

Patricia L. Pilgrim

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BIOGRAPHICAL SUMMARY

- Over 20 years experience as a health care manager, occupying diverse roles including clinical, efficiency, planning and executive.
- Solid reputation as a strong, results-oriented leader with excellent collaborative and communication skills.
- Demonstrated ability to direct complex and dynamic clinical programs and services. Extensive experience in strategic planning, performance improvement, program development, human resource management, utilization management and financial management.
- Experience in regional and provincial program planning and evaluation.
- Sound knowledge of the health care system issues and challenges gained from:
 - extensive experience in the acute care sector
 - Intersectorial collaboration in planning and evaluating regional and provincial health services.
 - volunteer experience in the non-profit sector participating locally, regionally and nationally on the Victorian Order of Nurses (VON) Board of DirectorsThis involvement has resulted in a sound knowledge of the role of community based charitable health care sector and the grass roots issues within the community.
- Experience with performance improvement processes and systems. In current position as Chief Operating Officer responsible for the development, implementation and evaluation of the client safety and quality framework for the organization. This involves the full continuum of care for all age groups and the full scope of service delivery including community-based care, ambulatory care, inpatient acute care, inpatient and ambulatory rehabilitation services, long term care services and end-of-life care.

WORK EXPERIENCE

September 2007 to present

Eastern Regional Integrated Health Authority

Chief Operating Officer

- Functioning as a member of the Executive Management team with specific portfolio responsibilities, reassigned from the Vice-President of Medical Services and Diagnostics, for Quality and Risk Management. Other areas of direct accountability and responsibility include: Cancer Care Program, Nursing Professional Practice Development and the Centre for Nursing Studies.

May 2005 to September 2007

***Eastern Regional Integrated Health Authority
Chief Operating Officer***

- Functioning as a member of the Executive Management team responsible for development and integration of services of the newly established regional health authority. Areas of direct accountability and responsibility include: the Children's and Women's Health Program, Cancer Care Program, Rehabilitation and Continuing Care Program, Nursing Professional Practice Development and the Centre for Nursing Studies.

***June 2004 to May 2005
Health Care Corporation of St. John's
Vice President, Quality and Clinical Services (Acting)***

- Functioning as a member of the Executive Management team responsible for setting strategic directions for the Health Care Corporation of St. John's. Primary areas of responsibility include Children's and Women's Health Program, Mental Health Program, Rehabilitation/Continuing Care Program, Department of Quality and Systems Improvement and Clinical Efficiency Services.

***November 2003 to June 2004
Health Care Corporation of St. John's
Program Director, Children's and Women's Health Program***

- Responsible for setting strategic directions and provision of leadership for comprehensive Child Health Services offered by the Janeway Children's Health and Rehabilitation Centre and Obstetrics and Gynecology Services within the Women's Health Division.

***February 2002 to November 2003
Health Care Corporation of St. John's
Senior Director of Clinical Efficiency***

- Responsible for leading the corporate initiatives to improve clinical efficiency. Involved development of a comprehensive work plan with the setting of efficiency targets. Implementation of the work plan involved extensive collaboration with clinical programs and external partners.

***October 1996 – February 2002
Program Director, Medicine Program
Health Care Corporation of St. John's***

- Responsible for setting strategic direction and provision of leadership for the medical divisions of Neurology, Endocrinology, Respiriology, Rheumatology, Internal Medicine, Infectious Diseases, Gastroenterology, Hematology Oncology, Medical and Radiation Oncology, Dermatology, and Nephrology. Responsible for 217 inpatient beds, as well as ambulatory and diagnostic services that support the divisions including: Dialysis, Pulmonary Function, Diagnostic Neurophysiology, HIV Services, and multiple ambulatory clinics and services.

***September 1995 - October 1996
Planning Director, Clinical Services Planning Transfer***

Health Care Corporation of St. John's

- As a member of the Planning Transfer Team, responsible for planning the transfer of services in relation to the consolidation of acute care hospital services and child health site redevelopment in the St. John's region.

January 1995 - September 1995***Assistant Administrator (Acting)******The General Hospital, Health Sciences Centre***

- Assumed responsibility for the direction of all divisions of the Department of Nursing, as well as Ambulatory Services, the Ambulance Department, the Cardiac Diagnostic Unit, Admitting, and Medical Records Departments.

March 1989 - January 1995***Director of Nursing, Medical/Surgical Nursing Division******The General Hospital, Health Sciences Centre***

- Responsible for direction and management of all inpatient Medical/Surgical Programs, as well as the Ambulance Department.

June 1986 - March 1989***Patient Care Manager, 4th Floor and 5th Floor Nursing Division******The General Hospital, Health Sciences Centre***

- Assumed responsibilities for additional services on the 5th Level, including Neurosurgery, Neurology, Cardiology, Cardiovascular Surgery, Orthopaedics, Ophthalmology, and General Medicine.

April 1985 - June 1986***Patient Care Manager, 4th Floor Nursing Division******The General Hospital, Health Sciences Centre***

- Responsible for planning, direction, and leadership of inpatient programs including Dialysis, Nephrology, Oncology, General Surgery, Burns, Plastics, and Urology.

March 1984 - April 1985***Quality Assurance Coordinator******The General Hospital, Health Sciences Centre***

- Responsible for the development and implementation of the Quality Assurance Program. In this position, was directly involved with all levels of staff within the organization in a consultative and resource capacity. Duties included: coordinating the Quality Monitoring Audit, revision of all levels of manuals, revision of the process of documentation, monitoring the Workload Measurement System, monitoring and controlling certification procedures.

May 1982 - March 1984**Staff Development and Training Officer****The General Hospital, Health Sciences Centre**

- Responsible for general educational programs for all levels of staff. Responsible for: developing and coordinating a provincial Emergency Medical Attendant Training Program, Management/Leadership Educational Programs and Patient Education Programs for Registered Nurses. Coordinated a Post Basic Course in Gerontological Nursing for Registered Nurses.

May 1981 - May 1982**Seconded to Nursing Administration, Supervisor II****The General Hospital**

- Responsible for assessing the Unit Nursing System and implementing needed changes to formalize the system. During this time, was involved with implementing changes in the documentation systems, development of a patient teaching plan methodology for all nursing units, revision of Performance Appraisal processes for Professional Nursing Staff and Management/Leadership education for Staff Nurses.

October 1979 - May 1981**Staff Development and Training Officer****The General Hospital**

- Responsible for general educational programs for all levels of staff. Specifically responsible for continuing education programs for Nursing Staff at the L.A. Miller Centre.

April 1976 - October 1979**Coordinator of the Medical/Surgical Nursing Curriculum****The General Hospital School of Nursing**

- Responsible for coordinating the didactic and clinical components of the medical/surgical nursing curriculum.

EDUCATION

- Masters Degree in Business Administration, Memorial University of Newfoundland.- October 1996
- Completion of Management Development Program, Centre for Management Development, Memorial University of Newfoundland - May 1995
- Masters Degree in Education (Administration), Memorial University of Newfoundland – October 1989

- Certificate in Health Services Administration, Canadian Hospital Association – May 1989
- Baccalaureate Degree in Nursing, Memorial University of Newfoundland – May 1976

OTHER PROFESSIONAL AFFILIATIONS AND ACTIVITIES

- Member of *the Association of Registered Nurses of Newfoundland and Labrador (ARNNL)*
 - Presently President of the Provincial Association of Registered Nurses of Newfoundland and Labrador Council (ARNNL)
 - Recipient of the Award of Excellence in Nursing Administration (June 2003)
- Newfoundland Representative on the *Board of Directors of the Canadian Nursing Association* (2005 to present)
- Member, Board of Directors of *the Canadian Association of Provincial Cancer Agencies* (2005 to present)
- Co-chair of the *Provincial Task Force on Chronic Pain Management* (2006 to present)
- *Canadian Hospital Association Education Consultant* for the Health Service Management Program (1996 to 2006)
- *Victorian Order of Nurses*
 - Provincially selected Director from Newfoundland and Labrador on the National VON Canada Board of Directors (2001 to 2004)
 - Past President of VON, St. John's Branch Board of Directors (2001 – 2004)
- Member of the Executive Council for the development of the *Provincial Cancer Control Strategy*