SUMMARY OF QUALIFICATIONS:

- Experienced healthcare professional, skilled in leveraging resources and leadership, through cross functional, multi-disciplinary teams, in both hospital and prehospital environments to achieve results.
- Experienced paramedic, educator, and administrator with experience in ground, fixed, and rotor-wing transport.
- Administrator experience with hospital transfer center, hospital throughput, and EMS critical care transport operations.
- Background includes experience in research and several years of teaching American Heart Association (ACLS/PALS), BTLS/PHTLS, and Paramedic training courses.

EDUCATION:

- D.B.A.(c) Liberty University, School of Business, Lynchburg Virginia, May 2022-May 2025
 - Doctor of Business Administration Healthcare Management
- M.B.A. University of Phoenix, Wayne, Pennsylvania. June 2004-May 2006
 - Master of Business Administration Change Management
- **B.S.** Grand Canyon University, Phoenix, Arizona. Spring 1999-December 2003
 - Bachelor of Science in Biology
 - Minor: Chemistry
 - *Coursework included:* Immunology, Pathophysiology, Histology, Molecular Biology, Genetics, Physics, and Biochemistry
 - Dean's List

Phoenix College, Phoenix, Arizona. 1988-1992

- EMT, EMT-I, & Paramedic Training along with various undergraduate courses
- Paramedic Certification, Nationally Registered Paramedic

Glendale Community College, Glendale, Arizona. 1995-1996

• Firefighter I & II Academy, Hazardous Material Operations, and NFPA 1001 Certification

WORK EXPERIENCE:

Lehigh Valley Health Network - Lehigh Valley Heart Institute, Allentown, PA

Clinical Quality Specialist, Cardiothoracic Surgery, Vascular Surgery, Cardiogenic Shock and Extracorporeal Life Support Programs, February 2022 – Present

Lehigh Valley Health Network - Lehigh Valley Heart Institute, Allentown, PA

Regional Program Coordinator, ACS-STEMI & Cardiogenic Shock / Acute Mechanical Circulatory Support Programs, April 2015 – February 2022

- Management and oversight of the regional ACS-STEMI, Therapeutic Hypothermia, and Regional Cardiogenic Shock/ECPR & Acute Mechanical Circulatory Support programs.
- De-Novo implementation of the Regional Cardiogenic Shock and Acute Mechanical Circulatory Support Program. Responsibilities include program management and oversight.
- Implementation, oversight, and management of the network ECPR program, under the umbrella of the Regional Cardiogenic Shock Program.
- Facilitate and moderate the Network ACS Committee with more than 50 members.
- Facilitate the implementation and provide oversight for the American College of Cardiology Chest Pain Center Accreditation of 3 non-PCI community hospitals within the network. Work included data review, committee formation & engagement, creation of policies, and the revision of existing pathways, as well as the creation of

- network-wide pathways and EPIC order sets. Functioned as the regional coordinator and trained/mentored new chest pain coordinators at both sites.
- Member of the DOEHM Research Committee representing Prehospital Research and Cardiology
- Facilitate and moderate the LVH-CC Therapeutic Hypothermia and ECLS/E-CPR Committee, Member of the Network Code Blue / Resuscitation Committee
- Developing and/or supervising research activities and coordinating data management for the STEMI program. Worked with Enterprise Analytics to create AMI and Resuscitation Dashboards in Tableau.
- Responsible for developing innovative policies and procedures for multiple cardiology focused programs.
- LIFENET System Administrator
- Adjunct Faculty at the George E. Moerkirk Emergency Medicine Institute instructor for ACLS, PALS, PHTLS, and Paramedic Training Programs since 2012

<u>Lehigh Valley Health Network – Department of Emergency Medicine, Division of EMS</u>, Allentown, PA *Prehospital Quality Specialist*, July 2012 – April 2015

- Serve as the liaison and direct contact between LVHN EMS Medical Directors and EMS agencies.
- Collaborate with Service Medical Directors on patient care-related issues and educational opportunities identified through the QA / PI process in order to engage and facilitate resolution with local and regional EMS agencies.
- Manage and coordinate special technology projects related to EMS communications and telemedicine including:
 - > The development of an EMS mobile application (EMS PRO) for iOS and Android platforms.
 - > Network acquisition of the CAREpoint System from General Devices.
 - **The implementation of the LIFENET System from Physio Control throughout the health** network and assuming the role of the LVHN LIFENET Administrator.
- Maintain CARES database for the network
- Remediation using simulation and scenario-based training to re-educate paramedics identified as knowledge deficient by medical directors.

City of Bethlehem, Bethlehem, PA

Paramedic, 2014 – Present

• Part-time paramedic for a busy, urban, dual-paramedic, 911 municipal ground-ambulance service

Borough of Emmaus, Emmaus, PA

Paramedic, 2012 - Present

➤ Part-time paramedic for a suburban 911 municipal ground-ambulance service

Temple Transport Team (T³) – Temple University Health System, Philadelphia, PA

Operations Manager - Ground Division & Transfer Center (Temple University Hospital), 2010-2012

- ➤ Responsible for the operation and oversight of a 6,000 transport per year Critical Care Transport ground ambulance service
- Responsible for operations and oversight of the Temple University Hospital Transfer Center. Temple University Hospital is large, non-profit, 740-bed academic medical center.
- ➤ Duties included personnel, scheduling, payroll, supplies, equipment, pharmaceuticals, capital purchasing, strategic and budgetary planning, contracts, and ambulance licensure in a fiscally sound and regulatory compliant manner and responsible for a \$3.5 million annual budget.
- > Responsible for staff performance and evaluation, recruitment, retention, and development.
- ➤ Developed and implemented policies and procedures governing the delivery of patient care, employee, and other services in collaboration and consultation with other members of the management team.
- Administrator on call for the TUH Transfer Center and Critical Care Transport Team.
- ➤ Member of Temple University Hospital Extended Senior Leadership Team

Gift of Life Donor Program Philadelphia, PA

Advanced Practice Transplant Coordinator, 2003-2010

- Provided guidance and assistance to clinical transplant coordinators with critical care donor management in the ICU, optimization of marginal organ function, donor instability, rapid recovery, and the navigation of difficultsituations and circumstances in order to facilitate the donation & recovery process.
- ➤ Indirect supervision and management of a team of 32 transplant coordinators.

- ➤ OPO Research Coordinator collaborated with numerous universities and academic medical centers to facilitate research projects approved by the GLDP Medical Advisory Committee.
- Responsible for the transportation of organ donors to in-house operating rooms and coordinating the organ recovery process out-of-hospital.
- > Training in advanced procedures including bronchoscopy, central line placement, and arterial lines.
- Mentored new and seasoned transplant coordinators in the donation process including determining medical suitability of potential organ donors, obtaining consent from families, critical care management of the donor in the ICU environment, organ allocation, and supervising organ recovery and transplant teams in the operating room.
- Hospital Development, including meetings with senior leadership, ethics committees, and presentations on organ donation and donor management at multiple hospitals within the OPO.

<u>LifeNet of Arizona (Rocky Mountain Helicopters, LLC. and Air Methods Corporation)</u> Phoenix, AZ *Critical Care Flight Paramedic*, 1997-2003

- ➤ Full-time, rotor-wing, Critical Care Flight Paramedic CCEMT-P
- > Care and treatment of critically ill medical and trauma patients in prehospital and interfacility environments for a large CAMTS certified rotor-wing program. Treatment included many advance practice skills such as central line placement, and rapid sequence intubation utilizing paralytics.
- ➤ Community Educator- assisted with numerous outreach education activities aimed at physicians, medical students, physician assistants, nurses and paramedics. Forums included RSI, advanced/difficult airway management, surgical cricothyrotomy, and central line placement at cadaver labs, trauma nurse courses (TNS, TNCC and FNATC), medical student training and presentations/workshops for prehospital providers.
- ➤ Biomedical equipment management for the organization.
- Member of the *Standards Committee*. Member of a cross-functional team responsible for the evaluation of new projects, equipment, policy implementation and elements of organizational strategic planning.

Maricopa County Sheriff's Office Phoenix, AZ

Lake Patrol Paramedic – Per-Diem Civilian Employee, 1998-2003

Part of the MCSO lake patrol law-enforcement team. Provided advanced life support capabilities at remote lakes in rural Maricopa County during the peak season.

Tolleson Fire Department Tolleson, AZ

Firefighter/Paramedic, 1995-1997

- ➤ Part-time firefighter/paramedic for a municipal fire department in a suburb of Phoenix.
- > Department was on the Phoenix Fire Dept CAD system and provided automatic aid to Southwestern Phoenix.

Southwest Ambulance Mesa, AZ

Lieutenant/Paramedic, 1989-1997

Responsible for care, treatment, and transport of the sick and injured for a large, private, ground ambulance service. Field supervisor – responsible for 2 stations, 18 employees, and 3 ambulances. Operations included urban and rural 911, as well as non-emergency transports.

United States Army Aschaffenburg, Germany

Combat Engineer (12B), 1986-1988

- Recipient of the Army Commendation Medal
- ➤ Honorable Discharge

PROFESSIONAL CERTIFICATIONS:

- > Arizona EMT Certification (**BASIC**), 1989-1990
- Arizona EMT-I Certification (INTERMEDIATE), 1990-1992
- > Arizona EMT-P [Certified Emergency Paramedic] Certification (PARAMEDIC), 1992-2004
- Arizona Toxicology (**TOX MEDIC**) Paramedic, 1994-2004

- ➤ Pennsylvania EMT-P Certification (**PARAMEDIC**) 2003-Present
- National Registry Paramedic Certification (NRP), June 1992-March 2004 & February 2012-Present
- ➤ Critical Care Paramedic UMBC at Western Kentucky University (CCEMT-P) 1999-2005
- ➤ Fundamental Critical Care Support certified by the Society of Critical Care Medicine (FCCS), exp. November 2016
- Advanced Cardiac Life Support Instructor (ACLS-I), 1992 present
- ➤ Pediatric Advanced Life Support Instructor (PALS-I), 1993 present
- ➤ Basic Life Support Instructor (**BLS-I**) exp. June 2019 **BLS** current
- ➤ Prehospital Trauma Life Support Instructor (**PHTLS-I**) exp. April 2023
- Advanced Stroke Life Support Instructor (ASLS-I) 2013 exp. June 2018
- ➤ Emergency Medical Services Vehicle Operator (EVOC) (VFIS) October 2012-present
- ➤ Advanced Trauma Life Support Audit (ATLS) September 2012
- ➤ Pennsylvania EMS Instructor (EMS-I) December 2013-present
- ➤ Tactical Combat Casualty Care (TCCC) September 2018-present
- ➤ Hazardous Materials Operations Level Pro-Board (HAZMAT OPS) June 2019-present
- ➤ Emergency Medical Operations for CBRNE Incidents (**EMO-ICE**) [FEMA/DHS/Anniston, AL] October 2019

PUBLICATIONS:

An educational intervention allows for greater prehospital recognition of acute stroke.

Henry-Morrow TK, Nelson BD, Conahan E, Mathiesen C, Glenn-Porter B, Niehaus MT, Porter LM, Gesell MR, Monaghan GT, Jacoby JL. Am J Emerg Med. 2017 May 24. pii: S0735-6757(17)30417-5. doi: 10.1016/j.ajem.2017.05.036. PMID: 28592375

McHugh, C. Nelson, B. (2021, Sep29-Oct1). **Documentation of Heart Score for Chest Pain Patients**. [Conference poster presentation]. American College of Cardiology Quality Summit, Virtual. https://www.eventscribe.net/2021/QSummit/ajaxcalls/PosterInfo.asp?efp=V1NFQkdHUVMxMTEzMg&PosterID=423312&rnd=0.1604415

McHugh, C. Nelson, B. (2021, Sep29-Oct1). **Time from Patient Presentation to ECG Acquisition**. [Conference poster presentation]. American College of Cardiology Quality Summit, Virtual. https://www.eventscribe.net/2021/QSummit/ajaxcalls/PosterInfo.asp?efp=V1NFQkdHUVMxMTEzMg&PosterID=423311&rnd=0.1628216

PROFESSIONAL ORGANIZATIONS AND VOLUNTEER POSITIONS:

> FEMA/HHS ASPR Healthcare Resiliency Task Force (HRTF) – Member of the Prehospital/EMS Working Group March 2020 - July 2020

The Federal Healthcare Resilience Task Force (HRTF) led the development of a comprehensive strategy for the U.S. healthcare system to facilitate resiliency and responsiveness to the threats posed by COVID-19. The Task Force's EMS/Pre-Hospital Team was comprised of public and private-sector Emergency Medical Service (EMS) and 911 experts from a wide variety of agencies with a concentration on the needs of the pre-hospital community. The team was comprised of subject matter experts from NHTSA Office of EMS, CDC, FEMA, USFA, US Army, USCG, and non-federal partners representing stakeholder groups and areas of expertise. The team, led by the NHTSA Office of EMS, developed resources and provided guidance for EMS providers, agencies, and associations during initial phase of the COVID-19 pandemic. Transitioned to NHTSA OEMS advisory prehospital working group in July 2020 – Present.

> NREMT (National Registry of Emergency Medical Technicians)

- o Board of Directors July 2021- present
- o Member of the Communications Committee
- o Member of the Research Committee

➤ NAEMT (National Association of Emergency Medical Technicians)

- Region 1, Board of Directors 2019-2021
- o Member of the EMS Economics Committee 2020-2022
- o Member of the NAEMT Finance Committee 2019 present
- o Member of the EMS Workforce Committee 2019 2022
- o Liaison to National Registry of EMTs [NREMT] 2019-2022
- o NAEMT Representative on the NFPA Technical Committee 1999 PPE 2021-Present
- o Member of the National EMS Data Committee 2013-2018
- o Member of the National EMS Transformation Committee 2018-2020

> NFPA (National Fire Protection Association)

 Principal - Technical Committee on Emergency Medical Services Protective Clothing and Equipment (FAE EMS – NFPA 1999 PPE)

Eastern PA EMS Council

- o Board of Directors 2017-present
- O Performance Improvement Committee Member
 - Member of Ketamine Review Subcommittee
 - Member of the Sedation Assisted Intubation Review Committee
- o ALS Committee Member
- o Member of the ALS/BLS skills review workgroup
- o Member of the RSI workgroup
- o Member of the Finance Committee

Eastern PA MedCom, LLC.

o Board of Directors

AWARDS:

- ➤ **Paramedic of the Year,** 2019 Borough of Emmaus EMS
- ➤ Adjunct Faculty Member of the Year, 2019—George E. Moerkirk Emergency Medicine Institute
- ➤ NAEMT Presidential Leadership Award, September 2020 National Association of Emergency Medical Technicians (NAEMT), presented at EMS World Expo 2020