

DIANA WARD-COLLINS RN, MSN

CLINICAL EXPERIENCE

Labor & Delivery, Cancer Research, Oncology, Pediatrics, Medical/Surgical, Emergency, Ambulatory Surgery, Operating Room, Home Health.

MANAGEMENT ADMINISTRATIVE EXPERIENCE:

Assistant Head Nurse, Head Nurse, Supervisor, Associate Director, Director of Nursing

MAJOR EDUCATION CONFLICT RESOLUTION:

| | |
|------------------------------------|-------------------------------------|
| Advanced Mediation (1999) | Mediation USA |
| Child Dependency & Neglect (1998) | Jefferson County |
| Workplace Mediation Process (1998) | Mediation USA |
| Advanced Mediation Skills (1998) | US Postal Services |
| Victim Offender Mediation (1996) | Mediation Services Jefferson County |
| Victim Offender Mediation (1996) | FACE to FACE. -Arapaho County |
| Basic Mediation (EEO) (1995) | C D R Associates -Boulder, CO |

1981 George Mason University Fairfax, Virginia Master of Science Nursing Degree (MSN)

1978 George Mason University Fairfax, Virginia Bachelor of Science Nursing Degree (BSN) (Honors)

1962 Mercy Hospital Nursing School Denver, Colorado Diploma

PROFESSIONAL ORGANIZATIONS:

Sigma Theta Tau, Epsilon Zeta (1978-1990), *Vice President* (1982-84)
American Nurses Association (1978-present)
Colorado Nurses Association(1989-present)
Virginia Nurses Association (1978-1989), *Delegate* (82)
American Organization of Nurse Executives (1985-89)
Virginia Organization of Nurse Executives (1985-89),

- *Program Committee* (1986-89), *Treasurer* (1988-89)

Colorado Association of Quality Professionals (1991-93)
Colorado Council of Mediators and Mediation Organizations (1995-2005)

- *Prof. Development Committee 1996- 1998*
- *Board Member 2002-present;Vice-President 2003, Certification committee 2001-2003*

Jefferson County Mediation Services (1995-present)

- *Jefferson County Community Mediator of the Year Award (1997)*
- *Jefferson County Victim/Offender Mediator of the Year Award (1998)*

American Association of Legal Nurse Consultants (1997-2005)

- *Nominating Committee 2003*

Colorado Chapter: Legal Nurse Consultants (1998-2005)
Society of Professionals in Dispute Resolution (SPIDR) (1998-2001)

- *Secretary Colorado Chapter 1999-2001* Now known as Association for Conflict Resolution (ACR)

Association for Conflict Resolution (2003-present)
Editorial Board: Journal of Nursing Risk Management 2000

WORK EXPERIENCE:

1992-Present

THE LEGAL NURSE NETWORK: **President**

Medical Legal Nurse Consultant. Mediation. Education/trainer
Certified trainer: Sexual Harassment, Diversity. Colorado Civil Rights Division

LNN Mediation: **Founder**

Jefferson County Mediation Services; US Postal Service: External Mediator; World Bank: External Mediator
Arapaho County - Community Services – mediation (1996-98); Colorado State Developmental Disability- external mediator (1997-present); Bureau of Land Management; Dispute Resolution Professionals Inc-Associate; Medicare Mediation Project-Colorado, North Dakota. MAARSS Mediation-Associate

1990-2003

FACULTY: **Adjunct, Nursing**

UNIVERSITY OF PHOENIX

Area Chairperson/Nursing (1992-94)

Curriculum Coordinator General Studies/Nursing (1994-2000)

Completed major course revision of: Health, Law & Ethics - 1995, Business Ethics-1996

Courses: Health Law and Ethics; Health Policy and Politics; Health Care Management; Baccalaureate Preparation for Profession; Management & Organizational Behavior; Professional Issues & Trends; Health Care Delivery and Regulations; Advanced Management in Nursing; Communications; Change, Negotiation and Conflict; Legal & Ethical Issues in Healthcare. (undergraduate, graduate courses)

1990 - 1993

QUALITY IMPROVEMENT COORDINATOR: University Hospital, Denver, Colorado

Coordinate function of Quality Assessment and Quality Improvement for the Department of Nursing. Chairperson: Nursing Quality Improvement Committee. Committee member of: Nursing Research (research project selected for WIN conference 1992), Nursing leadership, Nursing Policy and Procedure, Nursing Documentation, Board member of U-EXCEL (career advancement program), Education Advisory, Nursing Pharmacy Kaizan (Quality), Nursing Matters (publication). Member of hospital committees of: Risk Management, Safety, Infection Control, Ancillary Quality Improvement, Hazardous Waste Subcommittee, and Utilization Review Committee. Initiated major projects of safety related to: Occupational Exposure of Needle sticks, Patient Falls, Infection Control, Patient Identification

1992 -1993

FACULTY:

University of Colorado – Adjunct: School of Nursing Clinical Faculty

1985 - 1989

DIRECTOR OF NURSING:

Obici Hospital, Suffolk, Virginia

245 bed full service. 323 F.T.E.; 8.8 million dollar (total) nursing budget. Committee participation: (14) multi-disciplinary, (7) Nursing. Chaired Nurse Executive, Joint Supervisor/Head Nurse, Policy and Procedure Committees. Chaired interdisciplinary Home Health Task Force. Introduced and implemented process towards decentralized management.

Major accomplishments:

- Initiated Joint Practice Committee. (Co-chair)
- Developed statistical data base for O.R. and L&D to trend service.
- Standardized Policy/Procedure format and process with total revision for Nursing Department (interdepartmental-interdisciplinary).
- Major revision and development of unit based Quality Assurance program facilitating staff involvement.
- Initiated and facilitated collaboration with University and Community College for A.D.N. and B.S.N. hospital based courses.

1984-1985

NURSE CONSULTANT:

Mt. Washington Pediatric Hospital, Inc., Baltimore, MD

Consultant for Administration: project analysis of Nursing Department's organizational structure, management/administrative process, nursing services in relationship to interdisciplinary team process. Recommended and implemented marketing and admissions process for services.

1983-1984

ASSOCIATE DIRECTOR OF NURSING:

Southern Maryland Hospital, Clinton, MD

310 beds. Responsible for administration in the following areas: Operating Room, Out-Patient Surgery, Medical/Surgical, Mental Health, Maternal Child Health, Quality Assurance, Infection Control, Nursing Education, Float-Pool. Seminar instructor on legal aspects of health care. Participated in ten (10) committees: Chaired Nursing Policy/Procedure Committee. Initiated and implemented reorganization of Nursing Policy/Procedure manual. Developed and initiated major quality assurance project for the operating room and outpatient surgery which positively impacted on patient services and decreased turnaround time for the operating room. Analyzed, proposed and implemented standardization of nursing orientation program using video cassettes as a tool to enhance orientation. Researched and standardized inter-shift "Report" decreasing overtime.

1981-1983

ADMINISTRATIVE NURSING SUPERVISOR:

Fairfax Hospital, Fairfax, VA.

(Night shift) 655 beds. Supervised and coordinated nursing activities for units of: Medical/Surgical, Coronary Care, Post Coronary Care, Orthopedics, Neurology, Rehabilitation, Oncology, E.N.T., Urology. Representative for Committees of: Patient Classification, Medical Information System, Task Force on Hospital Aids, Nursing Executive. Introduced and facilitated audio-visual concept of continuing education for night shift.

1978-1981

DIRECTOR OF NURSING:

Fairfax Surgery Center, Fairfax, VA.

Four (4) operating rooms. Planned, organized, co-ordinated, directed, and evaluated the opening of a new freestanding out-patient surgery center. Developed and implemented a program of primary care nursing with special emphasis on client family centered services. Designed format for medical record. Responsible for materials management (equipment and supplies). Responsible for all aspects of personnel management. Represented Nursing - Board of Directors and Medical Advisory Committee meetings. Developed operational policies/procedures. Designed process for consumer evaluation. Designed peer review program. Developed and standardized purchasing process. Developed central supply and sterile processing standards.

1977-78

NURSE INTERVIEWER

RN. Examiners
Springfield, VA.

1968-71

TEAM LEADER-HEAD NURSE

Commonwealth Doctors Hospital (ED)
Fairfax, VA.

1976-77

CLINIC NURSE

Middle burg Health Clinic
Middleburg, VA.

1967-68

DAY SUPERVISOR

Stanford Children's' Hospital (Pediatrics)
Palo Alto, CA.

1973-74

STAFF NURSE-CHARGE

Yokosuka Naval Base Hospital
(Obstetrics)
Yokosuka, Japan

1963-67

STAFF NURSE-ASSISTANT HEAD NURSE:

Stanford Hospital (Cancer Research)
Palo Alto, CA.

PUBLICATIONS:

- ◆ The nurse preceptor: Preparation and needs. (May 1989). Nursing Staff Development. 5(3)
- ◆ Quality Corner. Nursing Matters. 1990, 1991, 1992
- ◆ Nurses required to report medical device failure. (1992). Nursing Matters. Vol.(3)
- ◆ Medical-legal nurse consulting: Patient advocacy in the new era of professionalism" (1994/Winter). Revolution. 80-82
- ◆ Can't you take a joke: Sexual harassment in healthcare. (1995/Fall). 68-76 (research questionnaire)
- ◆ Sexual harassment in healthcare. (1996/Jan). Surgical Services Management. 43-47
- ◆ Book review/report: Aging and its consequences for the socio-medical system. for: Activities, Adaptation & Aging. 21, (3/4)-(1997)
- ◆ Book review of : Transcultural Nursing for: Activities, Adaptation & Aging. 21, (4), 1997
- ◆ Can't you take a joke: Sexual harassment in healthcare.(1996) Caring. 15(5) 78-89 (reprint)
- ◆ Non-compliance: Isn't there a better way to say it? (1998) American Journal of Nursing. 98(5), 27-32 Feature Article
- ◆ Conflict resolution: A short description of the mediation process for health care professionals (1997) Colorado Nurse. 9 (3) 9-10
- ◆ Alternative Dispute Resolution: A short description of the mediation process for conflict resolution on healthcare issues. (1998/July). The Journal of Legal Nurse Consulting. 9(3) 2-7
- ◆ Trans-generational Mediation: A Strategy to Empower the Elderly. (July,2001). CSA Journal. Society of Certified Senior Advisors. XI. 36-39
- ◆ The Tripartite Structure of Healthcare Organizational leadership: Joining Forces to Manage and Resolve Conflict. (4/2004) Submitted for nursing publication
- ◆ Caught in the Middle?: How to Manage Conflict and solve Problems By Negotiating With Others.(4/2006)

PROFESSIONAL/COMMUNITY SERVICES:

American Heart Association: CPR Instructor 1984-1986; LPN Advisory Council, 1986-1989; Women and Children's Health 1993
 Paul D. Camp College Curriculum Advisory 1987-1989; Channel 9 Health Fair: Advanced Directives 1994; Adult Care Management Inc. Board Member, 1994-95; American Cancer Society, "Jail and Bail", 1993, 1994, 1995; Jefferson County Mediation Services 1995-current. Chair: Visioning Committee 1996; Professional Development Committee 1997-1998; Task Force: Employee relations; FACE to FACE: Victim Offender Volunteer Mediator 1996-1999
 Colorado Council of Mediators and Mediation Organization (CCMO), Professional Development Committee 1996-1999, President: Columbine Knolls So II Home Owners Association

| | |
|---|---|
| <ul style="list-style-type: none"> ● SPEAKER PRESENTATIONS Developing Leadership. CEU ● Southern Maryland Hospital Center(1983-1985) Legal/Ethical Aspects of Nursing. CEU ● Obici Professional School of Nursing (1986-1988) Current Issues in Healthcare Management ● University Hospital, CEU Quality Assurance - Who Me?, (1990) ● University Hospital Indicator Development and Process (1991) ● University of Colorado Research Fair Poster Presentation, Needle sticks, (1990) ● National Nursing QA Conference (1991) ID Bracelets - Poster Presentation CEU ● University Hospital CEU Quality Assurance/Quality Improvement (1992) ● Sigma Theta Tau Research Conference (1992) Alpha Kappa Chapter, Poster Presentation-ID Bracelet CEU ● University Hospital Nursing Research Fair Poster Presentation 1) ID Bracelets update. 2)Needle stick (1992) ● Tactilities Inc. Boulder, Colorado Mastering Fall Prevention Advisor- Consultant, Video, CEU (1992) ● Western Institute of Nursing (1992) Nursing Research Conference Poster Presentation: QI projects: ID Bracelets, Patient Safety ● University Hospital Fall Prevention, (1992) CEU ● Denver Veterans Affairs Medical Center Medical-Legal Aspects of Nursing CEU (1993) ● Colorado Lutheran Association Advanced Directives (1993) ● Colorado Assoc. Legal Secretaries Conference Managing the Maze of Medical Records (1994) ● Phi Theta Kappa, Colorado Chapter Science, Technology & Bioethics (1994) ● AORN- Denver Chapter Presentation & Research. Can't You Take A Joke: Sexual Harassment (1994). ● Nursing Faculty, University of Sidney; Sidney, Australia (1994) Science, Technology & Ethics, An American Nurse's Perspective. ● Denver Chapter Stroke Association Advanced Directives (1994) ● Meridian House Advanced Directives (1995) | <ul style="list-style-type: none"> ● DAI Conference. Creating A Respectful Workplace: Future Solutions Now (1998) "Communicating With People Who Are Different" ● Colorado Civil Rights Division-Training Sexual Harassment, 1998 Presentations -#2 ● Lutheran Hospital. (1998) Legal Aspects of Nursing ● CCMO (1998) Annual Conference EEO & Civil Rights ● CO Legal Nurse Consultants Chapter Mediating Healthcare Issues (1998) ● DAI Conference: Models of Excellence: Leadership in a world of Diversity. The Language of Respect: A Leadership Tool for Workplace 2000 (1999) ● Hep C Seminar: Building Knowledge, Encouragement & Hope. Workplace Rights & Responsibilities in the Face of Hepatitis C. (1999) ● Mediation for Individuals with Developmental Disabilities. Colorado Developmental Disabilities Conference (1999) ● Documentation Issues & Charting for the Future in Colorado (2000) CEU-Lorman ● Mediation. How can it work? (2000) Colorado Association of Legal Nurse Consultants ● Alternative Dispute Resolution (2001) 48 hr certifi. course. Center for Legal Studies/Colorado State University ● Dispute Resolution in Colorado: Today's Practices, Tomorrow's Policies (2001) Community Mediation ● Loveland Police Department (2001) Restorative Justice 'Reframing'- The Long & the Short of It. ● Jefferson County Mediation Services (2001) Informed Consent: The Role Responsibility for Mediators ● American Society on Aging (2001) Ethical Issues: Boundaries, Conflicts of Interest & Appearance of Impropriety ● Society of Certified Senior Advisors (2001) Ethics in Senior Business; Grief & Loss. ● Colorado Council of Mediators & Mediation Organizations (2001). Trans-Generational Mediation: Understanding & Empowering the Elderly. ● Colorado State University & The Center for Legal Studies (2001) Legal Nurse Consulting. ● Metro State College & The center for Legal Studies (2001). Legal Nurse Consulting ● Colorado Bar Association (2002) Co-present J. McMahon-JD. Better Communications & Understanding in Mediation |
|---|---|

| | |
|--|---|
| <ul style="list-style-type: none"> • Senior Showcase Channel 6 . Elder Abuse (1995) • University of Colorado, Nursing Doctorate (ND) program Entrepreneurship (1996) • Colorado Nurses Association, District 16 Board Sexual Harassment in Healthcare (1996) • Personal Stability Seminar (Royal Caribbean Cruise) From Leadership to Entrepreneurship (1996) • Association of Women’s Health, Obstetric and Neonatal Sexual Harassment in Healthcare (1996) • Colorado Council of Mediators and Mediation Organizations State Conference (1997). Are Healthcare Issues Mediable? • Colorado Health Department (1997) Are Healthcare Issues Mediable? • Jefferson Co. Mediation Services Reflection & Introspection: Assessing Our Personal & Professional Process of Ethical Reasoning as Mediators (1997) • Regis Mediation Project Where In Healthcare Are Issues Mediable? (1997) • 13th Annual EEO/AA Conference (1997) Sexual Harassment: Different Definitions & Co-definition. • 13th Annual EEO/AA Conference (1997) Mediation: How Can It Work For The Employer & Employee • University of Colorado Resume Exchange (1998) • "I'm Right! You Are Wrong!" Diversity Associates International (DAI) | <ul style="list-style-type: none"> • Bureau of Land Management. (2002) Diversity: A new way of life • Association For Conflict Resolution National Conference. (2003) Bringing Your True Self To The Table: Exploring Multidisciplinary Approaches • Wyoming Nurses Association Conference (2003) Managing Power & Conflict by Going TO the Table. • Colorado Council of Mediators & Mediation Organizations (2003). Transgenerational Mediation. • Denver CCMO (2004) Reflections on Unforgettable Mediation Challenges-Past: What could/would we do different today? • Denver West (2004) Effectively Managing Personal & Professional Conflict • Parents Without Partners-Denver Chapter (2004) Effectively Managing Personal Conflicts • Colorado Association of Legal Nurse Consultants; Colorado Nurses Association-Denver Chapter Effectively Managing Personal & Professional Conflict (2005) • United States Post Office-Ft Collins Diversity/Disability: A Way of Life (2005) Effectively Managing Personal & Professional Conflict • Colorado Nurses Association Chapt 20 (2005) Women’s Health Issues:Voicing your choice. • Bureau of Land Management (2006) Creating Nano-bridges building healthy relationships with elders: Transgenerational Conflict Resolution (2006) • Colorado Council of Mediators & Mediation Organizations. <p>4/06-rev</p> |
|--|---|