

CURRICULUM VITAE

Diana M Crowell Ph.D. RN CNAA

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MY WORK

Purpose:

To apply my practice, education, administrative and consultation experience to enhancing the health care environment for patients, nurses, students and other health care providers and the health care system at the organizational and system wide level

Focus:

Personal and professional leadership; helping people to be congruent, value-driven leaders of their lives and facilitating effective, transformative leadership practices for those who lead our health care organizations

Process:

Teaching health care students in formal coursework- workshops- grants- consultation- web- site newsletter- writing, and contributing to and working with groups who are bringing system's thinking, organizational and leadership theories as well as complexity science content and process to health care leaders and organizations.

Current activities and examples of projects

Leading Your Life www.leadingyourlife.com Web-site and newsletter

Adjunct professor

University of New Hampshire (Nursing)

New England College (Health Care Administration)

Course expertise

Leadership and Organizational Management

Health Services and Change (Health Policy Influence)

Leadership theories related to nursing administration

Nursing theory

Practicum, project and thesis supervision and mentorship

On line teaching experience and curriculum development

Workshops

Leadership and team building

Keynotes

Self-reflective leadership; Creating a Field of health Caring

Grants

NH workforce nursing grant/consultant

Contributed to the writing of the application and development of the program to retain Long- term care nurses through training in leadership, clinical assessment and quality improvement with supporting research component

Designed and delivered a two day leadership workshop to 100 nurses (in groups of 25) as well as being part of the teaching team for follow through group activities and continued support

Plexus Institute Nursing Learning Network

Contributed to the design and presentation of the first nursing conference and the first nursing faculty workshop on concepts from complexity science and organizations as complex adaptive systems

Contributions to ANA Maine Journal (newsletter)

Topics

Leadership Communication IOM workforce report

Magnet Hospital Appraiser

Education

- Ph.D. 1997 Union Institute and University, Cincinnati, Ohio: Leadership in Health Care Systems*
- MSN 1986 Anna Maria College, Paxton MA: Nursing Management*
- MEd. 1982 Springfield College, Springfield, MA: Counseling and Psychological Services*
- BSN 1979 American International College, Springfield, MA: Nursing*
- ADN 1976 Springfield Technical Community College Springfield, MA Nursing*

CERTIFICATION/LICENSE

- ANA CS: Adult Psychiatric Mental Health Clinical Nurse Specialist*
ANA CNAA: Nursing Administration Advanced
RN Maine and New Hampshire

PUBLICATIONS

“The Whole Hospital Model, Bristol Hospital’s Patient Focused Care Redesign, *PFCA Review* summer 1995 with T. Kennedy CEO

“The Role of the Nurse Executive as Integrator” *Nursing Administration Quarterly*. Fall 1996

‘Organizations are Relationships’ *Nursing Management* February, 1998

“Care for the Case Manager. Balancing Your Wheel of Life” *Journal of Case Management* Fall, 1998

“Building Spirited Multidisciplinary Teams” *Journal of Peri- Anesthesia Nursing* April, 2000

Experience and accomplishments in higher education

1997-2001 and 2004-2005 (as visiting professor) University of New Hampshire

Undergraduate faculty: Psychiatric-Mental Health Nursing, Classroom and clinical supervision at New Hampshire Hospital - Senior Transitions Course, class /clinical seminars and field supervision and coordination at area hospitals **Graduate Faculty:** The Discipline of Nursing - Graduate core course in Nursing Theory - Nursing Administration , and coursework and practicum supervision, Health Services and Change --- other service activities; undergraduate and graduate curriculum committees,

***Quality improvement council, CCNE survey preparation**, graduate student thesis advising, member of UNH Speakers Bureau

Teaching evaluations consistently above 90-95% and recipient of president's letter citation as being selected by students at graduation for having a major positive influence on their education.

1996-1997

Clinical /classroom faculty for undergraduate psychiatric mental health nursing, graduate student seminar in community health and community mental health clinical practice course, curriculum development, networking and negotiation with clinical settings for obtaining clinical sites for students University of Connecticut, Storrs, CT.

1995

Co-convenor and Presenter doctoral level seminar 3 credit course *Organizational Change and Learning in Health Care* The Union Institute Cincinnati, Ohio Five day residential seminar organizational culture, the learning organization, change and program transformation

1980-1985

Clinical and classroom instruction in community health and psychiatric mental health nursing, curriculum development,* **NLN survey preparation**, student advisement, networking and negotiations with clinical settings to obtain student experiences- Baystate Medical Center School of Nursing Springfield, MA

1987-1988

National presenter of hospital management seminars The New Hospital Supervisor, Communication Skills for Managers, Time Management for Managers, Gaining Cooperation from Other Departments. Circle of Excellence award for consistently excellent participant evaluations -Reality Based Management

Teaching strengths (1) growth producing. clinical supervision, (2) skillful and creative classroom presentation using experiential and critical thinking methods while maintaining high standards (3) Facilitative and supportive mentoring skills which enhance graduate student development in thesis project work (4) excellent interpersonal skills for working well with other faculty (5) systems thinking approach that contributes school progress

Consultation

1980-present

Consultation and presentations on personal growth, professional growth, leadership, team building, program development and project implementation

1993-1995

Coordinator Patient Focused Care Work Redesign, and Hospital Reorganization In direct report to the CEO--coordinated all aspects of the patient care reorganization, job redesign, critical pathways, management education, operations, renovations, budgets, communication within the hospital and to the community and facilitation of the management group planning and process- Bristol Hospital, Bristol, CT

1987- 1988

Program Development Consultant Planned and designed new psychiatric department, consulted specifically to develop psychiatric inpatient unit, including standards of care, policies and procedures, job descriptions, staffing guidelines, clinical program format, ***HCFA survey preparation**, in house education and community outreach- Johnson Memorial Hospital, Stafford Springs, CT.

Consultation Strengths (1) Group process work to help those with various viewpoints surface differences safely and move beyond to greater synergy (2) ability to think in a whole systems manner and to transmit that perspective to others in an organization, (3) excellent speaking skills including radio and TV experience (4) well organized and responsive presentation and consultation formats tailored to specific needs

Administration experience and accomplishments

1990- 1995

Director of Mental Health Services Administrator for the Department of Psychiatry, responsible for the clinical standards of care for all disciplines, staff development, program development adherence to regulatory standards, quality assurance, community networking, managed care negotiations, grant proposals and management, budget development and reimbursement strategies, hospital wide committee work

Clinical areas under supervision, crisis service in emergency room, inpatient psychiatric and substance abuse, outpatient, partial hospitalization, substance abuse treatment, nursing home consultation, Employee Assistance Program (hospital wide and community businesses) and The Family Therapy Training Institute-

***Consistently exceeded other clinical department revenues, established a regionally recognized treatment program, collaborated with community agencies to write and receive a large community housing /treatment grant**

Bristol Hospital, Bristol, CT.

1988-1990

CNO responsible for standards of care, staff development, adherence to regulatory standards, program development, multidisciplinary team work, quality assurance, policies and procedures, staffing, budget, executive team planning and oversight, community education, ongoing negotiations with two labor unions-

***Took the organization from a JACHO survey with 32 type one citations to ZERO in an 18 month time span (from time of employment) Natchaug Hospital, Mansfield Center CT.**

1985-1987

Supervisor of two inpatient units, one crisis, one voluntary, 24 hour responsibility for, staffing, scheduling, standards of care, staff development, quality assurance, multidisciplinary team work, budget and hospital wide committee work, including advisory group to the vice president of nursing, member, editor and contributor to nursing newsletter *Nursing Perspectives* and quality assurance committee- Baystate Medical Center Springfield, MA

Leadership Strengths (1) excellent mentoring, coaching and facilitation skills (2) collaborative and multidisciplinary attitude (3) whole systems organization view (4) ability to implement plans and processes which achieve positive outcomes for quality service and cost (5) Successful grant proposal writing and grant management accomplishment

MEMBERSHIPS/AFFILIATIONS/RECOGNITIONS

American College of Health Care Executives- *associate*

American Nurses Association- Maine ANA 2nd vice president

Sigma Theta Tau Honor, Society for Nursing Eta Iota chapter- President 2001-2003

State of Connecticut North Central Regional Mental Health Board member 1987-1992 .
outstanding service award

Task Force on Education for Robert Wood Johnson Foundation grant; Colleagues in
Caring for State of CT

Hartford Hospital Speaker for annual Nurses Day May 1997 .*awarded first annual
honorary Linda Richards Excellence in nursing*

Site Evaluator- American Council on Education

Reviewer for NH Higher Education for Southern New Hampshire University acquisition of
Graduate program in Community Mental Health Administration

Plexus Institute - Member Nursing Learning Network

Previous practice

1980-1984

Crisis Intervention Nurse Specialist Psychiatric nursing and crisis intervention for mobile crisis unit and respite beds, collaboration with on call physicians and clinical supervision for crisis workers Consortium Emergency Services Springfield MA

1970-1979

Staff nurse- clinical areas- medical surgical, critical care, emergency room, pediatrics, obstetrics, psychiatry Hartford Hospital, Hartford CT,

Cardiac Nurse Coordinator YMCA Cardiac Rehabilitation Program, Springfield MA.

Coordinator and Facilitator Sharing and Caring, cardiac patient support and education group in collaboration with pastoral care and social services

Representative presentations

The Whole Hospital Model Patient Focused Care Connecticut Hospital Association March 13, 1994

Re-engineering Relationships, Cross Discipline Team Building Connecticut Hospital Association November 18, 1995

Leadership integrity and the fields of health caring 6th annual Rogerian Conference New York University June 2, 1996

Leadership and Congruence, Creating A Field of health Caring Leadership for the new age of health care -national conference for leaders in health care Milwaukee, Wisconsin September 5-6, 1996

Transformational Leadership, Taking the Leap from Being Inspired to Being the Leader Connecticut Nurses Association Annual Convention October 10, 1996

The Leader as Facilitator in Constituency and Community Team Building New England Public Health Association 34th annual conference meeting -Leadership Strategies and Skills to Strengthen Public Health June 11, 1998

The Stress of Lay Off- How to Assess and Intervene in a Transition Life Crisis Third Annual Rapid Response Summit of New England States Bedford NIT June 3, 1999

Team Spirit, team building and management development model which combines organizational development concept, group process, and methods to develop high performing teams

Self-reflective Leadership New Hampshire Board of Nursing Day of Discussion Key Note speaker June 2004