

PATRICIA A. FELTON

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CAREER SUMMARY

As an educator, a leader, and a professional Administrator, Patricia thrives on challenges and change. Her core leadership characteristics are inclusiveness, integrity, and transformation. Many peers and colleagues confirm that she inspires others through a positive attitude. Her confidence, trust, and relationships are keys to her transformational leadership style. Working with and through others as a communicator, facilitator, and role model for change, using systems thinking theory is a significant management skill.

EDUCATION

Student – **Doctorate in Education/Organizational Leadership**– 2013 – June 2022
Grand Canyon University, Phoenix, AZ.

Master of Business Administration, Finance 1992
The University of Detroit-Mercy, Detroit, Michigan

Master of Administration, Adult Education, 1987
Marygrove College, Detroit, Michigan

Baccalaureates of Science in Nursing 1981
Madonna University, Livonia, Michigan

TECHNICAL SKILLS

- Zoom Video Communication Software
- Developed effective written departmental strategic plans, financial budgets, expense reports, and professionally written proposals.
- Mastered Microsoft Office (Word, Excel, Publisher, PowerPoint, and Visio)
- Designed professional presentation brochures, flyers, newsletters, resumes' and created logos for-profit and non-profit organizations.

TEACHING AND TRAINING

- Established Ambassadors Institute is a Vocational Healthcare career educational center in February 2019 to train Nursing Assistants and Patient Care Technicians.
- Part-time Nursing Assistant Faculty at Wayne County Community College with 95% pass rate for Nursing Assistant Students taking the State of Michigan certification exam.
- Annual leadership training to leaders: In 2019 provided a two-session seminar on Leadership for leaders at Henry Ford Village in Dearborn, Michigan, and Art Institute in Novi, Michigan
- Develop staff assessment which was used to develop staff training plans
- Collaborated through teaching/training with Managers and staff to align daily operations to quality standards of OSHA, JACHO, and State requirements for operations

- Developed and lectured from animated PowerPoint presentations to graduate and undergraduate students regarding organizational development, business communication, and leadership theories for business and healthcare.
- Developed and implemented an On-Boarding process based on preceptorship and mentoring philosophy adopted for the entire organization.
- Assistant Director of Nursing - Faculty Development (Everest Institute-LPN program)
- Adjunct faculty at William Tyndale College, Baker College, Davenport University, Phoenix University, and Mercy College
- Invited as an annual seminar lecturer for three years (Henry Ford Hospital Distinguished Nursing Annual Conference and Mercy Corporation Annual Clinical Conferences)

LEADERSHIP

- Progressively moved from first-line Manager to Executive level – provided effective leadership from 30 to 4,000 staff members.
- Mentored and coached leaders to levels of self-effectiveness and success
- Changed fragmented leadership groups to effective teamwork through relationship building, consistency of communicative messages, and building trust
- Mediated conflicts between management and staff, improving internal communications and cooperation
- Known as a transformational leader, able to inspire and coach other leaders

FINANCIAL MANAGEMENT

- Produced budgets, cash flow projection, and program effectiveness analysis
- Increased operational efficiency and program planning by developing and implementing annual operating budgets and capital allocation plans for a \$335 million expense division
- Utilized financial benchmarks to manage and maintain budgets 85% within or below expected expense lines.
- Used business cases and business plans to reduce expense within reporting business units.
- Reduced overtime through re-allocation of staff schedules

EMPLOYMENT

FOUNDER/OWNER– February 2019 to present

Ambassadors Institute – Lathrup Village, Michigan 48076

Vocational Health Education Christian School focused on small class size with concentrated student-centered training for Nursing Assistants and Patient Care Technicians.

ONLINE TUTOR -VARSITY TUTORS- September 2021 – (occasional)

Tutor registered nursing and practical nursing students in strategies and approaches to successfully pass NCLEX exam. 1 of 10 top nursing tutors with a 95% NCLEX pass rate.

FACULTY – January 2020 – Present (occasional)

Wayne County Community College District

Part-time faculty for Nursing Assistant Program and Medical Terminology: Instructing High School Seniors and Adult learners in theory and skills for entry-level positions in the healthcare industry. Clinical practicum for registered nursing students³

THE TRUE NORTH GROUPE– Leadership/Management Consultant – 2014 to present (Occasional) As an educational consultant, created curriculum, seminars, presented educational material, developed brochures, flyers, logs, and acted in the main speaker/presenter's role. Developed business plans, created grant proposals, performed research, provided expert knowledge, organizational and financial development, and strategic planning retreats.

FACULTY – November 2016 – July 2017

Zenith Education Group- Everest Institute Southfield, Mich.

Part-time A.M. faculty for Practical Nursing Program: Teaching senior level students, Management and Supervision, various Medical-Surgical courses, and senior-level competency.

ASSISTANT DIRECTOR OF NURSING -October 2015 – November 2016

Zenith Education Group- Everest Institute, Practical Nursing Program, Southfield, Mich.

Faculty Development position responsible for identifying areas of educational growth and developmental needs for faculty. Evaluate and analyze lesson plans, student tests, and quizzes to support the 2014 Test Plan. Work closely with Assistant Director of Students and Director of Nursing to fulfill the goals and objectives of the Nursing Department.

FACULTY – April 2015 – October 2015

Zenith Education Group- Everest Institute Southfield, Mich.

Part-time P.M. faculty for Practical Nursing Program: Teaching Medical-Surgical theory and clinical courses. Act as Lab Coordinator on the PM Shift by facilitating, promoting, and preparing nursing skills lab activities and supporting faculty during lab sessions.

ADMINISTRATOR, PERI-OPERATIVE SERVICES AND ANESTHESIA SERVICES – 2009-2012 – Sinai-Grace Hospital, Detroit, Michigan 48235

Focus: Staff of 350, with six direct reports. Operational, administrative, and programmatic leadership using Dr. W.E. Deming 14 points philosophy of quality effectiveness, APIE process combined with PDCA to implement change. Utilized Adult learning principles to engage and involve staff and managers in the learning process for implement change.

ADMINISTRATOR, DIRECTOR OF NURSING -PERI-OPERATIVE SERVICES– 2006-2008 – Faxton-St. Lukes' Healthcare, Utica, New York

Focus: Staff of 250, with six direct reports. Operational, administrative, and programmatic leadership using Dr. W.E. Deming 14 points philosophy of quality effectiveness, APIE process combined with PDCA to implement change. Utilized Adult learning principles to engage and involve staff and managers in the learning process for implement change.

INTERIM VICE PRESIDENT PATIENT CARE/CHIEF NURSE EXECUTIVE- May 2003- April 2004 – St. John Hospital and Medical Center, Detroit, Michigan 48236

Focus – Staff of 4,000, with eight direct reports. Corporate administrative and financial oversight to implement quality standards, reduce expenses, improve workflow and establish nursing standards and philosophy for the organization. Implemented Didactic Nursing Management Model and reduced Nursing Staff expense by 300,000 first six months.

CERTIFICATIONS

State of Michigan Train the Trainer Certificate

Stephen Covey -7 Habits of Effective People

Dimensions Development International (DDI – Leadership)

Certified Advance Nursing Administrator Certificate -AONE

ADJUNCT FACULTY

- University of Phoenix – Graduate, and undergraduate (College of Business Administration) 2000-2004
- Davenport University – Undergraduate – (College of Allied Health/Nursing) 2002-2003
- Creative Options – Sub-contractor for Detroit Public Schools – Parent/Child Motivational Classes -2001
- Baker College – Corporate Division – Undergraduate (Business/Leadership/Management) 1999-2001
- Oakland University – Undergraduate (Nursing Leadership) 1995-1996
- Saginaw Valley State University – Undergraduate -1993
- William Tyndale College – Undergraduate – 1993
- Meharry Allied Health Institution (Director of Allied Health Programs)– 1982-1983