

TIFFANY SHEA ARNOLD
MSN, RN, PCCN, CPPS, NEA-BC
Phone: (941) 468-1210 Email: Tiffany-arnold@smh.com

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 in 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

2011 - 2013

Interim Director- January 2012- April 2012

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