*Currently serving as the Clinical Operations Manager in the Office of Patient Experience at Cedar City Hospital. An experienced supervisor with over 20 years of leadership experience that was gained while serving as a Medical Service Officer in the United States Army and as a leader in Intermountain Healthcare.*

**Summary of Qualifications & Leadership Experience:**

***Intermountain Healthcare***

**Clinical Operations Manager-Office of Patient Experience March 2018 to present**

* Leads a team that is directly responsible for 7 functional areas within Cedar City Hospital including quality, risk, experience of care, patient safety, clinical regulation, infection prevention, and patient advocacy. Serves on the Executive Council for Cedar City Hospital. Duties in that position include serving as the senior decision maker during non-working hours or “administrator on-call”, in addition to sitting on multiple boards and councils.

**Quality and Patient Safety Manager July 2016 to March 2018**

* Lead a three-member team, including the Infection Prevention and Quality department, also served on the Executive Council for Cedar City Hospital. Served as the “administrator on-call” on a recurring schedule. Worked directly with the facility administrator on performance-improvement projects that utilized AMP/Tracer, Step Back Reviews, and department huddles; greatly improved evidence-based practices, culture of safety, and regulatory compliance throughout the hospital.

***US Army*  April 1997 to present**

***(Reserve)*** **January 2015 to present Reserve Officer Training Corps (ROTC) Instructor January 2020 to present**

* Currently serving as an Adjunct Professor of Military Science at Southern Utah University. Responsibilities include classroom instruction, laboratory instruction, and leadership/mentorship during Field Training Exercises (FTS’s).

**Action Officer/ Operations Officer January 2015 to January 2020**

* As the Senior Aero-Medical Evacuation Officer; provides subject matter expertise, leadership, and problem-solving for an organization with over 11,000 employees. Serves as a senior member of an operational planning team responsible for planning and implementation of four combat hospitals. Worked as an evaluator and mentor in an international medical emergency drill that included hundreds of participants from 12 countries. 807th Medical Command, Ft. Douglas, Utah.

***(Active Duty)* May 2007 to December 2015 Operations Officer / Executive Officer (X.O.) April 2014 to December 2015**

* Responsibilities included managing daily operations for a 15-ship HH-60M Blackhawk Helicopter Aero-Medical Evacuation company. Lead and managed 120 personnel, and over $350,000,000 in equipment. Ensured safety and regulatory compliance with all FAA, OSHA, and Army requirements. Provided purpose, motivation, and direction to all members of the team, while developing strong culture of rewarding hard work and encouraging healthy input. C CO 7-101st, 101st Airborne Division (DUSTOFF).

**Battle Captain / Assistant Battalion Operations Officer (A.S-3) September 2013 to April 2014**

* Managed daily operations of 20 aircraft, flying 10 different mission sets in combat including medical evacuations. Responsibilities included managing an extremely complex and dynamic set of resources, including current and future operations of the Battalion’s flight budget. Responsible for tracking, reporting and implementing quality improvement policies related to medical statistics and trends. Awarded a top-secret security clearance. HHC 7-101, 101st Airborne Division.

**Platoon Leader/Section Leader June 2007 to March 2013**

* Lead a Forward Support Medevac Team (F.S.M.T.) consisting of 37 soldiers and seven HH-60M Blackhawk helicopters in combat, while conducting air evacuation of the wounded and sick from the battlefield. Managed approximately $60,000,000 in equipment. C CO 3-82, 82nd Airborne Division (DUSTOFF).

***Utah Army National Guard***

**Combat Medic April 1997 to May 2007**

* Responsible for health and welfare of an artillery battery consisting of approximately 80 soldiers. HHB 2/222 FA Utah Army National Guard.

**Summary of Education:**

**Western Governors University Expected December 2022**

* Master of Business Administration, emphasis in Healthcare Management

**Southern Utah University Graduated 2007**

* Bachelor of Science in Criminal Justice
* Military Science minor

**Intermountain Healthcare**

* Intermountain Healthcare Continuous Improvement Certification
* Developed communication skills through Empowering Conversations program that included strengthening the ability to lead with intention, building motivation in conversations, breakthrough conversations, maximizing potential, scaling leadership time, and building skills through practice.
* Leading One Intermountain: Built my skill set in the 5 Intermountain leadership behaviors (Trust, collaboration, communication, developing others, and appreciation)
* Foundry Introduction Workshop

**US Army**

* Graduated from Aviation, Captains Career Course at Fort Rucker, AL.
* Earned and maintained an FFA Rating as a commercial instrument multi-engine rotary wing pilot from the US Army School of Aviation at Fort Rucker, AL. Rated in five models of helicopters.
* Army Medical Service Corps Basic Officers Course
* Basic Officers Leaders Course II (BOLC II)