

## **Wendy A. Dixon, MA (Leadership-Health Specialty), RN**

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*A **Healthcare Leader** with the ability to navigate large teams through mandated changes in a health care setting. Experienced and professionally trained presenter, educator, facilitator and published writer. Ability to navigate emotional and/or intense one on one or group interactions. A strategic thinker with the ability to formulate and operationalize new initiatives and programs. Strong relationship building skills over a broad range of disciplines and personalities in justice, community and healthcare settings.*

### **Regina Qu'Appelle Health Region Saskatchewan**

**2010-present**

#### **Facility Manager**

Golden Prairie is a 38 bed Long Term Care facility in rural Saskatchewan. It is a stand alone facility that includes 72 employees within five different departments; laundry, food services, environmental services, administration, and nursing. As a facility manager I am responsible for overseeing all aspects of all departments.

#### **Accomplishments**

- Met with Trust committee to secure funds for several needed building renovations and upgrades.
- Assisted staff to identify system, process and flow issues that are leading to inefficiencies and staff frustration. Continue to empower front line staff to address issues and make changes as required.
- Created an interdepartmental flow committee to begin to integrate the concepts of Kaizen and Lean in a more informed way within the building. Encouraged and ensure staff can be freed from regular duties to attend one day Kaizen session.
- In collaboration with the Special Care Aids identified staffing matrix inequalities and am assisting staff through transition to a new staffing matrix and mix.
- Strategically implemented several mandated quality improvement initiatives such as; least restraint policy moving from an original 14 people in restraints to 0.
- Represent Rural on the Leadership Succession Committee
- Rural representative on the Kaizen management capacity pilot team.

### **Carewest, Calgary Alberta**

**2001 – 2010**

Carewest is owned by Alberta Health Services and is Calgary's largest healthcare provider of its kind. It operates nine sites and several community services aimed at helping people live more active, independent lives. Carewest currently provides 1,120 healthcare beds, has 2,166 staff members and over 900 volunteers contributing 40,000 hours per year.

#### **Manager - Neurological Rehabilitation Unit**

**2005 – 2010**

The Neuro Rehab program provides services to individuals that have suffered a stroke or other neurological illness. It is a 51 bed unit with 120 healthcare providers and averages 270 admissions and discharges per year. The manager position requires the daily application of health administration knowledge and skills: day-to-day operations; the supervision of 120 staff; business planning; financial management; quality improvement initiatives; human resources management and planning; service development and implementation; participation in strategic planning with the Calgary Health Region, Alberta Provincial Stroke Strategy and the Canadian Stroke Network.

### **Accomplishments**

- Nominated by lead Neurologist and was selected to participate on the Canadian Stroke Network Consensus Panel for Outcome Tools.
- Member of the Neuro Advisory participating in decision making regarding how stroke care services were distributed and aligned within Calgary and area.
- In collaboration with nurses, made changes to the staff mix of RNs, LPNs, and NAs that resulted in decreased vacancy rates and overtime utilization. These changes improved efficiency in the utilization of human and financial resources without sacrificing quality of client care.
- Was a member of the Stroke Patient Flow Committee to improve efficiencies in admissions, flow and discharges across acute care and rehabilitation services.
- In response to severe nursing shortages, developed a building-wide decision making tool to safely reassign nurses to other programs as required.
- Worked in conjunction with information technology to ensure the 120 staff on the Neuro Rehab Unit had access to, and education about, utilizing online computer technology to improve efficiencies in communication and education.
- Focused on and successfully created a positive workplace culture in a fast paced , stressful environment with frequent provincially mandated changes.

### **Registered Nurse - Neuro Rehabilitation Unit**

**2001 – 2005**

- Functioned as part of an interdisciplinary team committed to providing the highest quality of Neuro Rehabilitation to clients and their families. Supervised Licensed Practical Nurses and Health Care Aids.

### **Brainstorm Fundamentals Inc. (Calgary, AB)**

**1998 – 2001**

***Co-founder and Director***

### **Accomplishments**

- Multiple role flexibility - front line worker, administrative, marketing, financials, writing articles for publication, quality improvement initiatives, public speaker, media interviews for television, print and radio.
- Worked closely with families and individuals with mental illness, which included education of neurobiological disorders, behavior and lifestyle management, relapse planning, advocacy, medication overseer, relationship builder, coordinator and broker for services.
- Developed and presented a variety of educational seminars including but not limited to, *Bedside Manners 101: because the life you save could be your own; Altered States Communications; communication with a person that is delusional or hallucinating.*

### **The Canadian Mental Health Association (Alberta South Central Region) 1995 – 1998**

***Coordinator-Community Development***

### **Accomplishments**

- Created the 'Lasting Impressions' program from the initial idea through to securing funding and making program operational in an innovative and meaningful way. This program is an early intervention program that supports families in which a parent has a mental illness.
- Developed statistical tools for program tracking and evaluation.
- Made client referrals to community services and programs, as appropriate.
- Developed and facilitated a Youth Peer Support Club component and curriculum.

- Supervised professional Family Mentors to work with families in which a parent has a mental illness.
- Developed and published such materials as required by the program, i.e. “The Mental Health Act of Alberta – a Consumer and Caregivers Guide”, “A Teacher’s Guide, Helping a Child Whose Parent has a Mental Illness” and facilitate the development of a “Shining Light on Mental Illness”, an award winning book written by children in the Lasting Impressions program.

**William Roper Hull Child and Family Services (Calgary, AB)**  
***Certified Teaching-Parent***

**1993 – 1994**

**Accomplishments**

- Lived in receiving and assessment home and provided 24 hour-a-day care to youth exhibiting behavioral and emotional difficulties, resulting in family breakdown.
- Taught parents child rearing techniques and life skills, and provided counseling to youth and their parents to facilitate successful reintegration home.
- Responsible for administrative details of home as well as staff training and supervision.
- Maintained close coordination and communication with various agencies involved in placement.
- Received an award as Outstanding Teaching Parent from a pool of 25 sites in America

**Prior to 1993**, worked as an RN providing front line care to a variety of clients in a variety of settings including those with mental illness, addictions and substance abuse problems.

**EDUCATION**

Master of the Arts in Leadership  
 Royal Roads University, Victoria, BC

Certified Teaching Parent  
 Teaching Family Association of North America

Graduate of Nursing  
 Wascana Institute of Applied Arts and Sciences, Regina, SK  
 Granted full academic scholarship.

**COMMUNITY SERVICE**

**The National Network for Mental Health**  
**Past Board Member**  
 Chair, Bylaw and Nomination Committee  
 Executive Committee Member

**Schizophrenia Society**  
**Past Board Member**

National Education and Public Awareness Committee  
 Utilize creativity to develop innovative ways to increase public awareness, influence key stakeholders and secure funds for various projects.

**Founder Joshua’s Tree**