

Amy K. McCarthy DNP, RNC-MNN, NE-BC

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PROFESSIONAL SUMMARY

I am a highly motivated, innovative, and creative nurse leader with experience in the field of healthcare leadership, board governance, business development and operations, communications, telehealth, strategic planning, and public relations.

CREDENTIALS

Nurse Executive Certification (NE-BC)	(2017 – present)
Certification in Maternal Newborn Nursing (RNC-MNN)	(2015 – present)
Registered Nurse License – State of Texas	(2013 – present)

EDUCATION

University of Texas at Arlington
B.S. in Nursing

Southern Methodist University
B.A. in Biological Sciences/Minor: Psychology

University of Texas at Arlington
M.S. in Nursing Administration

The George Washington University
D.N.P. in Executive Leadership

PROFESSIONAL EXPERIENCE

Texas Health HEB, Director of Nursing, Women's, Infants & Oncology 4/2022 – present

Serves as the Director of Nursing over Texas Health HEB's Women's, Infants & Oncology department. Oversight over the following areas: Labor & Delivery, OB Emergency Department, Family Centered Care Unit, Lactation, NICU, OB/GYN and Oncology.

- Works to bridge generational gaps in nursing by utilizing skills in operations, communications, public relations, and program development to build transformational cultures that are creative, and nurse led.
- Assists in the growth and development of four nurse managers and two nurse program coordinators, as well as an interdisciplinary staff composed of 200 FTEs.
- Provides oversight and direction for the Maternal and Neonatal Designations.
- Ensures patient care delivery models and standards of nursing practice are followed and are consistent with evidence-based guidelines.
- Promotes a culture that embraces agility and innovation.
- Ensures financial success of the department and works with the leadership team to make budgetary adjustments as needed.
- Works with the leadership team to ensure an excellent patient experience is provided throughout the hospital stay and that overall experience is evaluated on a continuous basis.

Selected Accomplishments:

- Created new avenues of communication, quarterly department town hall and utilization of electronic media to engage with all staff within the department and create a culture of transparency.
- Increased delivery volumes for the department by 10% in one year.
- Collaborated with the Labor & Delivery team and providers to reduce the NTSV rate by 3%, year to date.
- Worked with the executive team to revamp productivity standards in Women's & Infants to reflect the growth of the department, change in acuity and evidence-based staffing ratios, improving quality of care, nursing satisfaction and productivity of the department. Has resulted in all areas meeting productive targets.
- Improved relationships between nurses and physicians, through real-time communication about department changes, monthly meetings with department leadership, and physician office rounds with nursing leadership team.
- Led Oncology unit transition to an intermediate unit, improving continuity of care for this patient population and decreasing the need for transfers.
- Worked with leadership team to improve patient satisfaction scores for all units, taking the department from consistent red NPS scores to green/blue in all areas within the first six months of leading the department.
- Led department in preparation for and achievement of the organization's first Magnet designation.
- Elevated the practice within the department, mentoring leaders, and staff in the process of working through evidence-based practice and quality improvement projects. Currently have eight projects in process/completed by department staff that focus on improvement of patient care and nursing practice.

Parkland Hospital, Director of Nursing, Women's and Infants Specialty Services

Served as the Director of Nursing over Parkland Hospital's Women and Infants Specialty Services. Oversight over the following areas: Maternal Fetal Medicine Clinic, Gynecology Clinics, Gynecology/Oncology Infusion Services, OB/Gyn Emergency Services (OGES), Sonography and Genetics and the Employee Women's Wellness Clinic.

12/2020 – 4/2022

- Promoted a culture of innovation and creativity across the department. The mission statement of the department is to “work to create healthy, creative and innovative environments where patients and staff can thrive”.
- Assisted in the growth and development of four nurse managers and an interdisciplinary staff composed of over 200 FTES, through mentorship and the creation of educational opportunities.
- Ensured patient care delivery model and standards of nursing practice are consistent with current professional standards and with Parkland's mission, vision, and values.
- Achieved financial objectives by preparing an annual department budget in collaboration with financial services; scheduling expenditures; analyzing variances; initiating corrective actions.

Selected Accomplishments:

- Created new avenues of communication, such as Director Roundtables and utilization of electronic media to engage with all staff within the department and create a culture of transparency.
- Created an in-clinic COVID-19 vaccination program that allowed both the Gynecology and MFM clinics the ability to offer COVID-19 vaccinations during clinic visits. This initiative specifically targeted at-risk populations and helped to remove access to care barriers, such as additional clinic visits.

- Worked to create a culture of collaboration and break down silos between departments to improve patient throughput between the clinics, OGES and Sonography.
- Served as the chair of the Nursing Operations Committee Work/Life Balance Committee; recently worked with the committee to create and pass a proposal advocating for a four-day work week for nurse leaders within the organization during the summer months. Also helped to pass more flexible work from home guidelines to encourage flexibility and improve staff satisfaction.
- Lead the opening of the Employee Women's Wellness Center, a strategic initiative centered on employee health and wellness, in August 2021. Lead strategic growth of program, exceeding year one goals in the first five months of the clinic opening.
- Worked to create a fast-track program for the OB/GYN Emergency Department to decrease AMA and Left Without Being Seen (LWBS) rates. In the first two months, the program assisted in increasing patient satisfaction from the 75th to the 90th percentile.

Parkland Hospital, *Maternal Fetal Medicine Clinic Nurse Manager*

11/2019 – 12/2020

Served as a manager of a Maternal Fetal Medicine Clinic that sees an average of 200 patients per day. Oversight of 35 FTEs.

- Promoted a culture of innovation and creativity amongst staff in an effort to improve staff and patient environments and workflows.
- Maintained operations by consulting with multidisciplinary staff, including providers, executives, nurses, and ancillary staff.
- Ensured patient care delivery model and standards of nursing practice are consistent with current professional standards and with Parkland's mission, vision, and values.
- Mentored and developed staff by helping each team member create a yearly achievement plan and providing educational opportunities.
- Achieves financial objectives by preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

Selected Accomplishments:

- Assisted in the implementation of a robust telehealth program within the clinic, which increased appointment attendance and decreased access to care barriers.
- Worked to decrease wait times within the clinic by utilization of dwell time and overbooking data to identify bottlenecks in care.
- Created a nurse-driven referral system through the electronic medical record to ensure patients from other clinics were assigned to the appropriate clinic type, without overbooking appointment slots.
- Worked with staff to create multi-modal educational programs to assist gestational diabetics in complying with recommended treatment.
- Collaborated with Annie's Place, a daycare center, to offer free childcare to patients to increase prenatal appointment visits.

Medical City Dallas, *Maternal Newborn/Lactation/Parent Education Nurse Manager*

12/2017– 10/2019

Served as the nurse manager over the maternal newborn, lactation and parent education units. Oversight of 120 FTEs, eight supervisors and one assistant manager.

- Promoted and restored patients' health by developing day-to-day management and long-term planning of the patient care area.
- Mentored and developed staff through yearly goals, engagement in staff-driven committees and evidence-based projects.
- Developed relationships with physicians, executive leaders, and multi-disciplinary staff to ensure outcomes were met.

- Managed productivity daily, collaborating with staff to ensure that financial goals were met, while still maintaining a safe and healthy environment for both clinical staff and patients.

Selected Accomplishments:

- Played a key role in transitioning staff from a traditional postpartum and newborn care model to a couplet care model and helped to facilitate growth of a 28-bed postpartum unit into a 68-bed unit in the \$125 million-dollar Medical City Women's Hospital expansion project
- Assisted in creating a concierge program for new mothers to promote a more welcoming environment during the postpartum period.
- Worked with team to facilitate an excellent experience for patients, taking Press Ganey scores from the 50th to the 95th percentile over four quarters.
- Created the first 24/7 team of lactation nurses in North Texas and opened an Outpatient Lactation Clinic to provide patients with breastfeeding resources after discharge.
- Created and developed a Parent Education program that was taught by Mother Baby and L&D staff, increasing attendance of classes by 85%.
- Assisted Women and Infant's Department in achieving Level IV Maternal Designation Status.
- Assisted organization in achieving 4th Magnet redesignation, by leading unit to achieve 80% BSN status, increasing maternal newborn & IBCLC certification rates, and documenting Magnet projects completed by maternal newborn and lactation staff.

Texas Health Presbyterian Hospital of Dallas, *Nursing Supervisor*

07/2015 – 12/2017

Served as a nursing supervisor in the Family Centered Care Unit. Oversight of 25 FTEs.

- Served as role model and liaison between staff and leadership team.
- Responsible for coaching/counseling, progressive disciplinary action process. Served as charge nurse during clinical shifts, supervising staff and assisting in patient care.
- Encouraged and supported staff professional development and advancement. Provided continuous constructive feedback on annual performance evaluations. Assisted in conduction of staff meetings, facilitates as appropriate and helps to identify process improvement opportunities.

Selected Accomplishments:

- Lead initiatives to create more engagement in night shift staff, including an organization wide Night Shift Council.
- Mentored and developed nurses on both shifts, increasing involvement in committee attendance and creation of evidence-based practice projects.
- Led an evidence-based practice project centered on the creation of an FTE-neutral discharge nurse role to increase Press Ganey scores related to discharge. Project increased nursing satisfaction and improved scores from 75% to 95% in one quarter.

Texas Health Presbyterian Hospital of Dallas, *Staff Nurse/Charge Nurse*

02/2013 – 6/2015

Served in the staff nurse and charge nurse role in the Family Centered Care Unit.

- Cross-trained to work both in newborn, special care, admissions, postpartum and gynecological services.
- Served in the nursery liaison role.

- Served as a preceptor to new employees and graduate nurses.
- Cared for both term and pre-term infants (35 weeks and above), with responsibilities including monitoring vital signs, providing high-quality and efficient medical care to both infant and mother, performing assessments and implementing necessary therapy techniques when needed (i.e., phototherapy, transitional care).
- Served as a patient advocate and helped to educate patients and families on topics such as breastfeeding and caring for their newborn.

Selected Accomplishments

- Chaired the Quality Improvement Committee, Research Committee, Shared Governance Council and Community Outreach committee, and assisted in increasing employee engagement in each committee.
- Served as the Magnet Champion for the Family Centered Care Unit, helping to lead initiatives that assisted the organization in achieving its 4th Magnet re-designation.
- Assisted in leading the transition from a traditional care model to couplet care.

Texas Health Presbyterian Hospital of Dallas, *Patient Care Technician*

04/2012 – 01/2013

- Supported patients in meeting their personal care needs.
- Provided individualized attention and interventions while encouraging patient involvement in self-care, promoting independence, and maintaining dignity.

CONTACT Crisis Center, *Coordinator of Communications and Outreach*

11/2010 – 04/2012

Managed all advertising, marketing, media, and outreach needs of the agency.

- Created communication tools to assist in reaching targeted population.
- Established and maintained relationships with local media outlets.
- Maintained of the organization's website and social media outlets.
- Created monthly outreach events to educate the community about mental health issues.

ORGANIZATIONS/COMMITTEES

Texas Nurses Association, *President-Elect*

06/2023 - present

Was elected to serve on the board of directors of the Texas Nurses Association as the President-Elect this past April. Responsibilities include: leadership of the Texas Nurses Association Board of Directors, partnership with the CEO of the organization and governance of the association. This role also directly supports the current President of the association and is responsible for leadership in the event this individual is not present.

American Nurses Association, *Director-at-Large*

01/2022 - present

Was elected to serve on the board of directors of the American Nurses Association as the Director-at-Large this past July. This position works with the board of directors to strategically plan future initiatives for the organization and nursing profession. These initiatives include work in innovation, policy formation, staffing effectiveness and current issues. Additionally, this position is heavily involved in the development of short-range and long-range objectives against which to evaluate program progress and measure the effectiveness of the Association in accomplishing its purposes.

Texas Action Coalition, *Coalition Lead*

Served as the primary lead of the Texas Action Coalition. This coalition is centered on carrying out the recommendations of the *Future of Nursing 2020 -2030 Report*. Lead the coalition members in strategic planning, collaborated with partner organizations and established measures to move the nursing profession forward.

11/2021 – 6/2023

DFW Great 100 Nurses, *President*

Currently serves as President of the DFW Great 100 Nurses. Served as Chair of Communications from 2013-2017 and President-Elect from 2018-2021. Responsibilities include serving as the leader of the 13-person board of directors, strategic planning for the organization, and leadership over the nomination process, selection committee, ambassador program and special-interest committees. Works with the board to help lead communication and public relations needs for the annual Great 100 Nurses event, event management, fundraising, maintaining the organization's social media sites and coordinating website updates. Most recently was involved in heading the rebranding efforts of the organization and developing a communications plan that included strategies for increasing community interest in the Great 100 mission.

08/2021 - present

American Nurses Association, *Nursing Practice Standards Committee*

Currently serves as a member of the ANA Nursing Practice Standards Committee. This advisory group assists in creating the ANA Nursing Practice Standards Publication, which serves as the guide for nursing practice across the nation. The committee also assists in reviewing and editing nursing specialty standards to ensure that they are in alignment with evidence-based practices.

01/2021 – 10/2021

March of Dimes Executive Leadership Team, *Parkland Hospital Representative*

Member of a hand-selected team of 15-20 leaders across all industries that help to support the March of Dimes through fundraising and education to the community. Acted as the Parkland Hospital representative and serves as a liaison between both organizations.

10/2020- 5/2021

Texas Nurses Association, *Secretary*

Serves on the Texas Nurses Association board of directors as the Secretary. Responsible for recording minutes during board meetings and assisting with programs geared at accomplishing strategic initiatives. Committed to creating and implementing solutions across the state to empower nurses to grow in their careers and serve as advocates. Serves as the TNA liaison to the Texas Student Nurses Association as well as the Secretary of the Texas Nurses Foundation. Also serves as the Co-Host of the Nurse Life podcast, a TNA project focused on interviewing nurses across the state and exploring key issues affecting nurses across the state.

06/2019 – 06/2021

Nurses on Boards Coalition, *Communications Committee Co-Chair*

Served as Co-Chair of the Communications Committee for the Nurses on Board Coalition. Responsibilities included aligning coalition's marketing resources to fit graphic standards, as well as making recommendations concerning communication and public relations needs of the organization to ensure that coalition goals are met. The effort was a direct response to the Institute of Medicine's (IOM) report, *The Future of Nursing: Leading Change, Advancing Health (2010)*, which recommended nurses play more pivotal decision-making roles on boards and commissions in improving the health of all Americans.

04/2015 – 04/2021

Accelerating to Practice, *Advisory Board Member*

Worked with the National League of Nursing to help create a program that will focus on improving the transition of new nurses from education to practice. Collaborated with nurses across the United States to define the competencies new nurses need to be successful on the job.

03/2014 – 06/2017

FELLOWSHIPS/LEADERSHIP PROGRAMS

National League of Nursing LEAD Program

04/2014 – 12/2019

Participant in the 2017 National League of Nursing LEAD program. One of 25 selected to participate from across the United States. This year-long program assists leaders in examining organizational systems and leadership processes, focusing on strategic planning, building high performing teams, budgeting and developing personal career plans to advance in organizational leadership.

Chief Nursing Officer Institute

09/2023

Slated to be a participant in the September cohort of the CNO Institute. This program is designed for aspiring or current CNOs and focuses on the transition into a leadership role, rebuilding trust amongst staff, creating impactful culture changes and establishing an inclusive environment.

COMMUNITY SERVICE

Arapaho Classical Magnet PTA, *Secretary*

- Assists in taking minutes and planning agenda for all PTA board meetings and general sessions.
- Assists the President in program development and strategic planning for the school year.
- Promotes engagement and collaboration with parents to ensure a healthy school environment for all students.

National League of Nursing, *Student Mentor for Step into Leadership Program*

- Served as a mentor for 40 Prairie View A&M senior nursing students (Spring 2023)
- Taught six sessions centered around leadership, communication, and professional development to prepare students for their transition into practice.

Patrick's Parade of Toys, *Founder and Executive Director*

Founded and managed a community toy drive started in memory of a close friend who passed away of a heart attack in 2006.

- Led the development of the organization and assisted in establishing relationships with key partners.
- Created graphic standards and communications plan for the organization.
- Maintained the organization's website and social media sites outlets.
- Served as the organization's spokesperson, speaking throughout the DFW community about the organization's mission.
- Coordinated collection efforts for over 1000 toys annually to shelters across the North Texas area.

March of Dimes, *Volunteer*

- Assisted in organizing unit and department initiatives centered on education of pre-term births and maternal morbidity and mortality.
- Helped to coordinate creative fundraising initiatives to raise money for the Dallas Chapter of the March of Dimes.

AWARDS/HONORS

DAISY Award Recipient

Recipient of the DAISY Nursing Award in September 2018. Recognized for efforts to help stabilize the condition of mother in the ICU by helping re-unite her with her newborn infant and facilitating skin-to-skin practices.

Dallas Fort Worth Great 100 Nurses

Recipient of the DFW Great 100 Nurses Award in May 2022. Recognized for being a role model, leaders, community servants, compassionate caregivers, and significant contributors to the nursing profession.

D Magazine Nursing Excellence Recipient

Recipient of the D Magazine Nursing Excellence Award in Leadership in 2024.

PROFESSIONAL MEMBERSHIPS

Texas Nurses Association (TNA)	(2013 – present)
American Nurses Association (ANA)	(2014 – present)
Association of Women’s Health, Obstetric and Neonatal Nurses	(2016 – present)
Texas Organization of Nurse Leaders (TONL)	(2016 – present)
American Organization of Nurse Leaders (AONL)	(2021 – present)
American College of Healthcare Executives (ACHE)	(2023 – present)

PRESENTATIONS

The Impact of Your Voice in Changing Nursing (2023)

Sigma Induction Keynote Speaker, Texas A&M Commerce University

Nursing Burnout & Strategies to Deal with Loss

UT Austin School of Nursing Career Planning & Professional Development Seminar

Innovation & Technology in Nursing Practice (2023)

San Antonio Indian Nurses Association, 2023 Gala

Nursing Advocacy: The Impact of the Nursing Voice in Influencing Change (2023)

University of Texas at Arlington, Baccalaureate Seminar

The Role of Advocacy in Nursing (2023)

National Association of Indian Nurses of America National Conference

The Emerging Leader/Leadership Passion & Vision (2023)

American Association of Nurse Practitioners (AANP) National Conference

The Power of Mentorship: Empowering Nurses to be Change Agents in Healthcare (2023)

Association of Women’s Health, Obstetrics and Neonatal Nurses (AWHONN) Texas Conference

A Nurse’s Role in Advocating for Gun Safety & Gun Violence Prevention (2023)

American Nurses Association Membership Assembly, Policy Proposal

Nurses on Boards: Advocating for Change (2023)

The George Washington University, DNP Leadership Seminar

Nurses on Boards (2023)

Texas Tech Health Sciences Center, Master's Program Seminar

The Nurse's Role as a Healthcare Change Agent (2023)

Indian American Nurses Association of Greater Houston, Keynote Address

Negotiations & Advocacy in Nursing (2022)

UT Austin School of Nursing Career Planning & Professional Development Seminar

Finding Your Voice: The Journey into Nursing Leadership (2021)

North Texas Organization of Nurse Leaders

Leading Through Change: Finding the Courage to Move Forward (2021)

Indian American Nurses Association of North Texas Annual Meeting

Making Your Case: Addressing Case Scenarios in Behavioral Interviews (2020/2021)

UT Austin School of Nursing Career Planning & Professional Development Seminar

Building Your Nursing Advisory Board – Creating a Community of Support Throughout Your Career (2020)

Texas Student Nurses Association Annual Conference

Breaking Down Burnout: Caring for Ourselves as We Care for Others (2019)

Texas Student Nurses Association – Council of Schools

Creating a Culture of Innovation Within Women and Infant's Units (2019)

Association of Women's Health, Obstetrics and Neonatal Nurses (AWHONN) Texas Conference

Journey to Leadership: Daring to Challenge the Status Quo (2018)

Texas Organization of Nurse Leaders Fall Conference

RESEARCH & PUBLICATIONS

McCarthy, A., Knestrick, J. (2023). Mentorship Program: Increasing Nurses' Self Efficacy and Motivation to Pursue Board Leadership Positions. *AONL Nurse Leader*, 21(4). 467-472. DOI: 10.1016/j.mnl.2023.03.006

Alvarez, K.S, Bhavan, K., Mathew, S., Johnson, C., **McCarthy, A.**, Garcia, B., Callies, M., Stovall, K., Harms, M., Kho, K.A. (2022, October 19). Addressing childcare as a barrier to healthcare access through community partnerships in a large public health system. *BMJ Open Quality*, 11, 1-7. DOI:10.1136/bmj-oq-2022-001964

McCarthy A. (2020, December). Developing millennial leaders: removing barriers through generation collaboration. *American Nurse Today*. In Press.

Hassmiller, S.B., Eilers, Katharine, **McCarthy, A.**, Zegers, C. (2020). Developing tomorrow's nursing leaders: How the future of nursing – campaign for action promotes leadership. *Advanced practice nursing leadership: A global perspective*. (pp. 38-44). Springer. DOI: 10.1007/978-3-030-20550-8

McCarthy, A. (2020, June 16). *The importance of nurses serving on boards*. Texas Nurses Association. <https://www.texasnurses.org/news/512882/Practice-Tip-of-the-Week--The-Importance-of-Nurses-Serving-on-Boards.htm>

McCarthy, A. (2020, April 24) *Navigating a world of unknowns*. Texas Nurses Association. https://www.texasnurses.org/news/503800/Navigating-a-World-of-Unknowns.htm?fbclid=IwAR2KKTVqBPO1tz1Sh4vfkoMsh5ehNAje7JAxxlQC9_B7elquzZ_yfqJqF48

McCarthy, A., Gettel, V (2017, October). *Improving Discharge Outcomes for the Maternal/Newborn*. Poster presented at ANCC Pathway to Excellence Conference.