

Sarah Siggins

RN, BSN, MSN/Ed, NEA-BC

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PROFILE SUMMARY

Compassionate, solutions-focused medical administrator with exceptional planning, prioritization and goal-setting abilities to achieve the best patient outcome, accompanied by practical experience in providing patient-driven care and services. professional and articulate, skilled in interacting with physicians, nurses and other healthcare professionals. Proven track record of bringing forth the necessary skills and work ethic to support productivity and efficiency in a busy healthcare environment. Adept in effectively managing day-to-day operations to ensure positive staff morale and patient satisfaction.

AREA OF EXPERTISE

- Office Administration
- Human Resource Management
- Healthcare Finance & Budgeting
- Patient Care
- Relationship Building
- Quality Assurance
- HIPAA
- Electronic Health Records
- Staff Monitoring
- Strategic Planning
- Data Collection & Analysis
- Communication Skills
- Management Skills
- Leadership Skills
- Nursing Skills

EXECUTIVE LEADERSHIP HISTORY & ACCOMPLISHMENTS

POINCIANNA MEDICAL CENTER, HCA NORTH DIVISION, KISSIMMEE, FL

Director Med Surg/Ortho

2019 - 2021

- Successfully managed a 34 bed Med Surg and 12 bed Ortho unit daily. Achieved Top Ten Percent Patient Satisfaction last 2 Quarters.
- Developed a robust cross-functional team by hiring in right personnel for the Med Surg/Ortho unit. Hired and developed a PICC/Wound Care Team and a strong Ortho team with Ortho Surgeons, RN's, PT OT and Case Management
- Worked within fiscal budgets 2019-2021 and reduced OT to target under 5%. Reviewed regulatory documents and approve utilization of internal expectedness lists.
- Consistently met with the staff to discuss problem areas to create workplace solutions resulting in a higher quality of work-life and subsequent increased levels of patient care and satisfaction.

ORLANDO HEALTH, INC.

A \$2.5B integrated non-profit healthcare system operating eight hospitals with a combined 2295 beds, 15,000 employees, a medical staff comprised of 2500 physicians, a 450+ employed multi-specialty group, and an Accountable Care Organization.

Patient Care Administrator- Dr. P. Phillips Hospital, Orlando, FL

2014 - 2019

- Provided support for 56 bed Emergency Department (136 FTE's) with over 90,000 visits from 2018 till date. Provided support for 11 bed Rapid assessment unit, redesigned and relocated (2018). Successfully led the Flu Vaccination clinics between 2014 and 2019.
- Provided support for a Healogics Out Patient Wound Center (6 FTE's). Supported and provided leadership to the Patient Care Coordinators & Bed Coordinators (FTE 16.1).
- Provided support for Respiratory Care Department (36.30 FTE's) as well as a 34 bed Med – Surg Observation unit (79 FTE's). Developed effective safety performance standards and action plans to identify corrective actions of safety hazards.
- Project managed a \$24 million 24 bed Free Standing Emergency Department in Kissimmee Florida (2018), Arnold Palmer Branded Pediatric 7 bed Emergency Department at Dr. Phillips Hospital (2018), and a \$1.5 million 11 bed Rapid Assessment extension to the emergency department (2017).
- Built and maintained rapport with contracted and non-contracted vendors to negotiate pricing based on state fees and contractual agreements.

**Nursing Operations Manager- Dr. P. Philips Hospital, Orlando, FL
2014**

2008-

- Managed a 48 bed Surgical Unit and In-patient Wound Care Management Team and Inpatient and Outpatient Endoscopy Services daily.
- Responsible for 89 FTE's and established strong leadership team with zero turnover in 3 years. Achieved Top Ten Percent Press Ganey Patient Satisfaction in year 2013.
- Recruited 74% Baccalaureate Prepared Nurses and 66% Board Certified Nurses. Worked within financial fiscal budgets and reduced Overtime by 1.6 % within operational budget.
- Established multi professional Quality Triad Council to review unit quality based process improvements. Received the Leadership Award Supporting Ancillary Excellence in 2011.
- Collaborated with physicians and ancillary staff to ensure multidisciplinary, efficient, high quality patient care was delivered. Improved patient satisfaction scores through staff development and care team improvements.

Assistant Nurse Manager- Dr. P. Phillips Hospital, Orlando, FL

2006- 2008

- Effectively managed Direct Reports for night shift. Worked closely with the bed coordinator and Patient Care Coordinators to admit and discharge patients to manage throughput.
- Managed the coaching plans and staff counseling incorporating hospital policies, Joint Commission, ACHA and regulating bodies. Awarded Nursing Excellence in Leadership 2009.
- Assisted in the smooth transition of all staff on the Medical Surgical unit to other available positions in hospital. Initiated process to improve staffing effectiveness and served in leadership role to build strong relationships with individuals and system leaders.
- Insured effective beds utilization; determined staffing needs based on acuity levels, census and resources.

EARLIER WORK EXPERIENCE

Registered Charge Nurse | Dr. P. Phillips Hospital, Orlando, FL

2004-2006

Registered Nurse | Health Central Hospital, Ocoee, FL

2002-2004

RN, BSN | INTERNATIONAL

1982-2001

- Isle of Wight Area Health Authority, Newport I.O.W England
- Princess Royal Hospital, Haywards Heath, Sussex, England
- Frimley Park Hospital, Camberley, Surrey, England
- Isle of Wight Private Hospital, Newport I.O.W, England
- Khamis Mushayt Military Hospital, Saudi Arabia
- Ryde Hospital Medical, Ryde I.O.W, England

ACCOMPLISHMENTS

- AONE Executive Level Skills in Healthcare Finance (2018).
- Executive Champion DPH Throughput Goals Team. Achieved a 30% improvement on the actual median ED Arrival to Departure for ED admitted patients (2018).
- Executive Champion for the Implementation of Teletracking at DPH (2018).
- Hired EMS Liaison to improve relationships and increase EMS volumes within Orange and Osceola County (2018).
- Executive Champion for DPH Workforce Council (2017/18).
- Chair DPH Emergency Preparedness Council, DPH Incident Commander (2018).
- Executive Champion DPH Stroke Council awarded the GWTG Gold Plus Award (2018).
- Facilitated DPH Emergency Department medication administration KBMA using medication barcode scanning on patient's wristband at the bedside (2017).
- Facilitated Emergency Department Stroke PI Door to tPA time 29 mins (2016).
- Developing one service line for Dph In Patient and Out Patient wound services (2016).
- Presented Poster Presentation at the Quality Retreat: IV Acetaminophen documentation challenges in the OR (2015).

- Presented a Poster Presentation at Nursing Excellence Awards: There is no “I” in Team: A multidisciplinary team effort to increase mobility while decreasing risk for falls (2014).
- Med Surg Nursing Representative for the Value Creation team for nursing looking at process improvements to promote greater efficiency and best practices to meet current healthcare financial changes (2013).
- 4th Floor Piloted the knowledge based medication administration *KBMA* using medication barcode scanning on patient’s wristband at the bedside (2013).
- Part of the redesign team to streamline the nursing flow sheets in *Allscripts Sunrise XA*
- EMR electronic medical records (2013).
- Established a Surgical PCU Unit to meet the needs of our surgical population with a set admission criterion: ASA Scores of 1-4 (with one co morbidity that is poorly controlled post operatively) (2013).
- Chair of the Nursing Operations Council (2013).
- Press Ganey Top Ten percent patient satisfaction Year (2013).
- Press Ganey Top Ten percent patient satisfaction 3 Quarters (2012).
- Nurse Manager Representation for the redesign of the role of the clinical nurse unit educator (2012).
- Awarded The Excellence in Nursing Leadership Collaboration (2011).
- Initiated Change Moved 34 bedded surgical unit to a new 48-bedded unit (2011).
- Supported Implementation and Teaching Charge Nurse Workshop (2011).
- Supported Education and Implementation of bedside reporting (2011).
- Received *The Leadership Award Nursing Excellence Leadership Award* (2009).
- “Super user” participated in the “Go Live” Implementing *Allscripts Sunrise XA 5.0* electronic medical record EMR at Orlando Regional Healthcare campus and Lucerne Hospital (2004).
- Published Article in the Nursing Times, United Kingdom (2001).
- Leadership Gold Award: Implemented Epidural Pain Relief for Surgical patients, Whippingham Ward, United Kingdom (2000)

EDUCATION | PROFESSIONAL AFFILIATIONS

Masters of Nursing/Education 2012

University of Phoenix

Bachelors of Science in Nursing 2001

University of Southampton
United Kingdom

Nursing Diploma 1984

Marie Curie Center,
London, W1.

Registered General Nurse 1982

Portsmouth, United Kingdom

American Nurses Credentialing Center 2017

Nurse Executive Certified -Advanced

American Organization of Nurse Executives 2019