

## Contact

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(LinkedIn)

## Top Skills

Nursing  
Critical Care  
ACLS

## Languages

English

## Certifications

Certified Emergency Nurse  
Nurse Executive

## Honors-Awards

Blue Ribbon Award: Teamwork  
Doris Yingling Outstanding  
Leadership Award  
Class Co-President  
North Carolina Great 100 Nurse  
winner

## Publications

The Art of Professional Development  
Poster

# Tammi Hicks, DNP, RN, CEN, NE-BC

Clinical Operations Director, Nursing Quality & Magnet at Duke  
Raleigh Hospital  
Zebulon, North Carolina

## Summary

I am a transformational servant leader who is passionate about making a difference and committed to growing others.

## Experience

Duke Raleigh Hospital  
Clinical Operations Director, Nursing Quality & Magnet  
November 2019 - Present (9 months)

American Nurse Credentialing Center  
Appraiser  
April 2010 - Present (10 years 4 months)

As a supplemental employee with the ANCC, I review organizations application documents for ANCC achievement/recognition programs. I serve in the role as team leader, coordinating the team during the review process and summary reports.

Duke University Health System  
Administrative Director  
September 2017 - November 2019 (2 years 3 months)  
Raleigh-Durham, North Carolina Area

Professional Development

Duke Raleigh Hospital  
5 years 11 months

Assistant Director Staff Education and Professional Development,  
Magnet Program Director  
June 2013 - August 2017 (4 years 3 months)

In this role, I serve as the leader for 7.0 FTE in the Education and Wound Ostomy Departments including budgetary responsibilities and day to day operations. I oversee all educational initiatives to address the needs of the

organization and the patients we serve. I serve as the Duke Raleigh planner for Joint Accreditation continuing education accreditation programs. I serve as the Nurse Residency Program Coordinator and Bedside Leadership Coordinator for Duke Raleigh which encompasses Charge Nurse, Preceptor, Basics of Communication, Outcomes for Clinician III & IV. I serve on task forces at the DUHS level for redesign and curriculum development. I serve as the administrative liaison of the Duke Raleigh Education Practice Council and publish a monthly newsletter for staff. I also serve on the DUHS Education Practice Council as the Duke Raleigh representative. I coordinate hospital wide inservices and serve as a resource for our learning management systems LMS, SWANK, and OESO. I serve as a BLS, ACLS, PALS training center faculty. Responsibilities also include annual competency development and continuing education for RNs and NA's. As the Magnet Program Director I serve as a resource to the organization on the Magnet standards and run the Magnet Champions council. I am responsible for gathering and sharing our outcomes data and tracking and writing our Magnet Stories.

#### Clinical Nurse Educator

February 2013 - June 2013 (5 months)

In this role I serve as the nurse planner for ANCC and IACET continuing education accreditation programs for Duke Raleigh. I have redesigned and serve as the coordinator for our new graduate nurse residency program and coordinate our current GEMS program. I serve as the Bedside Leadership Coordinator for Duke Raleigh which encompasses Charge Nurse, Preceptor, Basics of Communication, Outcomes for Clinician III & IV, as well as serving on task forces at the DUHS level for redesign and curriculum development. I serve as the chair of the Duke Raleigh Education Practice Council. I also serve on the DUHS Education Practice Council as the Duke Raleigh representative. I coordinate hospital wide inservices and serve as a resource for our learning management systems LMS, SWANK, and OESO. I serve as a BLS, ACLS, PALS and FCCS instructor. Responsibilities also include annual competency development and continuing education for RNs and NA's.

#### Clinical Nurse Specialist/Educator

October 2011 - February 2013 (1 year 5 months)

In the role of Clinical Nurse Specialist for the Critical Care division, I was responsible for the Intensive Care Unit, Progressive Care Unit, Neuroscience Care Unit, and Central Monitoring Unit. In this role I developed and implement educational programs including new hire onboarding, competency development, preceptor mentoring and guidance, annual competency requirements and continuing education initiatives. I serve as a BLS, ACLS,

PALS and FCCS instructor. I have also developed curriculum and serve as the course coordinator for the Critical Care Core Course. I serve as the chair of the interdisciplinary VAP committee, which had a fifty percent reduction in VAP in less than one year.

#### Johnston Willis Hospital

##### Nurse Educator

July 2010 - October 2011 (1 year 4 months)

In this role I served as the part time Emergency Department Educator and part time Special Projects for Organizational Development. As the Emergency Department Educator, I developed and implemented educational programs for Emergency Department staff including new hire onboarding and competency development; preceptor mentoring and guidance; annual competency (stroke education, trauma education, triage trainer, disaster management education, chest pain education) and continuing education initiatives. I also served as the administrator for Healthstream, the learning management system and The Sullivan Group learning management system. As part of the ED leadership team, I helped with the development, implementation and monitoring of new initiatives and compliance with regulatory requirements and disease specific accreditation.

In the role of Special Projects for Organizational Development, I developed curriculum for and taught in educational programs such as orientation, charge nurse workshop, preceptor training, critical care nurse internship program, Magnet education, clinical nurse expert training, pathways in nursing and our nurse residency program.

#### Bon Secours St Francis Med Ctr

##### Magnet Coordinator

October 2008 - July 2010 (1 year 10 months)

As the Magnet Coordinator, I coordinated the integration of the guidelines for designation including the five sources of evidence into the professional practice of nursing at St. Francis Medical Center. As part of our Magnet Journey, I helped implement a professional practice model, care delivery system, shared governance structure, professional development programs and managed the nursing sensitive indicators (NDNQI) as part of the Magnet Journey. I also held the role of Review Board Chair for our career advancement program, served as the webmaster for the organization's intranet website, was the coordinator for the DAISY Award for Extraordinary Nurses and the Spirit of St. Francis Award for the organization. I also served on the

Nursing Excellence Institute (council representing the four local hospitals in our system) Nurse's Week Conference Planning Committee. I also served as the organizations Site Coordinator for NDNQI both the nursing sensitive indicators and the nursing survey. I also planned all activities and gifts for Nurse's Week and Certified Nurse's Day annually. I served as a chair of the Nursing Excellence Clinical Transformation Team that included nine sub-teams. I supervised three part-time employees that reported directly to me. Responsible for annually budget for Magnet initiatives including shared governance time for nurses, conference attendance, career advancement program, professional certification and employee recognition activities.

### Kaleida Health

#### Clinical Nurse Educator

July 2007 - September 2008 (1 year 3 months)

In this role, I developed curriculum and taught system wide educational courses for preceptor and internship training, critical care courses, neurologic center of excellence courses and a 52-week emergency room new graduate nurse residency program. I also developed curriculum for centralized orientation, generational differences in the workplace, the integration of an electronic health record and educational classes related to accrediting agencies and regulations.

### Kaleida Health, Millard Fillmore Gates

#### Charge Nurse, Preceptor, Staff Nurse

May 2006 - July 2007 (1 year 3 months)

#### Emergency Department

In this role I functioned as a charge nurse, preceptor, and staff nurse for a 30 bed emergency department that is a Joint Commission Accredited Neurologic & Cardiovascular Center of Excellence. I coordinated the staff to facilitate patient care and flow. I worked with other departments to facilitate testing and admission. I also served as a primary preceptor for both new employees and nursing students. I worked on a number of task forces and committees to streamline processes and improve patient care.

### Catholic Health System, St. Francis of Buffalo

#### Inservice, Infection Control & Employee Health Coordinator

June 2005 - May 2006 (1 year)

In this role I developed and provided inservices to all staff of a sub-acute rehab facility. I collected and reported data to New York State on all required infection control matrixes. I also provided employee health services for the

facility such as annual health assessments and screenings, vaccinations, and occupational injuries. I also developed and implemented the facilities flu plan for both residents and staff.

### Johnston Willis Hospital

4 years 7 months

Clinician I, charge nurse, preceptor & staff nurse

May 2001 - December 2004 (3 years 8 months)

Emergency Department

I started my career in a 20 bed emergency department as a new graduate nurse and with gained experience became a preceptor for new hires, nursing students and paramedic students. I also took on the role of charge nurse coordinating staff to care for patients and the flow in the emergency department. I worked on task forces and committees and also did assignments for our unit. I earned the achievement of Clinician I and was in the process of Clinician II when my husband was transferred to New York.

### Department Tech & Department Assistant

June 2000 - May 2001 (1 year)

Emergency Department

As a tech and department assistant I performed tasks delegated to me by the nursing staff that I was competent to perform. I transported emergency room patients to areas for testing or for admission. I performed EKGs, blood draws, entered orders, called providers and arranged for tests, procedures, and boarding.

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## Education

### Gardner-Webb University

Doctorate of Nursing Practice, Education Leadership · (2015 - 2017)

### Old Dominion University

Master of Science in Nursing, Nursing Education · (2004 - 2006)

### Virginia Commonwealth University

Bachelor's of Science, Registered Nursing/Registered Nurse · (1997 - 2001)