

LINDA C. ROSS, DNP, MS, RN, CPHQ, CHCQM, FAIHQ

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QUALIFICATIONS SUMMARY

Over twenty years' experience in higher education receiving awards and accolades for development of nursing education programs, grant writing and breast cancer research. Additional experience in the healthcare industry includes numerous aspects of senior level operations and management with oversight of multiple hospital departments, walk-in clinics and a multi-specialty physician clinic.

EDUCATION

Doctorate of Nursing Practice

Chatham University, Pittsburgh, PA.

Emphasis – Education Leadership

Capstone Project - An Accelerated RN-BSN Second Degree Program

Master of Science Degree in Nursing

The Texas Woman's University

Thesis: Texas Nurses' Knowledge and Attitudes Towards Unionization

Focus: Education and Leadership

Bachelor of Science in Nursing Degree

Baylor University

PROFESSIONAL EXPERIENCE

Adjunct Associate Clinical Professor

2019- present

Department of Health Science Professions

Angelo State University

- Created curriculum for the healthcare administration track
- Teach online course in the Health Sciences

Associate Clinical Professor

2017-2019

Department of Health Science Professions

Angelo State University

Executive Director

2012 – 2017

Center for Wellness, Engagement, and Development

Angelo State University

- Oversaw projects conducted by the Consultation and Research Institute, Community Development Initiative, and the Laura W. Bush Institute for Women's Health
- Served as the financial manager for all WED Center organizations
- Liaison between the WED Center organizations and other ASU Departments
- Hosted students for service-learning projects

Regional Director

2010 – 2019

Laura W. Bush Institute for Women's Health

Angelo State University

- Raised over 4 million dollars to be used to directly affect women and girls in the Concho Valley
- Supervised over 100 outreach, education, and fundraising events bringing dynamic speakers and topics to the attention of the community

- Served as the Project Director for the Access to Breast and Cervical Cancer for West Texas – Concho Valley which has provided over 2500 free diagnostic services for breast and cervical cancer, diagnosing 54 breast cancers
- Established program for women to receive free breast cancer diagnostic services
- Created a Cancer Treatment Fund to provide funding for treatment cervical and breast cancer
- Acts as Chairman of the Executive Board and Medical Board
- Attends all National Advisory Board meetings for the Laura W. Bush Institute for Women's Health Executive Office
- Created programs for university men and women to learn how to have a safe, healthy and productive college career in a fun environment that has been implemented at universities throughout Texas

Clinic Liaison

2011 - 2013

San Jacinto Clinic

Angelo State University

- Enforced quality measure regulations including
- Managed the staff and the day to day activities of the clinic

Assistant Clinical Professor of Nursing

2005 - 2012

Angelo State University

San Angelo, Texas

- Assisted with the creation of the RN to BSN program under the US Department of Health and Human Services: Health Resources and Services Administration Grant for the Accelerated LVN-AND-BSN Program
- Taught online BSN course
- Supervised students in the clinical setting
- Presented lectures for university continuing education programs, as well as area hospital in-service programs

Practice Administrator

2003 - 2005

Community Medical Associates

San Angelo, Texas

- Planned and implemented multi-specialty physician group practice of eleven providers
- Coordinated the designing and building of physician office complex
- Administered all aspects of Community Medical Associates and the Medi-Center Walk-in Clinics including operations, financial management, accounts receivable and strategic planning and management of over sixty providers and employees
- Recruited seven additional physicians and other providers
- Collaborated with newly recruited physicians to successfully plan and design a second office building
- Served as Vice-president of Community Health Alliance (physician/hospital organization)

Assistant Clinical Officer/ Assistant Administrator/ Assistant Vice-President

1993 - 2004

San Angelo Community Medical Center

San Angelo, Texas

- Performed as the Senior Officer responsible for ten hospital departments
- Operated and managed two walk-in clinics with 27,000 visits annually
- Opened Medi-Center West walk-in clinic including hiring providers, employees and establishing clinic operations
- Reduced employee injury claim costs by 58% and lost time frequency by 43%
- Developed comprehensive risk management program
- Implemented successful performance improvement and case management programs
- Served as member of Triad Perinatal/Patient Safety Committee and Division Operations Director for Quality and JCAHO
- Assured compliance with all regulatory and licensing requirements

- Developed and implemented managed care utilization review/medical management program licensed by The Texas Department of Insurance
- Served on the Community Health Alliance (physician/hospital organization) board of directors, local council and quality management committee
- Served as the hospital JCAHO Liaison obtaining superior scores
- Planned and implemented concurrent coding program, reducing unbilled claims from \$4,000,000 to less than \$300,000

Clinical Faculty **1991 - 2002**
**Joint Commission on Accreditation of
 Healthcare Organizations**

- Served as a faculty member, teaching programs nationwide, for the programs "Applying Case Management Skills to Ensure Continuity of Care" and " Surveillance, Prevention and Control of Infections"

Director Quality Resources **1987 - 1992**
**Concho Valley Regional Hospital/
 St. John's Hospital & Health Center
 San Angelo, Texas**

- Developed and managed Quality Assessment Department integrating infection control, risk management, medical staff services, utilization review, coding, social services, employee health/worker's compensation, quality assurance, and safety/ security management
- Implemented comprehensive quality, risk management and patient relations programs
- Maintained necessary insurance policies, reviewed contracts, assured JCAHO compliance, supervised hospital policy and procedure development
- Designed and implemented risk management program rated first among Incarnate Word Health System hospitals
- Served as member of corporate level Worker's Compensation Task Force and Risk Management Committee

Clinical Specialist **1983 - 1987**
**St. John's Hospital & Health Center
 San Angelo, Texas**

- Planned and directed implementation of the hospital information system in cooperation with the director of data processing and developed and implemented the advanced nursing product for the hospital information system
- Coordinated hospital participation in community projects including citywide health fairs and displays
- Managed unit secretary positions

Instructor **1980 - 1983**
**Angelo State University
 San Angelo, Texas**

- Developed and taught curriculum for "Management and Leadership in Nursing" and "Nursing Process - Physical Assessment"
- Taught "Introduction to Nursing", "Fundamentals of Nursing", and "Nursing in Health and Illness"
- Supervised students in the clinical setting
- Presented lectures for university continuing education programs, as well as area hospital inservice programs

Clinical Supervisor **1979 - 1980**
**St. Paul Hospital
 Dallas, Texas**

- Managed medical-surgical nursing personnel and resources
- Served as a guest speaker at various metroplex hospitals

Assistant Supervisor **1976 - 1979**
Baylor University Medical Center
Dallas, Texas

- Supervised all levels of nursing personnel in the Rehabilitation Center
- Served as lecturer for A. Webb Roberts Center for Continuing Education

Staff Nurse **1975 - 1976**
Baylor University Medical Center
Dallas, Texas

- Employed as a staff nurse in psychiatry, medicine/surgery, physical rehabilitation, ophthalmology, and oncology

CERTIFICATIONS/HONORS

Certified Professional in Healthcare Quality

Fellow - The American Board of Quality Assurance and Utilization Review Physicians
 Sub-specialty in Risk Management

Sigma Theta Tau, National Honor Society for Nursing

American Red Cross Nurse

Rotarian of the Year – Southwest Rotary Club
 First Female President of the Southwest Rotary Club

Woman of Distinction – Girl Scouts of Central Texas

San Angelo – Dancing With the Stars

PROFESSIONAL AFFILIATIONS AND CERTIFICATIONS

Sigma Theta Tau National Honor Society for Nursing **1980 - present**

The American Board of Quality Assurance and Utilization Review Physicians **1994 - present**
 Certified Healthcare Quality Management (CHCQM)
 Fellow of the American Institute for Healthcare Quality

National Association for Healthcare Quality (CPHQ) **1990 - present**
 Certified Professional in Healthcare Quality

General Lines Insurance Agent **2007 - 2014**
 Life, Accident, Health & HMO

CIVIC ORGANIZATIONS/COMMUNITY ACTIVITIES

San Angelo Symphony Board of Directors **2020- present**

San Angelo Performing Arts Center Board of Directors **2020- present**

Junior League of San Angelo
Professional Advisory Committee **2016-present**

Chamber of Commerce
Military Affairs – Sub-Committee **2019-2020**

Rotary Club – San Angelo West *1997 – 2015*
Assistant District Governor *2004-2006*
Rotarian of the Year *2001-2002*
President *2000-2001* (received award for Outstanding Performance in Club Service)

United Blood Services Advisory Board – past board member

San Angelo Independent School District, School Based Clinics – past Advisory Board chairman
and board member

San Angelo Food Bank - past board member

Angelo State University Department of Nursing Advisory Committee – past member

San Angelo Independent School District Mapping Committee – past member

SELECT PUBLICATIONS AND PRESENTATIONS

Allen, P., Billings, L., Cannon, S., Majors, J. Sportsman, S., Ballesteros, P., Bezinque, K., Bolton, C., Cottenoir, M., Edwards, C., Louder, J., O'Neal, C., Morgan, J., Reyes, H., and Ross, L., (2011, May-June). West Texas Nursing Education Portal Project: Developing a Regional Centralized Application System, *Journal of Professional Nursing*, 27 (3), 140-144

Diminnie, C. and Ross, L., (2010, June) E-Learning to Ease the Nursing Shortage: A New Model for Transitioning Vocational Registered Nurses, Refereed Program of the E-Leader Conference at Budapest, Hungary, <http://www.g-casa.com>, ISSN 1935-4819, Chinese American Scholars Association, New York, New York, USA.

Rural Health Association Annual Conference: Easing the Nursing Shortage Texas
Austin, Texas, 2008

A MOSAIC of Partnerships: A THECB Funded Nursing Education Conference:
The 21 Week RN Program, (Invited speaker), Lubbock, TX., 2009

Twenty-Seventh Annual International Nursing Computer and Technology Conference:
Accelerated RN Education, Rutgers University, New Brunswick, New Jersey, 2009

E-Learn 2008: World Conference on E-Learning in Corporate, Government, Healthcare, & Higher Education: Rethinking RN Education: The Online LVN-RN Program, Las Vegas, NV., 2008

Education, Resources and Opportunities: Climbing the Nursing Career Ladder in Texas–
Webinar presentation, 2010

E-Leader International Conference: E-Learning to Ease the Nursing Shortage: A New Model for
Transitioning Vocational Registered Nurses – Budapest Hungary, 2010

Cancer Prevention and Research Institute of Texas Annual Symposium: The Importance of

Cancer Prevention Programs (Invited speaker), Austin, TX., 2015

Gender-Specific Medicine & Women's Health Symposium Ontology of Sex and Gender as a Factor in Nursing Practice — (Invited speaker) Texas Tech University, Lubbock TX., October 2014

Ross, L., Perez, N., Duran, L., Stewart, K. (2013, October) *Serving Underserved Women in West Texas: Collaboration Helps*. Poster session presented at the Gender-Specific Medicine & Women's Health Symposium, Texas Tech University, Lubbock, Tx. (Awarded first place)

Ross, L., Stewart, K., Longoria, B., Johnson, M., Allen, L., Grelle, S., (2014, October) *Education for Early Detection: The Importance of Grant Funded Projects in Rural Texas Communities*. Poster session presented at the Gender-Specific Medicine & Women's Health Symposium, Texas Tech University, Lubbock, TX.

Ross, L., Stewart, K., Longoria, B., Johnson, M., Allen, L., Grelle, S., Smith, K., (2015, October), *A Retrospective Evaluation of ABC4WT-CV Compliance with Mammography Practice Parameters*. Poster session presented at the Gender-Specific Medicine & Women's Health Symposium, Texas Tech University, Lubbock, TX. (Awarded first place)

Ross L, Stewart K, Liu R, Jacoby K, Price S, (2016) *Detection of Breast Cancer in a High-Risk Population with a Low Screening Mammography Rate*. Poster session presented at the Gender-Specific Medicine & Women's Health Symposium, Texas Tech University, Lubbock, TX. (Awarded meritorious achievement)

GRANT BASED PROJECTS

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| 1.27 million THECB grant to establish Accelerated LVN/RN Program
(with Leslie Mayrand, Sherry Halfmann & Justin Louder) [funded] | 2007-2008 |
| \$298,411 THECB grant in partnership with Texas Tech
University Health Sciences Center and nine other colleges and universities [funded] | 2007-2008 |
| \$725,000 United States Department of Health and Human Services:
Health Resources and Services Administration Grant for the Accelerated LVN-ADN-BSN
Program (with Justin Louder and Leslie Mayrand) [Recommended for funding but
unfunded] | 2008 |
| \$873,587 United States Department of Health and Human Services:
Health Resources and Services Administration Grant for the Accelerated LVN-ADN-BSN
Program (with Justin Louder and Leslie Mayrand) [recommended for funding but
Unfunded] | 2009 |
| 1.12 million Cancer Prevention Institute of Texas – Access to Breast
Care for West Texas – Concho Valley (with Leslie Mayrand) [funded] | 2011 |
| \$136,161 San Angelo Health Foundation – radKids (with
Leslie Mayrand) [funded] | 2012 |
| 1.45 million Cancer Prevention Institute of Texas – Access to Breast
and Cervical Care for West Texas – Concho Valley (with Leslie Mayrand) [funded] | 2014 |
| \$35,900 San Angelo Health Foundation – R.A.D. Program for Tom Green County's
Women and Men (with Leslie Mayrand) [funded] | 2015 |

