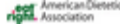




Donna Patrice Michael

MS, RD, LD



Director, Food & Nutrition Services
Clear Lake Regional Medical Center

500 Medical Center Blvd
Webster, TX 77598
United States

w: 281-338-3169
m: 713-805-4777

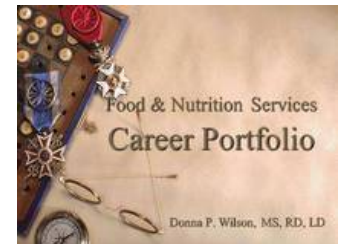
donnapatrice11@yahoo.com

Clear Lake RMC: <http://www.clearlakermc.com/index.html>

View my profile on **Linked in**

Career Portfolio

Career Summary &
Curriculum Vitae



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Summary

Managing a clinical nutrition and food service department requires a unique blend of expertise in strategic planning, process development, customer service and leadership, along with in-depth food service knowledge. I believe that my qualifications are an ideal match for this position, and I am confident I would make a valuable and immediate contribution to your operations.

The following are highlights of my qualifications:

- 1. A distinguished career directing the development of room service patient meal service which earned my facility the 'Best of the Best' Award 5 consecutive quarters for highest Press Ganey Inpatient Satisfaction Scores within our 10 system-wide hospitals*
- 2. Technical proficiency in Microsoft Office Suite, MICROS (retail) and Room Service software*
- 3. Comprehensive industry training providing a broad understanding of leadership principles, traditional and room service meal delivery, customer service/interpersonal skills, natural disaster hospital management, behavioral interviewing methods, etc.*
- 4. Exceptional leadership abilities with the demonstrated capacity to build, train, and mentor highly productive and motivated cross-functional teams.*

In addition, I offer outstanding organizational skills, which have proven to be a critical asset in developing, maintaining, and supporting a dynamic food service team and quality food service delivery. These qualities, combined with my dedication and strong work ethic, should enable me to make a positive impact at your organization.

If you are interested in discussing employment possibilities, please send a brief email to donnapatrice11@yahoo.com. I will follow up with you to answer any preliminary questions you may have. You can also reach me at 713-805-4777.

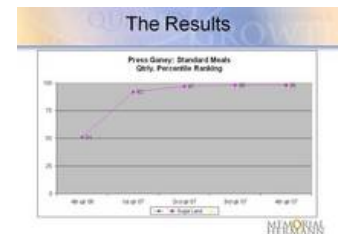
Thank you,
DMichael
Donna Michael

Resume

Includes:

- Job Target
- Capabilities
- Accomplishments
- Work Experience
- Education and Skills

'Best of the Best' Pt Satisfaction Survey Awards



Received 5 quarterly awards (4 consecutively) for *highest patient satisfaction survey scores in the MH Hospital System!*

Studer Group Training and Personal Contribution

Contributed to Studer Group 'Best Practice' List during training session (Las Vegas, ND, 2005).

Work History

Clear Lake Regional Medical Center

Webster, TX, United States

Mar 2010 - Present

Director, Food & Nutrition Services

Food Service Director of a 600-bed acute care hospital facility. Providing room service to patients, retail food service to staff and visitors and catering services for departmental and hospital functions.

Luby's Healthcare Culinary Services

Houston, TX, United States

Jun 2009 - Mar 2010

Associate Director, Food & Nutrition Services

Managing the Patient Food Service Division at St Joseph Medical Center, a 600-bed hospital facility located in downtown Houston.

BLB Consulting Inc.

Houston, TX, United States

Mar 2009 - Jun 2009

Consulting Dietitian

Provide nutrition wellness programs, clinical nutrition intervention and/or food service management support to various local and statewide healthcare and corporate accounts (acute care hospitals, nursing homes, renal clinics, long term acute care facilities, NASA, etc).

University Of Houston

Houston, TX, United States

Aug 2008 - May 2010

Adjunct Nutrition Instructor

Nutrition Course Taught

- 'Introduction to Nutrition' Online Course

Memorial Hermann Sugar Land Hospital

Sugar Land, TX, United States

Oct 2003 - Jan 2009

Director, Food & Nutrition Services

Press Ganey Inpatient Satisfaction Survey

Won 5 'Best of the Best' Quarterly Room Service Awards within the last 2 years. Participants included 8 other MH hospitals (4 Patient Room Service Accounts)
Average PG Score: 95th%tile

Food Service Department Employee Satisfaction Survey

Hospital System Goal: 4.25

10/06 - 4.51

10/07 - 4.39

10/08 - 4.36

Retail Customer Service Survey

2008 Retail Customer Satisfaction Results: 83% Overall Customer Satisfaction

2nd Highest in the MH System

Highest among MH Acute Hospitals

Retail Revenue Exceeded Budgeted Goals

FY'08 Exceeded Revenue Budget by 11%

FY'09 Exceeded Revenue Budget by 16% (as of 12/08)

Memorial Hermann Southwest Hospital

Excellence Award

Direct Care Giver 'Excellence Award' Recipient 2001-2002

Nomination written & submitted by Jamine Bond, CNSD, RD, LD, Memorial Hermann SW Hospital - April 2002

"Donna Michael-Wilson has demonstrated a "Partners in Caring Attitude" since she started to work here, approximately 3 years ago. Caring both for the staff and the Memorial Hermann Healthcare System has been observed so many times that it is hard to pin point specific times. It is an everyday thing for her! "Good Leaders and Managers are a key component in running a happy, quality institution, not only in keeping the institution in good working shape but keeping the employees in a motivated state of mind in the daily strive for excellence. She is that type of manager. "Since Donna became the Clinical Manager she has continuously encouraged her staff to improve themselves in areas that would be interesting to them and would add value to the institution. Ultimately, the employee feels more satisfied/ accomplished and the institution becomes more valuable. "Several of our staff members have benefited from this quality of hers. Several of them have attained their licensure in different nutrition areas increasing the value of our department. "Example: Two (2) employees have become licensed dietetic technicians, one (1) became a certified nutrition support expert, and another one (1) a certified diabetic educator. "Donna has put a Clinical Nutrition Department together that would be the envy of other hospitals - a smart and energetic group! Her hiring skills are excellent and very fair. Again, she keeps Memorial Hermann and her staff on her mind. She gets the staff involved in the hiring process,

Houston, United States

Nov 1998 - Oct 2003

Clinical Nutrition Manager

Performance Improvement Facilitated & Completed

1. Revised the MHSW Parenteral Nutrition Form (Benefit: Patient Care, Patient Safety & Cost Efficiency)
2. Facilitated completion of the Nutrition Screening/ Referral Process (Benefit: Patient Care & Cost Efficiency)
3. Initiated a Safe Tube Feeding Administration HACCP Program (Benefit: Patient Safety)

Clinical Preceptor

1. Texas Woman's University
2. University of Houston Dietetic Internships
3. San Jacinto Dietetic Technician Internship

MHSW Excellence Award 2002 Direct Caregiver Recipient

Nominated by clinical nutrition staff

Co-Chair MH Healthcare System Nutrition Committee

Bi-Monthly Meeting

Expanded the MHSW Outpatient Nutrition Clinic

from 1½ FTEs (1 full-time and 1 part-time Dietitian) in 1998 to currently 2½ FTEs (2 Dietitians and 1 part-time Office Assistant).

This initiative resulted in:

- Reduced appointment delays
- Reduced 'no shows'
- Increased revenue

Increased Patient and Physician Satisfaction

Georgia Baptist Hospital

Atlanta, GA, United States

May 1996 - Oct 1998

Clinical Nutrition Manager

Actively Participated in Joint Commission Surveys

Represent the department at JCAHO's 'Care of the Patient' Interview, provide answers to surveyor's food service and nutrition-related questions

Television Interview

Channel 57 'Atlanta Live' Interview on 'Nutritional Intervention and Morbid Obesity', Atlanta GA

P&T Committee Member

Active participant on Pharmacy & Therapeutic committee collaborating with MDs and PharmDs to initiate improved enteral and parenteral nutrition protocols, Nutrition Support Team patients' clinical pathways, etc.

Emory University

Atlanta, GA, United States

Sep 1991 - Apr 1996

Liver Transplant Dietitian

Wrote Nutrition Articles

for the American Liver Foundation quarterly Newsletter and periodically provided nutrition presentations to both the American and National Liver Foundation local chapters

Television Interviews

1. CNN Interview on 'Hypertension in Blacks' with Carolyn O'Neil, Atlanta, GA
2. Channel 5 Interview on 'Multivitamin-Mineral Supplementation and the Elderly' with Dianne Davis, Atlanta, GA.

Methodist Healthcare Hospitals

looking at the individual's skills as well as their personality in order to hire a well-rounded individual that will be an asset to the department and the system.

"She has immensely improved the communication among our department, among co-workers and with management, keeping an 'open door' policy and thorough regular staff meetings. "Donna's listening skills are superb, letting her staff vent and express themselves without making the staff feel threatened, which again improves communication and morale.

"She takes quick action with ideas that are brought up by staff, which makes the staff feel like they have some input regarding their jobs. Example: The staff wanted to start wearing scrubs, she looked into it, a fair vote was taken and we are now wearing comfortable clothing that make our days easier.

"An issue recently came up regarding the clinical staff salary ranges, and whether these were fair salary adjustments compared to the Houston market. Donna again exhibited excellent leadership skill, trying to keep the best interest of her staff and Memorial Hermann in mind. She listen to the issue, ask us to do some research and gave us the advice and direction we needed to address this issue with upper management in a way to get the best results. Again both management and her staff were served with the best results. Management saw the problem and corrections were made.

"Donna is also a very spiritual person and incorporates this into her everyday work environment very well. She shares spiritual thoughts in such a way that her staff benefits from them making their everyday activities seem more meaningful. Very often the days may become dull and you may lose perspective of what life and taking care of patients is all about. She brings us back to

Houston, TX, United States

Jun 1987 - Aug 1991

Clinical Dietitian

Nutrition Presentations

'I Can Cope' Cancer Survival Group

Collaborate with Oncology and Infectious Disease MDs

Member of Nutrition Support Team

Provide nutrition care to Cancer and AIDS Patients

earth, making us remember to take time to 'smell the flowers'. "The Clinical Nutrition Staff would like to say a special 'Thanks' to Donna! She is a true partner in caring and we feel she is an asset to the management team of Memorial Hermann Healthcare Systems."

Education

Texas Woman's University

Houston, TX, United States

Sep 1989 - Jun 1992

Masters of Science, Human Nutrition

'Cottonseed Oil vs. Soybean Oil in preventing/reducing malignant tumors in mice '
Professional Paper

Andrews University

Berrien Springs, MI, United States

Sep 1980 - Jun 1983

Bachelors in Science, Dietetics

Dietetic Coordinated Undergraduate Program

Extra Curriculum Activities:

- Aircraft Flying (elective course)
- Skiing
- Roller & Ice Skating
- Bowling
- Track & Field
- Chamber Choir Member

A Day in the Life of Pt Room Svc

MHSL Food & Nutrition 'Room Service'



Room Service menu being offered to a patient

Skills

Proficient in Microsoft Office Suite



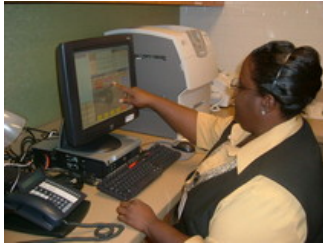
(Advanced)

10+ Years Experience, (Currently in use)

Microsoft Office PC Experience includes:

- Advanced Excel spreadsheets preparation with hyperlinks
- Power Point presentations with animation and video inserts
- Education handout formatting, editing, etc.

Room Service



Diet Clerk assisting patient with meal selection.

Patient Room Service-AYR Software




(Intermediate)

3-4 Years Experience, (Currently in use)

Sodexo's Room Service program used at Memorial Hermann Sugar Land Hospital

Room Service



Tray Assembler making sure patient tray items are accurate and well displayed.

Interpersonal Skills-Customer Service

(Advanced)

10+ Years Experience, (Currently in use)

Completed numerous seminars and webinars on being an effective communicator, mentor and leader. See Donna's Career Portfolio (top right).



Project Management (Expert)

10+ Years Experience, (Currently in use)

1. Performance Improvement Initiatives
2. Holiday Ginger Bread House Village
3. Operations Excellence Projects
4. Service Council (Review scores and provide action plan(s) as needed)
 - Press Ganey Inpatient Satisfaction Survey
 - Cafe Customer Satisfaction Survey



Strategic Planning (Advanced)

3-4 Years Experience, (Currently in use)

Financial Planning
Staffing Ratios and Productivity Monitoring



Clinical Management (Expert)

5-6 Years Experience, (Last Used 5-6 years ago)

Clinical Nutrition Manager

1. 2 years at Georgia Baptist Hospital - Atlanta GA
2. 3 years at Memorial Hermann SW Hospital - Houston, TX



TV Interviews & Presentation Skills

(Expert)

10+ Years Experience, (Currently in use)

3 Television Interviews:

1. CNN Interview on 'Hypertension in Blacks' with Carolyn O'Neil, Atlanta, GA
2. Channel 5 Interview on 'Multivitamin-Mineral Supplementation and the Elderly' with Dianne Davis, Atlanta, GA.
3. Channel 57 'Atlanta Live' Interview on 'Nutritional Intervention and Morbid Obesity', Atlanta GA

View 3 Sample PowerPoint presentations in right sidebar



Interests

- Sign Language
- Local church praise team member
- Community health lectures

Certifications

Registered Dietitian (American Dietetic Association)

Jun 2004 - May 2009

Licensed Dietitian (Texas State Board of Examiners of Dietetics)

Oct 2009 - Oct 2011

Room Service



Tray is delivered to patient's room within 45 minutes or less by the tray passer.

Room Service Plate Display



Popular breakfast selection



Gorgeous and tasty fresh fruit plate



Grilled Fish served with rice pilaf and broccoli florets

ServSafe/Food Service Manager's Certificate (Texas Department of Health) Mar 2011

CPR-Healthcare Provider (American Heart Association) 2009

Objective

- To ensure Food and Nutrition Services is providing the best quality food service and clinical nutrition care to all our customers
- To promote a healthy lifestyle by facilitating nutrition education and supporting other wellness programs
- To serve as a healthcare advocate by promoting our goals for 'clinical excellence & patient satisfaction' to the community at large

Personal Contribution Statement

To provide uncompromised, personalized service to all customers (internal & external).

PowerPoint Presentations

Nutrition & Cancer Awareness

Presented to Prairie View A&M University Student Association

Diabetes Self-Management & Nutrition

Presented to Houston-Area church group at Diabetes & Health Emphasis Program

MHSL New Employee Food Service Orientation

Presented to New Memorial Hermann Sugar Land Hospital Employees biweekly

References

Jamille Bond (Professional)

Corporate Director of Clinical Nutrition
Lubys
281-808-5339
jebond@lubs.com

Worked with Jamille at Memorial Hermann SW Hospital for 5 years and currently at St Joseph Medical Center/Luby's .

Rick Malone (Professional)

Senior Project Manager, Room Service
Sodexo/Memorial Hermann Healthcare System
832-326-1676
rick.malone@memorialhermann.org
Worked with Rick in starting 'At Your Request' Room Service program at MHSL Hospital. Rick awarded my department with 5 'Best of the Best' plaques for highest Pt Satisfaction Overall Meal Score systemwide.

Chelsey Garrett (Peer)

Food Service Director

Memorial Hermann SE Hospital
281-929-4187
chelsey.garrett@memorialhermann.org
Currently a peer, but have
worked with Chelsey when she
was a clinical dietitian under my
leadership.

This next-generation resume was created using VisualCV

