a significantly lower than national and facility average nursing turnover rate of 15.7%.
- Obtained Primary Stroke Certification.
- Consistently maintained above benchmark patient experience scores for the medical surgical unit and increased the patient experience scores on the Medical Short Stay unit from zero domains to 6 domains met.
- Increased specialty certification rates from 15% to 60%.
- Developed and implemented employee rounding program including professional development and succession planning.
- Implemented nurse leader rounding strategy, achieving >70% compliance and contributing to 20% improvement in patient experience metrics.
- Above national benchmark AACN Healthy Work Environment Survey and Culture of Safety Survey results in all domains.

**HEALTHTRUST WORKFORCE SOLUTIONS**  
Per Diem Staff RN, Critical Care and Progressive care

Sarasota, FL  
**March 2018- March 2021**

**ENGLEWOOD COMMUNITY HOSPITAL**

Englewood, FL  
2014 to 2021

***Interim Vice President of Quality and Patient Safety***

**February 2020- March 2021**

Responsibilities

- Development of facility quality infrastructure ensuring that resources were leveraged to maximize achievement of quality and patient safety goals.
- Provided leadership and supervision for the medical staff peer review and OPPE/FPPE processes and data.
- Lead clinical process improvement teams to achieve strategic organizational goals.

***Director of Patient Safety***

**March 2018- March 2021**

Responsibilities

- Facilitated Failure Mode Effects Analysis and Serious Event Analysis/ Root Cause Analysis.
- Effectively reported, investigated, and analyzed patient safety incidents and errors, and initiate action items that result in sustainable improvement.
- Developed and executed organizational patient safety, quality, and performance improvement.
- Led organizational performance efforts for TJC, core quality measures, CMS, AHCA, and all other accrediting and regulatory agencies.

### Achievements

- Maintained Leapfrog A score.
- Developed and implemented Patient Safety Plan following IHI standards that focused on Just Culture implementation and a discipline algorithm to ensure psychological safety.
- Increased event reporting by 50%.
- Decreased facility fall rate from 4 to 1.8 through development of an interdisciplinary fall prevention program.
- Developed a post-resuscitation debriefing program that was adopted as best practice for the division.

***Director of Critical Care Services***

**October 2014-March 2018**

### Responsibilities

- Director of 52-bed Progressive Cardiac Care Unit, 8-bed Intensive Care Unit, Telemetry monitor cost center, and critical care float pool.
- Provided strategic and operational leadership for a multidisciplinary team of 60+ FTEs.

### Achievements

- HCA Critical Care Unit of Distinction 2017. Achieved Top 5%. Rank 3 out of 383.
- HCA Progressive Care Unit of Distinction 2018. Achieved Top 5%. Rank 6 out of 182.
- Implemented process improvement plans for ventilator day reduction from 4.5 to 2.5 days.
- Increased case mix index in the ICU from 1.2 to 1.9.
- Implemented formal professional development planning to increase staff opportunities and mentoring.
- Achieved superior outcomes in the ECH sepsis program with a septic shock mortality rate of less than 15%.
- Successfully opened a new PCI cardiovascular service line with no adverse nursing outcomes on inpatient units.
- Employee engagement scores of 88% on PCU and 100% in ICU.
- Improvement in patient experience from overall score 64.9% to 84% and nurse communication from 72% to 84.9%.
- Increased unit specialty certification rates from 7% to 35% on PCU and 28% to 66% in ICU.
- Implemented the ICU Liberation Bundle and increased the use of CAM-ICU and the ABCDEF Bundle from 68% to 95%.

**VENICE REGIONAL BAYFRONT HEALTH**

Venice, FL  
2008 to 2014

***Clinical Manager – Surgical Care Unit***

**September 2013 - October 2014**

### Responsibilities

- Clinical Manager for a 62-bed Surgical Care/Oncology Unit.
- Management and oversight of 45 FTEs.

***Clinical Manager/ Heart Failure Coordinator- Cardiac/ Telemetry Unit  
Interim Director- January 2012- April 2012***

**2011 - 2013**

### Responsibilities

- Clinical Manager for a 45-bed Cardiac Telemetry Unit.
- Management and oversight of 60 FTEs.

***Relief House Supervisor- Venice Regional Bayfront Health***

**2011-2014**

***RN / Relief Charge Nurse – Surgical Stepdown Unit***

**2008 - 2011**

## EDUCATION

**Master of Science Nursing: Leadership, 2019**  
Western Governor's University

**Bachelor of Science in Nursing, 2013**  
Edison State College

**Essentials of Critical Care Nursing Orientation, 2013**  
American Association of Critical Care Nurses

**Associates of Science in Nursing, 2008**  
Pasco Hernando Community College

## CERTIFICATIONS

**Nurse Executive Advanced (NEA-BC)**  
American Nurses Credentialing Center

**Certified Professional in Patient Safety (CPPS)**  
The Institute of Healthcare Improvement

**Progressive Care Certified Nurse (PCCN)**  
American Association of Critical Care Nurses

**Advanced Cardiac Life Support (ACLS)**  
American Heart Association

**Basic Cardiac Life Support (BLS)- INSTRUCTOR**  
American Heart Association

**NIH Stroke Scale**

## AWARDS AND RECOGNITIONS

North Port Leadership- Class of 2019 (2019)  
HCA Excellence in Nursing Award- Mentorship (2017)  
VRMC Nurse of the Quarter (Quarter 3 2013)  
VRMC Nurse of the Month (July 2013)  
VRMC Nurse of the Year (2009)  
VRMC Nurse of the Quarter (Quarter 3 2009)

## PRESENTATIONS

**“The Spiritual Care Vital Sign: Measuring What Matters”- Poster**  
SMHCS Interprofessional Research Conference- 2025

**“Professional Development as a Strategy for Staff Retention”- Panelist**  
Florida Hospital Association (FHA) and the CNO Leadership Council of the Florida Organization for Nurse Leaders (FONL)- 2024

**“Nurse Leader Rounding Positively Impacts the Patient Experience”- Poster**  
SMHCS Interprofessional Research Conference- 2023

**“Bridging the Gap between Patient Safety and Clinical Practice”- Speaker**  
Florida Society for Healthcare Risk Management and Patient Safety Annual Conference- 2020

**“Increasing Accountability, Awareness, and Transparency Results in Fall Prevention”- Poster**  
Florida Association for Healthcare Quality Annual Conference- 2019  
Institute of Healthcare Improvement Patient Safety Congress- 2019  
Florida Society for Healthcare Risk Management and Patient Safety Annual Conference- 2019

**“Accountability through Leader Rounding”- Poster**  
Florida Association for Healthcare Quality Annual Conference- 2019  
Florida Society for Healthcare Risk Management and Patient Safety Annual Conference- 2019

**“Successfully Obtaining Advanced Heart Failure Certification”- Speaker**  
Advanced Heart Failure Certification Symposium: American Heart Association- 2012

## PROFESSIONAL ORGANIZATIONS

American Association of Critical Care Nurses- Member

National Patient Safety Foundation- Member

Florida Organization for Nurse Executives- Member

- Social Media Committee

Suncoast Organization for Nursing Leaders- Member

- Scholarship Committee Chair