

Chantal M. Howard, DNP, RN, CEN, NEA-BC

Professional Summary

Highly experienced nurse leader with 28 years of clinical nursing practice, and 22 years of nursing leadership experience. Possesses the skill to be a servant leader who is dedicated to building strong teams ensuring that patients are at the center of all decisions that are made. Holds both a Master of Science degree and Bachelor of Science degree in Nursing. Has both clinical and leadership experience in large health care institutions in New York City (NYC Health and Hospital Corporation) and North Carolina (WakeMed Health and Hospitals and Duke University Hospital). Holds Nurse Executive Advanced Certification and a member of Wake County Domestic Violence Fatality Review Team. A recipient of The Great 100 Nurses- 2021.

PROFESSIONAL SKILLS

- Experience in diverse health delivery settings, including academic hospitals, and large health systems
- 28 years of increasing responsibility in clinical nursing, management and leadership
- Understands JCAHO regulations and has experience in successful JCAHO surveys
- Experience in the development, revision and implementation of department policies and procedures to assure attainment of goals and standards established for nursing services.
- Experience in the oversight of over 1000 FTEs
- Successful implementation of Quality system focused on patient safety and quality care for the hospital-based clinic platform.

EDUCATION

Doctor of Nursing Practice- Executive Leadership	Duke University School of Nursing, Durham, North Carolina May 2024
Masters of Science in Nursing	University of Phoenix, 2009
Bachelor of Science in Nursing	Long Island University, Brooklyn, New York, 2005
Diploma of Nursing	Cite Collegiale, Gloucester, Ontario, Canada 1993

PROFESSIONAL EXPERIENCE

Duke University Hospital Durham, NC	03/22-Present
---	----------------------

Chief Nursing and Patient Care Services Officer

Responsible for providing leadership, management, and fiscal control for patient care services across the continuum of care which includes the acute care hospital as well as outpatient/ambulatory care services (hospital-based outpatient clinics).

- Member of the DUH leadership and executive teams
- Direct the development of strategies to promote the recruitment, retention and recognition of nursing excellence.
- Develop and articulate the vision and strategic direction for the practice of nursing.
- Provide leadership in collaboration with the Vice President of Patient Care and System Chief Nurse Executive and other hospital CNOs in the Magnet re-certification process.
- Provide nursing leadership and direction in the development and ongoing monitoring of nursing practice and nursing quality initiatives
- Support nursing research within the practice of nursing and through collaboration with the Duke faculty.

Interim Chief Nursing and Patient Care Services Officer

10/21 –03/22

Leadership responsibility for nursing practice across the continuum of care which includes the acute care hospital as well as outpatient/ambulatory care services (hospital-based outpatient clinics).

- Member of hospital executive team
- Direct the development of strategies to promote the recruitment, retention and recognition of nursing excellence.
- Develop and articulate the vision and strategic direction for the practice of nursing.
- Provide leadership in collaboration with the Vice President of Patient Care and System Chief Nurse Executive and other hospital CNOs in the Magnet re-certification process.

Associate Chief Nursing Officer- Ambulatory Services

04/19-10/21

Partnering with the VP of ambulatory services and the Chief Nursing Officer responsible for planning, coordinating and evaluating nursing for over 20 specialty clinics. Focused on a collaborative work culture which fosters innovation while focusing on safety and evidence-based practice.

- Oversight of over 470 FTE's
- Direct reports include Clinical Nurse Specialist, Strategic Service Associate and Directors of Ambulatory Surgical Services, Ambulatory Procedural Services, and Ambulatory Medical services.
- Successful implementation of the first COVID testing drive through clinic in Durham.
- Successful implementation of a monoclonal infusion clinic to care for high risk COVID patients.
- Successful implementation of a high-volume vaccination clinic administering Pfizer and Moderna vaccines.
- Successful implementation of a new graduate nurse program for ambulatory services.
- Partnering with Durham County Crisis Response to implement a domestic violence lethality screening program initially in the hospital-based clinics.
- Successful implementation of Quality system focused on patient safety and quality care for the hospital-based clinic platform.

WakeMed Health and Hospitals

6/09 – 4/19

Raleigh, NC

Vice President of Nursing, Raleigh Campus

3/17 – 4/19

Partnering with Senior Administrator and Executive Medical Director, responsible for planning, facilitating, coordinating and evaluating nurses and patient care services, personnel and budget for 567 bed tertiary care facility. Collaborative, empowering, results oriented leader maximizing clinical excellence. Serve on System Nurse Executive Committee and related system level councils and task forces. Apply AACN standards ensuring healthy work environments.

- Oversight of over 1100 FTE's
- Direct reports include Directors of Acute Care Services, Emergency Services, Women's & Children, Respiratory Services. Indirect reports include Directors of Cardio-Vascular Services, Surgical Services, Rehab and Behavioral Health
- Responsible for Emergency Department level charges, OB ED level charges, infusion and injection level charges, observation status infusion charges and labor and delivery charges for the health system
- Successful Joint Commission Survey with no nursing findings
- Successful Chest Pain re-designation
- Heart Failure Advanced Level IV Designation - first in the nation
- Pivotal role in the opening of OB Emergency Department
- Heart Care Plus support for LVAD's in Rehab
- Co-chair of Quality Assurance Performance Improvement committee responsible for key quality metrics such as CAUTI, CLABSI and surgical site infections
- Development of Director collaborative enterprise group focused on deep dives related to CAUTI, CLABSI and falls with injury
- Implemented domestic violence lethality assessment program for all 7 Emergency Departments in health system

- Instrumental in LEAN project focused on patient transport. This work resulted in a centralized Transport Service
- Instrumental in wiring review of the campus to facilitate installation of monitoring capability with telemetry surveillance system allowing nurses to safely remain at the bedside
- Instrumental in initiation of telemetry surveillance for the Adult ED, Children's ED, pediatric floor and observation unit

Director of Emergency Services

2/14 – 3/17

Administratively responsible for all WakeMed Emergency Services departments on the Raleigh campus; including the Adult Emergency Department, Children's Emergency Department, three Clinical Evaluation Units and the Behavioral Health Holding Area.

- The role included oversight of over 250 FTE's, 83 Emergency Department beds, 62 Clinical Evaluation beds which includes 21 Behavioral Health holding beds, and an annual budget of approximately \$20,000,000
- Direct reports included Managers for the Adult Emergency Department, Children's Emergency Department, Clinical Evaluations Units, and Behavioral Health Unit
- Areas of focus included EMTALA and development of system plans for disaster preparedness including biological, chemical, nuclear, and surge planning
- Disaster preparedness with county and state agencies
- Pivotal role in the implementation and optimization phases for EPIC
- Responsible for ED level charges/infusion and injections charges for all 7 Emergency Departments and Labor and Delivery in our system as well infusion and injection charges for all observation status patients within the system
- Served as representation on statewide Domestic Violence Fatality Review Task Force on behalf of organization. This task force reviews domestic violence fatalities and helps mitigate fatalities, working in conjunction with head magistrate, lawyers, law enforcement and Domestic Violence Crisis Center.
- Instrumental in leading the way/expectation of nursing certifications. Adult Emergency Department Certification rate increased by 50% from 2014-2017
- Key player in decreasing observation unit's turnover from 20% in 2014 to 6% in 2015
- Led Managers to consistently meet or beat productivity targets while maintaining low turnover rates
- Led Managers in understanding all regulatory standards
- Decreased Left Without Being Seen (LWBS) rate by 50% with a new throughput initiative in the Adult Emergency Department, increasing revenue by \$500,000
- Led implementation of a throughput initiative which decreased Emergency Department length of stay by a total of 1.75 years across all ESI 3 patients seen in the department during the first 6 months of implementation

Nurse Manager, Emergency Department

6/09 – 2/14

The Unit Nurse Manager has 24-hour responsibility at the unit level for planning, facilitating, coordinating, and evaluating patient care services, personnel, and budgeting process. The Unit Nurse Manager understands the needs of the organization and supports the mission, values, and management of patient care services.

- Responsible for administration of WakeMed Emergency Services Departments
- Assisted the Director of Nursing by assuming responsibility in her absence
- Responsible for financial management of Emergency Department in excess of \$12 million budget, 59 Emergency Department beds, and 170 FTE's
- Participated in developing the philosophy, objectives and policies of the Emergency Department. Oversaw the development, revision, and implementation of department policies and procedures to assure attainment of goals and standards set by Nursing department.
- Responsible for identification and monitoring of practice outcomes
- Responsible for the overall education, JCAHO compliance, and evaluations of over 240 employees in the Adult Emergency Department
- Responsible for the outpatient charges related to infusion and injections for entire

WakeMed system, consisting of two acute care Hospitals and three stand-alone Emergency Departments

- Responsible for inpatient and outpatient charges for Labor and Delivery at both acute care Hospitals
- Decreased turnover rate from 24% to 5% over the course of 4 years
- Key player in hospital certification of the Chest Pain Center
- Key player in survey for Level I Trauma Designation
- Key player in hospital certification as a Stroke Center
- Key player in hospital JCAHO/TJC unannounced surveys
- Key player in hospital certification for Heart Failure
- Met productivity targets for 4 consecutive years from 2010-2014
- Significantly reduced of overtime from 6% to 0.8%
- Initiated Split Flow process 24/7 in 2012. Decreased throughput times by 30%
- Workplace Assessment Survey completed by staff; results were 80.10 (well above healthcare average of 68.21)
- Decreased LWBS rate by 2% which increased charges by \$3.7 million
- Core measure blood culture prior to antibiotics at 98%
- ASA on arrival 95%
- Median EKG time of 5 minutes
- Door to PCI within 90 minutes at 99%
- Decreased restraint usage by 50%
- Blood culture contamination rates at 1.7 % (national benchmark is 3%)
- Increased CEN certified Nurses by 50%

East Texas Medical Center
Tyler, Texas

10/06 – 6/09

East Texas Medical Center (ETMC) is a large Level 1 Trauma Center that has a total of 454 inpatient operating beds. This facility is the flagship hospital for the East Texas Medical Regional Healthcare System which is comprised of fourteen hospitals. Its catchment area serves a community of 1.5 million people and extends to the Oklahoma and Louisiana border.

Director of Cardiovascular Services

9/07- 6/09

The Cardiovascular Services Division at East Texas Medical Center is comprised of a 50-bed Telemetry Unit, a 10-bed Cardiovascular Intensive Care Unit, a 20-bed Post-Interventional Cardiac Unit, a 28-bed Observation/Med-Surg Unit, and Pediatric Unit. Additional responsibilities include the Telemetry Monitoring Room as well as Cardiac Rehab.

- Under the direction of the Vice President of Nursing, duties included participation in planning, organizing, coordinating, and evaluating nursing services
- Responsible for day-to-day nursing operations
- Performed functions of the Nursing Administrator in his/her absence
- Responsible for maintaining financial management of the hospital's \$10 million-plus Cardiovascular Service
- Participated in developing the philosophy, objectives and policies for the Cardiovascular Service
- Oversaw the development, revision and implementation of department policies and procedures to assure attainment of goals and standards set by the nursing department
- Responsible for identification and monitoring of practice outcomes
- Responsible for the overall education, JCAHO compliance and evaluations of over 250 employees
- Developed and implemented Interdisciplinary Performance Improvement Program
- Created Nurse Profiling to ensure accountability and consistent feedback on individual nurses' progress/attainment of Performance Improvement Indicators
- Developed and implemented New Fellowship Curriculum for new graduate registered nurses
- Ensured adequate staffing to administer quality patient care in relation to census and patient classification

- Evaluated quality of patient care through reports from Quality Assurance and Patient Relations department and by observations during rounds
- Involved in hospital certification of Chest Pain Center
- Increased Service Gallup score from existing 3.78 to 4.92
- Reduced nursing turnover in Cardiovascular Services by 30%
- Maintained 99% patient satisfaction score over the current 21 month-period in CVICU and PICU
- Increased patient satisfaction on Telemetry Unit from 2nd percentile to 80th percentile over a 6-month period
- Increased patient satisfaction in Observation Unit from 1st percentile to 70th percentile over a 5-month period
- Increased compliance with CHF and AMI indicators

Emergency Department Project Management

10/06 – 9/07

In collaboration with the Emergency Department Nurse Manager, participate in the planning, organizing and coordinating of Emergency Department projects.

- Assisted in the design of computerized white board for the Emergency Department in collaboration with IT Manager
- Assisted in the template design and build for computerized charting in the Emergency Department in collaboration with IT Manager
- Collected and correlated Performance Improvement data
- Developed a curriculum for new graduates

WakeMed Health and Hospitals

6/05 – 9/06

Raleigh, North Carolina

Nurse Manager Adult Emergency Department

Under the direction of the Director of Emergency Services, participate in planning, organizing, coordinating and evaluating nursing services. Responsible for day-to-day operations and quality of nursing practice in the Emergency Department. Assist the Director of Nursing by assuming responsibility in her absence.

Responsible for financial management of \$9 million-plus Emergency Department budget. Participate in developing the philosophy, objectives and policies of the Emergency Department. Oversee the development, revision and implementation of department policies and procedures to assure attainment of goals and standards set by the nursing department. Responsible for identification and monitoring of practice outcomes. Responsible for the overall education, JCAHO compliance, and evaluations of over 200 employees in the Adult Emergency Department.

- Developed and implemented Interdisciplinary Performance Improvement program for Emergency Department
- Created Nurse Profiling to ensure accountability and consistent feedback on individual nurses' progress/attainment of Performance Improvement Indicators
- In collaboration with ED Supervisors, ensured adequate staffing to administer quality patient care in relation to census and patient classification
- Evaluated quality of patient care through reports from Quality Assurance and Patient Relations department and by observations during rounds
- Facilitated coordination between Interact and the WakeMed Sexual Assault Forensic Examiner Center
- Key player in hospital certification of the Chest Pain Center
- Key player in survey for Level I Trauma Center designation
- Key player in hospital certification as a Stroke Center
- Key player in hospital JCAHO unannounced survey

5

Woodhull Medical and Mental Health Center

3/00 – 6/05

Brooklyn, New York

Woodhull Medical and Mental Health Center is a 426-bed facility, not-for-profit hospital based in Brooklyn, New York. The Emergency Department is a 60-bed Level II Trauma Center with a volume of approximately 90,000 visits per year.

Associate Director of Nursing - Emergency Department

11/01- 6/05

- Under the direction of the Chief Nurse Executive, participated in planning, organizing, coordinating and evaluating nursing services. Assumed responsibility for day-to-day operations of nursing. Performed functions of the Nursing Administrator in his/her absence.
- Participated in developing the philosophy, objectives and policies of the nursing department
- Oversaw the development, revision and implementation of department policies and procedures to assure attainment of goals and standards set by the nursing department
- Developed and implemented a Sexual Assault Forensic Examiner Program/Center in the Emergency Department. Center was designated Center of Excellence for sexual assault by the New York State Department of Health.
- Developed and implemented Rapid HIV Testing Program in the Emergency Department
- Ensured adequate staffing to administer quality patient care in relation to census and patient classification
- Evaluated quality of patient care through reports from Quality Assurance and Patient Relations department and by observations during rounds
- Assisted in preparation of budget for nursing
- Participated in meetings with nursing as well and other departments to promote communication and close collaboration
- Conducted and/or attended meetings and committees as assigned both within the hospital and with external agencies such as Brooklyn DA's office, Greater New York Hospital Association and Office of Emergency Management
- Managed daily operations of the department as it related to staffing, scheduling, use of overtime, counseling, performance evaluations, resolving complaints and investigating occurrences in collaboration with the Patient Relations Department as well as interviewing and hiring
- Created, organized and implemented performance improvement activities for nursing in the Emergency Department
- Maintained nurse profiling in the Emergency Department to assess and evaluate nursing care based on the Emergency Nurses Association and 911 Standards
- Led IHI initiative in the Emergency Department to improve throughput of the admitted patients to the inpatient beds
- Served as **Bioterrorism Coordinator** for the North Brooklyn Health Network. The Coordinator was expected to:
 - Monitor the critical benchmarks for the hospital network
 - Act as liaison between hospital/network and the Department of Health Mental Health's Weapons of Mass Destruction Advisor Group's Hospital Advisory Sub-Committee
 - Develop/Update biologic disaster plans and ensured a consistent and coordinated system-wide approach
 - Stay abreast of all information and protocols relevant to bioterrorism events and the development of hospital plans
 - Provide guidance to the hospital/network in the planning and implementation of bioterrorism preparedness
 - Assist in future assessments of the hospital/network's preparedness
 - Taught all new employee orientation – Emergency Preparedness
 - Ensure maintenance of JCAHO compliance in reference to Emergency Preparedness
 - Coordinate smallpox vaccination clinic for first wave of healthcare providers
 - Coordinate appropriate deliverables to ensure institution receives HRSA funding

6

Assistant Director of Nursing-Emergency Department

3/00 – 11/01

- Under the direction of the Associate Director, participated in planning, organizing,

- coordinating and evaluating nursing services
- Created, organized and implemented the performance improvement activities for nursing in the Emergency Department
- Implemented nursing profiling to assess and evaluate nursing care based on the standards of the Emergency Nursing Association
- Managed daily operations of the department as it relates to staffing, scheduling, use of overtime, counseling, performance evaluations, resolving complaints and investigating occurrences in collaboration with Patient Relations Department as well as interviewing and hiring

CLINICAL NURSE EXPERIENCE

The New York Methodist Hospital Brooklyn, New York Per Diem Nurse – Emergency Department	1/96 – 6/05
Beth Israel Hospital New York, New York Staff Nurse- Emergency Department	7/98 – 3/00
Elmhurst Hospital Center - Elmhurst, New York New York Staff Nurse-Emergency Department	12/96 – 4/99 Elmhurst,
Woodhull Medical and Mental Health Center New York Staff Nurse	8/93 – 6/95 Brooklyn,
Ottawa General Hospital Ottawa, Ontario Canada Graduate Nurse	6/93 – 8/93

CERTIFICATIONS

Certified Emergency Nurse, Nurse Executive Advanced Certification, BLS, ACLS Provider

MEMBERSHIPS/PROFESSIONAL ASSOCIATIONS

Emergency Nurses Association (ENA) – Member
 American Organization for Nursing Leadership (AONL) – Member (2016-2025)
 North Carolina Organization for Nurse Leaders (NCONL) – Member (2018-2025)
 American Nurses Credentialing Center (ANCC) – Member
 North Carolina Nurses Association (NCNA) - Member (2018-2025)
 Wake County EMS Research Board Member (2018-Present)
 North Carolina Organization for Nurse Leader (NCONL) District IV Board Member (2018-2023)
 Wake County Domestic Violence Fatality Review Team Member (2013-2025)
 North Carolina Organization for Nurse Leaders (NCONL) – President-Elect (2023-2025)
 North Carolina Coalition Against Domestic Violence (NCCADV) Board Member (2024-2025)
 North Carolina Organization for Nurse Leaders (NCONL) – President (2025-2027)

PRESENTATIONS/PUBLIC SPEAKING EVENTS

- 3/05 Testified as an expert Sexual Assault Forensic Examiner in the New York Supreme Court, Kings County.
- 4/05 Testified as an expert Sexual Assault Forensic Examiner in the New York Supreme Court, Kings County.
- 10/05 Guest speaker Long Island University. Brooklyn, NY Topic: Role of the Registered Nurse in Disaster Management
- 12/05 Guest speaker Long Island University. Brooklyn, NY Topic: Role of the Registered Nurse in Disaster Management

10/06 Guest speaker North Carolina Association for Healthcare Quality Annual Conference. Charlotte, NC
Topic: 9/11 Lessons Learned

4/15 North Carolina Organization of Nurse Leaders Membership Annual Meeting and Conference. Greensboro, NC
Poster Presentation: Four Leadership Principles that impact RN retention.

3/14 Emergency Nursing Annual Leadership Conference. Phoenix, AZ Poster
Presentation: As Simple As 1-2-3: Recruit, Respect, Retain

3/14 Emergency Nursing Annual Leadership Conference. Phoenix, AZ Poster
Presentation: Time is Brain and Team Is Key

9/16 Emergency Nursing Annual Conference. Los Angeles, CA
Poster Presentation: Deaths and Domestic Violence! How You Can Make a Difference!

9/16 Emergency Nursing Annual Conference. Los Angeles, CA
Podium Presentation: Deaths and Domestic Violence! How You Can Make a Difference!

10/17 Magnet International Conference. Orlando, FL
Podium Presentation: Deaths and Domestic Violence! How You Can Make a Difference!

10/18 Magnet International Conference. Denver, CO
Poster Presentation: Nurse Community Partnership to Improve Domestic Violence Outcomes

11/23 Guest Speaker Duke Health Nursing Grand Rounds, Durham, NC
Topic: Deaths and Domestic Violence: How you can make a difference!

3/24 Interprofessional Ethics Case Conference, Virtual (Zoom)
Topic: When Safety and Surrogacy Collide: Ethical Challenges in Care of Victims of Suspected Intimate Partner Violence; Panelist

3/24 Garner Chamber of Commerce: Women in Business Luncheon, Guest Speaker

5/24 National Academies Sciences Engineering Medicine (NASEM), Webinar
Topic: Essential Health Care Services Addressing Intimate Partner Violence: Caring for Women on Blue Sky Days and During Public Health Emergencies; Panelist

11/24 Nursing Network on Violence Against Women, International (NNVAWI) Conference, Phuket, Thailand, Podium Presentation, Topic: A Lethality Assessment Program in the Emergency Department: Program Implementation and Evaluation

2/25 Duke School of Nursing N959 Spring On-Campus-Intensive (OCI), DNP Project Experience; Alumni Panelist

3/25 North Carolina Organization for Nurse Leaders (NCONL) Conference, Podium Presentation, Topic: A Lethality Assessment Program in an Emergency Department: Program Implementation and Evaluation

3/26 HIMSS26 Global Conference, Panelist: Virtual Care Community

4/26 2026 Duke Health Quality and Safety Conference, Poster session, Topic: "A Lethality Assessment Program in the Emergency Department: Program Implementation and Evaluation "

PUBLICATIONS:

Ireland M., Emerson Ea., Konntzamanis E., & Michel C., (2006). Integrating Disaster Preparedness Into a Community Health Nursing Course: One School's Experience. Disaster Management & Response. 4(3), 72-76.
<https://doi.org/10.1016/j.dmr.2006.03.001>

Howard, C. (2023, October 19). ER nurse: Domestic violence deaths are showing an alarming rise in NC. Read more at: <https://www.Newsobserver.Com/opinion/article280680250.Html#storylink=cpy>. *The News & Observer*. <https://www.newsobserver.com/opinion/article280680250.html>

Howard, C. (2023, October 19). ER nurse: Domestic violence deaths are showing an alarming rise in NC. Read more at: <https://www.charlotteobserver.com/opinion/article280680250.html>. *The Charlotte Observer*. <https://www.charlotteobserver.com/opinion/article280680250.html>

Howard, C. (2023, October 23). ER nurse: Shatter silence around domestic violence. Read more at: <https://lasvegassun.com/news/2023/oct/23/er-nurse-shatter-silence-around-domestic-violence/> *Las Vegas Sun*. <https://lasvegassun.com/news/2023/oct/23/er-nurse-shatter-silence-around-domestic-violence/>

Howard, C. (2023, October 24). ER nurse: Domestic violence deaths are showing an alarming rise in NC. Read more at: https://www.piratemedia1.com/theeastcarolinian/article_a4ccc766-72c1-11ee-8391-735e1bbbd4ba.html#:~:text=According%20to%20the%20North%20Carolina,in%20my%20backyard%E2%80%9D%20must%20end. *The East Carolinian*. https://www.piratemedia1.com/theeastcarolinian/article_a4ccc766-72c1-11ee-8391-735e1bbbd4ba.html#:~:text=According%20to%20the%20North%20Carolina,in%20my%20backyard%E2%80%9D%20must%20end.

Howard, C., et al. *Journal of Emergency Nursing*, Volume 51, Issue 1, 41 - 50 (2025, January) A Lethality Assessment Program in the Emergency Department: Program Implementation and Evaluation, Read more at: <https://www.jenonline.org/article/S0099-1767%2824%2900249-6/abstract>

Interview conducted 4/29/25, The News & Observer article by Lexi Solomon regarding increase in domestic violence related homicides in the Triangle area.

Interview conducted 4/25/25, The New York Times article by Jancee Dunn published May 15, 2025 and October 17, 2025 in The Seattle Times: “Nurses share insider tips for your next hospital visit”.

Sang, S., Barnes, C., McDonnell, T., Phinney, D., Lytle, K., Padilla, B.I., Howard, C., de la Fuente, M., Merritt, K., Snider, W., Hendren, S., Shaw, R.J. (in review). Staffing, Workflow, and Operational Models in Virtual Nursing and Remote Safety Observation: A Scoping Review. *Nursing Outlook*

HIMSS Virtual Care Community Case Study: Paired Evaluation of Patient and Staff Perspectives on Inpatient Virtual Nursing: How Duke University Health System is Building the Case for Integrated Room Technology Through a Quality Improvement Lens; Authors: Chantal Howard, Ryan Shaw, Donna Phinney, Kay Lytle, Gina Pennigton, Doreen Matters, James Wheeler, Joanna Cavalier, Melissa Meinel, Blanca Iris Padilla

AWARDS:

Duke Presidential Award 2020, Team Award, Duke Family Medicine. Awarded for leadership in Duke COVID response and service lines. <https://today.duke.edu/2021/03/dukes-presidential-award-winners-meet-moment-2020>. April 14, 2021.

The Great 100 Nurses- 2021 Recipient.

Duke School of Nursing Outstanding DNP Scholarly Project Award for “A Lethality Assessment Program in an Emergency Department: Program Implementation and Evaluation”. June 2024

9

Duke Presidential Award 2025, Team Award, DHTS Emergency Preparedness. Awarded for leadership during computer failures from faulty update distributed by cybersecurity firm CrowdStrike. <https://today.duke.edu/2025/01/2024-25-presidential-award-winners-exemplify-dukes-core-values>. January 22, 2025

Duke Presidential Award 2026, Team Award, Duke University Hospital Christmas ED Flood Response Team.
Awarded for leadership during the Duke Emergency Room Flood of December 26, 2024. Duke Today publication -
January 21, 2026