

**Joanne Olsen, R.N., Ph.D., C.P.H.Q., C.P.S.O.**  
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## **CURRICULUM VITA**

### **Education**

**Ph.D., Nursing & Health Innovation**, College of Nursing & Health Innovation,  
Arizona State University, Phoenix, Arizona 85004  
*Major Field:* Research  
*Minor Fields:* Bio-medical Informatics Cognitive Science  
*Dissertation Title:* “Using Positive Power Dynamics to Produce Cognitive Insight into the  
Performance of a Patient Safety Skill Based Standard of Care: An Intervention Study”  
*Dissertation Advisor:* Julie Fleury, PhD, FAAN

**M.S.N., Nursing of Adults**, School of Nursing Indiana University-Purdue University,  
Indianapolis, Indiana 46202  
*Major Field:* Nursing of Adult with Biodissonance  
*Minor Field:* Education  
*Thesis Title:* “The Effects of Viewing the Postcardiotomy Recovery Area Preoperative  
on Hand Temperature.”  
*Thesis Advisor:* Nancy Dayhoff, EdD, RN

**B.S.N.**, College of Nursing, University of South Carolina, Columbia, S.C. 29208

### **Academic Experience**

#### **TEACHING EXPERIENCE AND ACADEMIC COMMITTEES**

**Arizona State University.** Designed two new graduate quality and safety courses in the  
Regulatory Science and Health Safety Program. Helped map out the undergraduate  
courses to level quality and safety into the curriculum.

*Health Care Workforce Planning Committee*

**Iowa Methodist School of Nursing.** Taught adult medical-surgical nursing.

*Visiting Faculty one semester.*

**Adult and Continuing Education Instruction.** Continuing education work national,  
state and local level in a variety of educational settings. Instructing adult learners,  
novice to experts, in diverse courses. Mentor for graduate students in various disciplines.  
Supported successful mentee presentations and poster presentations in ANCC National  
Magnet Conference®, American Organization of Operating Nurses, Western Institute of  
Nursing Research.

#### **ACADEMIC ADMINISTRATIVE POSITIONS HELD**

**Saint Luke’s Hospital. School of Nursing (diploma program).** San Francisco, CA  
*Administrative Leader School of Nursing, 1982-1983.*

*Faculty Committee.*

*Curriculum Committee.*

**OTHER SERVICE TO THE COMMUNITY****Renown Health System, Reno, Nevada**

Steering the health system toward a sustainable future ensuring prudent use of all assets, advancing the effectiveness of the health system monitoring important outcomes of care, monitoring trends and emerging issues in health care. (2013-current)

*Member Health System Board Strategic Planning Committee*

*Member of the Health System Audit and Compliance Committee*

*Chairperson, Health System Board Quality Committee*

**City of Pleasanton, Pleasanton, California.** Assisted Living Committee.

Designed, built, and financed affordable Assisted Living Housing on city property. (1996-2006)

**Alameda County Housing and Urban Development, Oakland, California.**

Created strong, sustainable, inclusive communities and quality affordable homes for all within Alameda County. Board Member (1999-2006). Board President (2003-2005).

**SEMINARS AND WORKSHOPS (SELECTED)**

Olsen, J. (November, 2015). Evidence based cognition curriculum design: Building leaner memories and recall. Arizona Association for Nursing Professional Development, Scottsdale, Arizona.

Olsen, J. (October, 2014). Journey to Safety: Delivering on the Plan. Care Coordination Across the Continuum: The Challenge of the Decade and Beyond. Arizona Nurses Association, Phoenix, Arizona.

Olsen, J. (October, 2014). Bridging the Gap Between Academics and Clinical Practice. Oregon Council of Healthcare Educators Conference, Lebanon, Oregon.

Olsen, J. & Nguyen, E. (October, 2013). Self-Reflection: A critical safety practice. Poster accepted for presentation Magnet® Conference, Orlando, Florida.

Black, A.M. & Olsen, J. (April, 2013). Decreasing 72-hour return visits in a pediatric emergency department through a standardized discharge approach. Poster presentation Western Institute of Nursing Research.

Gates, S. & Olsen, J. (March, 2013). Case Report: Single dose-response to a skin antiseptic product. Poster presentation American Operating Room Nurses, San Diego, California

Olsen, J. & Fleury, J. (April, 2012). Cognitive attention to rebuild automatic cognitive behaviors for patient safety. Podium presentation Western Institute of Nursing Research. Portland, Oregon.

Olsen, J., Saewert, K., Brooks, R., & Kastenbaum, B. (May, 2012). Using visual displays and patient stories to complete the picture of patient safety for pre-licensure nursing students. Quality and Safety Education for Nurses, Tucson, Arizona.

Olsen, J. (November, 2009). Patient Safety And The Next Generation Baccalaureate Registered Nurse. AACN, Baccalaureate Education Conference, Chicago, Illinois.

Olsen, J. (October, 2008) Hybrid Methodology for the Rapid Characterization of Clinical Workflow. The Cognitive Basis of Safe Practice: Rethinking Error in Critical Care Medicine, Phoenix, Arizona

Olsen, J., Kelly, S. & Rogers, C. (April, 2008). Meleis role acquisition theory to guide student transition to practice. Poser presentation Western Institute of Nursing, Santa Ana, California

**PRESENTATIONS (SELECTED)**

Patient Care Model of Practice & Patient Care Delivery Concept Analysis of Body Posture and Skin. Mobility. Symptom Assessment, Sleep, Circadian Rhythm, & Sleep. Nutrition & Hydration. Evidence Based Practice. Hand-off Communication. Pain. Health Care Reform. Role Based Practice. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (January 2015)

Thriving Organization Concept. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (December 2014)  
Leadership Class for Charge Nurses. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (December 2014)  
Stress. Boosting Serotonin. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (November 2014)  
Drug Diversion Reporting & Response. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (June 2014)  
Customer Service. Creating Truly Remarkable Care. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (April 2014)  
Professional Practice Model. Presented at Peace Health Southwest Medical Center, Vancouver, Washington (January 2014)  
Nursing Theory. Presented at Stanford Hospital & Clinics, Stanford, California (February 2012)  
Evidence Based Practice. Presented at Stanford Hospital & Clinics. Stanford, California (May 2012)  
Listening as a Deliberate Act. Presented Stanford Hospital & Clinics, Stanford, California (December 2011)  
Patient Safety & Regulatory Update. Presented at Ketchikan General Hospital, Ketchikan, Alaska (November 2009)

## **HONORS & AWARDS**

Pleasanton, California Mayors Award for Volunteer Service Assisted Living Committee (2006)  
Contribution to the California Organization of Nursing Executives (1994)

## **EDITORIAL POSITIONS, PEER REVIEW SERVICE**

American Medical Informatics Association. Reviewer. (2010-Current)  
Worldviews on Evidence Based Nursing. Reviewer. (2010-Current)

## **Professional Experience**

Health Care Consultant. Scottsdale, Arizona. (2013-Current; 1996-2008)  
Strategy and profitable consulting firm. Assignments have included designing and facilitating numerous operations-planning, writing numerous regulatory plans, management training and education programs and interim leadership positions.

PeaceHealth Southwest Chief administrative officer and Columbia Network chief nursing officer. Vancouver, Washington. (2013-2015). Healthsystem administrative officer, responsible for clinical operations.

Stanford Hospital and Clinics, Stanford, California Director, Transdisciplinary Research (2011-2013) Facilitated strategic initiatives related to research and evidence-based practice. Collaborated with other Directors, Managers and Medical Center Chairs in strategic and operational planning regarding research.

Mayo Clinic, Phoenix, Arizona Nursing Administrator, Research 2013  
Planned, designed and managed healthcare related research studies. Collected, analyzed and organized information and data to present to others regarding outcomes. Co-Investigator health literacy grant NIH application submission.

Arizona State University, Phoenix, Arizona. Assistant Professor (2010-2111). Patient Safety Officer/Research Assistant (2008-2010). Designed two graduate level courses in quality & safety. Worked with principal investigators on the execution, design and evaluation of research projects in cognition and medical error in hospital critical care environments. Developed business plan and was appointed the first collegiate patient safety officer as a collaborative role between service and education.

Valley Medical Center, Pleasanton, California. Chief Operating Officer (1987-1996) Managed a two-hospital system. Responsible during the rapid growth of the Tri-Valley expanding the hospital and outpatient services, while maintaining quality operations and fiscal stability. Achieved consistent successful regulatory accreditation and above peer group patient satisfaction surveys. Responsible for staffing, equipment acquisition, interior design and passing Life Safety licensing for a new hospital facility.

St. Luke's Hospital, San Francisco, California. Vice-President Nursing & Patient Care Services (1982-1987). Oversaw direct patient care activities and clinical education and development. Member of the facility's executive team, participated in decisions impacting the facility and operational performance. Performance Management responsibilities for the School of Nursing. Curriculum development and planning graduate level course at John F. Kennedy University Orinda, California Hospital Administration.

Herrick Hospital, Berkeley, California. Assistant Director of Nursing (1979-1982)

St. Vincent's Hospital, Indianapolis, Indiana. Head Nurse Open Heart Recovery (1975-1976)

Mercy Hospital, Des Moines, Iowa. Staff Nurse Open Heart Recovery/Faculty Methodist Hospital School of Nursing Diploma Program (1975-1976)

University Community, Tampa, Florida. Staff Nurse, Critical Care. (1974-1975)

## **AFFILIATIONS**

Council for the Advancement of Nursing Science (2010-Current)

Western Institute of Nursing Research (2010-Current)

California Organization of Nurse Executives (1982-Current)

President 1988-1989 Board Member 1986-1990

National Association for Healthcare Quality (2007-Current)♦Certified Professional Healthcare Quality

International Board for Safety Managers (2010-Current)♦Certified Patient Safety Officer

## **Publications**

Patel, V.L., Cohen, T., Murarka, T., Olsen, J., Kagita, S, Myeni, S., Buchman, T. & Ghemmaghami, G. (2010). Recovery at the edge of error. Debunking the myth of the infallible expert. Journal of Biomedical Informatics. doi: 10.1016/j.jbi.2010.09.005

Olsen, Joanne & Lyon, Jean. (1989). Nursing Staffing Determination: A Merging of Ethics, Standards, Quality & Costs. In T. Moore & E. Simendinger (Eds.). Managing the Nursing Shortage. Rockville: Aspen pp.133-149.

## **RESEARCH EXPERIENCE**

Predictive Value of Fall Assessment Tool. Stanford, California (2012-2013)

An Adaptive Virtual Consultation Tool to Aid Health Literacy for Prostate Health, Mayo Clinic (2013)

Instrument Development: Safe Patient Handling Tool. Mayo, Clinic, Arizona (2013)

A Positive Power Dynamic Intervention for Rebuilding Automatic Human Information Processing. (Dissertation 2009-2010)

**ACTIVE RN LICENSE**

State of California RN 311389

State of Arizona RN 121510

State of Washington RN 60410726

State of Oregon 201509165RN

Updated February, 2016