Tiffany M. Tolden, MSN, RN, CEN

# 4130 Southfield Ct.| Houston, Texas 77045 | 832 215 2464 | tmtolden@yahoo.com

# Healthcare Leader

# Clinical Associate Director | Emergency Room Nurse| Operations Administrator

**BUSINESS ASSETS**

**Staff Development, Education, & Mentoring**

**Process Improvement Mentoring & Coaching**

**Regulatory Compliance**

**Employee Engagement and Retention**

**Customer Satisfaction & Problem Resolution**

**Emergency Response Management**

**Operational Decision Making**

**Patient Flow and Staffing Coordination**

**Physician Problem Resolution**

**Operations Administration**

**Emergency Room Nursing Care**

# Healthcare Leader with strong professional communication, and analytical decision making skills. Exceptional interpersonal skills to execute strategies that dramatically elevate employee satisfaction, productivity and the patient experience. Proficient in leading, and managing patient flow, and in staffing allocation management. Commitment to the provision of exemplary customer service and well developed customer resolution skills. Proven ability to mentor, develop, and educate staff to accomplish professional and academic goals.

# LEADERSHIP HISTORY | ACCOMPLISHMENTS

**MD Anderson Cancer Center (MDACC)**

**Clinical Associate Director**

**September 2015-Present**

* Responsible for the delivery of evidenced based inpatient services in a complex oncology inpatient environment
* Sets strategic priorities and tactics to align with institutional and divisional initiatives
* Responsible for the outcomes of care processes on assigned units including clinical quality, financial acumen, productivity, efficiency, and interdisciplinary team work
* Provides direction, mentoring, and professional development for all staff
* Directs, delegates and oversees care delivery and work efforts to achieve and maintain excellence in nursing and patient care outcomes
* Leadership over the Nursing Resource Pool and Nursing Resource Center (108 FTE)

**Memorial Hermann Southeast Hospital (MHSE)**

**Lead Operations Administrator**

**2010- 2015**

* Operations Management and Emergency Response for a 276 bed level 3 trauma hospital
* Professional development of front line leaders, bed czars, patient flow coordinators, admission suite
* Ensures safe care to patients, adhering to policies, procedures, and standards, within budgetary specifications, including time management, supply management, productivity, and accuracy of practice
* Interfaces with medical staff to promote adherence to bylaws, policy and procedure, as well as creating solutions and follow-up to physician's special requests and concerns
* Collaborates with and acts in the absence of leadership to support the operations of the facility
* Initiates conflict resolution among hospital personnel, physicians, patients and/or visitors
* Assumes responsibility as the hospital representative in dealing with patient transfers, the media and acquisition of equipment
* Ensures safe care to patients, adhering to policies, procedures, and standards, within budgetary specifications, including time management, supply management, productivity, and accuracy of practice.
* Identifies and coordinates potential legal or medical risk for the organization in close partnership with risk management and legal

**Memorial Hermann Southeast Hospital**

**Float Pool Manager**

**2008- 2015**

* Management of inpatient supplemental nursing resource pool (30 Employees)
* Professional development for service and provision of care
* Coordination of inpatient unit orientation
* Management of external agency contracts
* Management of staffing office operations and staffing coordinators
* Directs and implements staffing procedures, patient classification, and supplemental staffing of nursing services

**Memorial Hermann Southeast Hospital**

**Clinical Manager II- Diagnostic Observation Unit**

**2008-2010**

* Leadership over inpatient diagnostic observation unit (15 beds, 23.7 FTE)
* Development of front line leaders, clinical coordinators and supervisors
* Development of a positive workplace culture, service orientated workforce
* Increase in HCAHPS domain questions and implementation of service and safety champions
* Active and engaged shared governance model on unit which includes poster presentations
* Budgetary planning for operating budget, capital requests and monthly productivity management
* Creation of staffing grids and business trend analysis, executive level action planning and presentations
* Creation and implementation of numerous process and performance improvement initiatives

**Memorial Hermann Southeast Hospital**

**Emergency Room Nursing Supervisor**

**2007-2008**

* Charge nurse for level 3 trauma center, 42 bed emergency room
* Management of life flight coordination and outbound transfers
* Payroll and staffing allocation
* Coaching and staff development
* Service Recovery
* Performance improvement for ED thorough-put: changed patient flow process through ED
* Member of unit based shared governance council

**Houston Methodist: Emergency Room**

**Emergency Room Nurse**

**2004-2007**

* Care of the emergency room patient at varying levels of acuity
* Critical care patient care including but not limited to: administration of TPA, RSI, mechanical ventilation, pacing, conscious sedation, assisting with reductions, titrating of cardiac drips, arterial blood gases
* Charge nurse, triage nurse and preceptor
* Member of unit based shared governance council

**Houston Methodist: Surgical Intensive Care Unit**

**Intensive Care Nurse**

**2002-2004**

* Primary care, assessment and monitoring of patients who have undergone surgical procedures, and transplant
* Initiation, monitoring and care of patients undergoing CVVHD
* Use of unit based protocol for weaning and management of electrolytes, vasoactive ,inotropes, insulin, and heparin drips
* Care of chest tubes, care and removal of JP Drains
* Arterial blood draws, monitoring of arterial and central venous pressure
* Maintenance, use and discontinuation of Inter jugular access devices/PICC lines
* Monitoring, assessment, care of external pacing, telemetry and 12 lead ECG’s

# EDUCATION | CERTIFICATION | PROFESSIONAL AFFILIATION

**Western Governors University**

**Master of Science in Nursing, Leadership**

2014-2016

**Prairie View A & M University**

**Bachelors of Science Degree in Nursing**

1997-2002

**Board of Certification for Emergency Nursing**

**Certified Emergency Nurse**

*(Exp. 4/8/2019)*

**American Heart Association**

**CPR**

*(Exp. 9/9/2018)*