TAWANDA AUSTIN

EDUCATION

1987-1992	University of West Georgia Bachelor of Arts, Biology	Carrollton, GA	
1997-1999	Kennesaw State University Bachelor of Science, Nursing	Kennesaw, GA	
2001-2003	Emory University Master of Science, Nursing	Atlanta, GA	

PROFESSIONAL EXPERIENCE

June 2015-Present Emory University Hospital Midtown Atlanta, GA
Chief Nursing Officer and Vice President, Patient Care Services

- Provides leadership and guidance in the development and implementation of patient care
- Ensures safe, effective, efficient, and compassionate care is delivered to all patients
- Participates in setting and achieving operational and financial goals for the facility
- ♦ Implements a performance improvement program, including planning, setting priorities, conducting systematic performance assessments, implementing improvements based on such assessments, and maintaining achieved improvements for Patient Care Services
- Assures nursing services meet standards and requirements of TJC and all other applicable regulatory agencies
- Assists in building an organizational culture that provides a safe and healing environment for patients and clinical nurses
- Provides leadership and direction in the development of strategies to promote the recruitment, retention and recognition of clinical staff nurses
- ♦ Emory Healthcare Workplace Violence Prevention Co-Chair

May 2013 – May 2015 Southern Regional Medical Center Riverdale, GA

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Sept. 2008 – May 2013 Emory Healthcare Atlanta, GA
Nursing Specialty Director, Surgical Services

- Developed and implemented strategic goals and objectives to maintain high quality patient care
- Implemented effective and ongoing programs to monitor, evaluate and improve the quality of patient care services
- Provided leadership and mentoring to nursing leaders and staff of the surgical division
- Assisted with recruitment and retention efforts of nursing staff
- Assisted with policy and procedure development and approval
- Participated in development of nursing budget and actively monitored adherence
- ♦ Chaired the Emory University Hospital (EUH) Nursing Practice Council (2012)
- ♦ Chaired the EUH Patient Satisfaction Committee (2012-2013)

Jan. 2004 – Sept. 2008 Emory Healthcare Atlanta, GA *Unit Director, General Surgery, Surgical Oncology and ENT*

- Communicated plans and decisions for department staff and provided a communication linkage between staff and division leadership ensuring the flow of accurate and timely information
- Actively participated in ongoing or ad hoc committees and task forces to identify and resolve staff and patient care issues
- Ensured the competence of department staff related to policies and regulations pertaining to nursing services; managed the provision of care, and monitored staff compliance with organizational and regulatory agency requirements
- Formulated departmental goals and objectives which were reflective of the philosophy of nursing; interpreted goals, identified measurable objectives and monitored progress toward the achievement of specified goals
- Developed, implemented, and coordinated continuous quality/performance improvement which enhanced clinical practice and the development of staff so that value added services were provided
- Directed the allocation of resources within the department through planning, the budgeting process, analysis of statistical reports and other pertinent information to ensure cost effective, efficient, productive and competitive operations while maintaining the delivery of high value care to patients
- Ensured the staffing needs of the department are met by projecting needs, interviewing and hiring employees to fill vacant positions, and resolving staffing issues to ensure that the department's workload was handled effectively

Aug. 1999 – Dec. 2003 Emory Healthcare Registered Nurse I - II

Atlanta, GA

- Provided comprehensive nursing care to adult clients on a 24 bed Surgical Unit that included GI Surgical Oncology, ENT, Ophthalmology, and Plastic Surgery related illnesses
- Functioned as charge nurse (made patient assignments, resolved conflict appropriately, and addressed and resolved patient/family needs and concerns)

- Precepted and participated in the orientation and ongoing training of new staff members and students
- Facilitated interdisciplinary collaboration to enhance patient outcomes
- Participated in continuous unit-based quality improvement initiatives

May 1993 – Jun. 1999 Kennestone Hospital Laboratory Assistant Kennesaw, GA

- Processed and prepared laboratory specimens to be analyzed
- Responded to telephone inquiries from medical staff concerning status of patient testing
- ♦ Assisted Medical Technologist with supply inventory

PROFESSIONAL ORGANIZATIONS AND AFFILIATIONS

Association of Nurse Executives Georgia Organization of Nurse Leaders Woodruff Leadership Academy Fellow The Clifton School Board Member Alpha Kappa Alpha Sorority, Inc.

CERTIFICATIONS

Nurse Executive Certification

REFERENCES

Available upon request