

Contact

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(LinkedIn)

dignityhealth.org (Company)

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Top Skills

MSN Health Systems/Leadership

MBA

Healthcare Management

Richard Ferraro MSN MBA

Director Of Nursing

Spokane, Washington

Summary

Patient-focused Director of Emergency Department eager to contribute 18+ years of ED, ICU, Critical Care Patient care, Management, Program Development / Administration, Process Improvement, and Team Building experience, toward supporting an organization in delivering superior healthcare in an ever more difficult financial environment.

- Leadership: Strategically plan, prioritize, and coordinate individual / team workflow to maximize productivity, efficiency, and quality. Proven leader in improving patient satisfaction, improving work environments while meeting financial targets
- Critical Thinking: Adept at resolving key facility challenges on time and within budget while defining multiple strategic initiatives.
- Communication: Liaise between stakeholders, healthcare providers, and patients as a strong advocate for high-acuity services.
- Publication: "Successes and Lessons Learned Implementing the Sepsis Bundle"—Journal for Healthcare Quality (July 2008).
- Certifications: ACLS, PALS, TNCC and BLS

Experience

PeaceHealth

Director Of Nursing

February 2019 - Present (1 year 6 months)

Washington

37 Bed Emergency Department, 18 Bed ICU, Level 3 Trauma Program, Float Pool, Telesitters, PICC Team

Multicare Valley Hospital

3 years

Director Emergency Department

February 2016 - January 2019 (3 years)

Spokane, Washington Area

Supervise a Level 3 Trauma Center with 43,500 visits a year with 60+ employees

Director Of Emergency Services

February 2016 - January 2019 (3 years)

Dignity Health

Director of Emergency

June 2015 - November 2015 (6 months)

Las Vegas

Supervised a level 3 trauma center with 60,000 visits a year, with 100+ employees

Kaiser Permanente

Director of Emergency Department

January 2013 - May 2015 (2 years 5 months)

Redwood City

Mercy Hospital

Director of Emergency Services / ANS

June 2011 - January 2013 (1 year 8 months)

Leadership of Emergency Department with process improvements that resulted in cultural change throughout the facility with increased productivity and enhanced financial performance.

Process improvements to reduce admittance and discharge times to enhance customer service and improve efficiencies and counteract annual volume increases of 15%.

Oversight and implementation of other quality initiatives including Door to Vital Sign, ESI Assignment, Door to Provider, Handling of OB Patients within the ED, Pain Management Initiative and improved Process for Handling of Psychiatric Patients.

Incorporated Administrative Nursing Supervisors in the hourly management of through put and empowered them to make decisions to decrease wait times and other patient centered decisions.

Mercy San Juan Medical Center

Trauma Program Manager

November 2008 - June 2011 (2 years 8 months)

Management and direction for Level II Trauma components to ensure compliance with American College of Surgeon and other regulatory standards and requirements with collaboration among key stakeholders at county, state and national levels.

Comprehensive role in integration of programs, education and performance improvements, along with budgeting constraints to ensure healthcare processes and workflow was smoothly orchestrated.

Mercy San Juan Medical Center

7 years 1 month

Manager - Medical Surgical ICU / Trauma ICU

June 2006 - June 2008 (2 years 1 month)

Management of multiple ICU units with 19 beds including planning, coordination and prioritization of workflow and supervision of 56 high performance FTEs.

Manager - Medical Surgical ICU 2006 to 2008

Responsible for management of high volume and turnover of 11 bed medical ICU and supervision of 33.9 FTEs including facilitation of physician orders, interpretation of tests and monitor of patient status, record maintenance and education to patient and family as needed.

Training of ED, MD and floor personnel on sepsis criteria and order sets including leadership of a CHW Sepsis Clinical Innovation Project and creation of a proactive committee to implement the CI endeavors.

Trauma ICU RN

June 2001 - June 2006 (5 years 1 month)

Regular / Per Diem Staff 2001 to 2006

Provided support at an 8 bed ICU including resolution of patho-physiological, social, social-economic and ethical issues in neurological, respiratory, orthopedic, blunt force and penetrating injuries.

Sutter Amador Hospital

Medical Surgical ICU/ED

March 2003 - June 2004 (1 year 4 months)

Emergency staff member in a 6-bed ICU and 10-bed ED providing assessment, identification and implementation of interventions; assisting and relating data to physicians.

Plumber and Plumbing

Multiple

January 1987 - January 2001 (14 years 1 month)

United States Air Force

Weapons Systems Specialist Load Crew Chief

April 1981 - April 1987 (6 years 1 month)

Certifications: ACLS, PALS, BLS and TNCC Instructor

Education

Grand Canyon University

M.S.N; M.B.A, Hospital Systems; Leadership; Emphasis on
Leadership · (2009 - 2012)

AdventHealth University

Bachelor of Science (BS), Registered Nursing/Registered
Nurse · (2005 - 2008)

American River College

Associate's Degree, Nursing · (1999 - 2001)

Sierra College

Associate of Arts and Sciences - AAS, Pre-Nursing Studies · (1997 - 1999)