

**ROMALA SUE RADCLIFFE**

**Professional Vita**



Responsible for contributing to legislation and policy affecting health care provider institutions throughout the state of Hawaii. Responsible for researching legislative agenda on federal and state issues and maintaining good working relationships with staff in the offices of key federal and state elected officials, administrative agencies and community stakeholder organizations. Established liaisons with governmental agencies: UH, EOA, DCCA, DBEDT, County Mayors Offices, Kauai Community College, DHS.

Licensed human service healthcare manager with 20 + years of experience in healthcare and human service settings. Hawaii licensed nursing home administrator.

Consistently achieved record-high customer satisfaction rankings and, through the use of empowerment, made improvements to the non-profit healthcare organization.

Respected builder and leader of customer-focused teams; instilled a shared, enthusiastic commitment to customer service as a key driver of the non-profit's goal attainment.

Led by example and ensured the execution of all safety, security, and quality operations.

Drafted policies and procedures, marketing materials, and program manuals.

**AREAS OF EXPERTISE**

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Customer Service Management	Customer Satisfaction Enhancement	Teambuilding & Training
Complaint Handling & Resolution	Front-End Supervision	Cost-Reduction Strategies
Operations Management	Occupancy Improvement	Staff Retention
Planning and Organizing	Coaching Skills	Toastmasters C.L.

**EDUCATIONAL BACKGROUND**

Post Bac University of Hawaii, Honolulu, Hawaii, [redacted] - [redacted]  
Special Education

University of Miami, Miami Florida, Master's Degree  
with the concentration in professional studies

University of Hawaii, West Oahu, Hawaii, Bachelor's Degree  
in Public Administration

## **CURRENT POSITION**

**State Health Planning and Development Agency, Administrator, 2011- Present**

Served as an appointee to the agency.

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Knowledgeable of current developments affecting the local healthcare arena.

Demonstrate the capacity for innovation and creativity.

Analyze healthcare issues that affect health policy.

Coordinate review process for Certificate of Need for Hawaii's healthcare providers. Reviewed 105 CON applications for hospital acquisitions, imaging equipment, home health, hospice, dialysis, organ transplants services, and open heart and orthoscopic surgery.

Provided guidance in planning, developing and coordinating community health planning initiative for Kauai County with the goal of improving the health status of the community. Assisted in aligning community health needs assessment with improvement priorities and outcomes objectives.

Promotes integration of ACA required community benefit planning.

Organizes educational events for the twenty members of the Statewide Health Coordinating Council and the six county Sub Area Councils.

Arranged for a 2014 Symposium "A Discourse for Healthy Hawaii in 2030: Creating preferred futures for individual and community health wellbeing."

2013-2014, served on the Citizens Advisory Committee of the Honolulu's Age-Friendly City's Action Plan.

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**Kahala Nui Senior Living — Honolulu, Hawaii**

**02/05 - 02/10**

**Administrator of Hi'olani Care Center, 4/09 to 2/10**

**Licensed Nursing Home Administrator, 12/07 to 4/09**

**Director of Education, 02/05 to 12/07**

Advanced into increasingly responsible positions, culminating in a leadership role with authority over the healthcare facility.

Promoted twice into positions that recruited, trained and supervised 105 medical professionals.

Fostered an environment in which residents enjoyed high levels of service and employees were motivated to deliver top performance.

Maintained high standards in sanitation and safety and complied with regulatory guidelines. Ensured friendly and efficient transactions.

**Selected Contributions:**

Won the two diamonds "Service Excellence Award" for record-high occupancy.

Reduced staff turnover by 15% in 2008 and by 22% in 2009 benchmarking a record-setting improvement in staff retention.

Introduced a training program that enhanced employee performance and development.

Instilled motivation into the workplace for 105 team members.

Enhanced resident-satisfaction rates from 86% to 92% within two years.

Ensured swift resolution of consumer issues to preserve consumer loyalty while complying with the organizations policies.

Served on special taskforce with CEO and Executive Director that contributed to significant improvements in resident care.

Reduced workplace injuries.

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**University of Miami Health Systems/ UM Hospital Miami, Florida**

**03/96 - 02/05**

**Director of Volunteers**

Directed the efforts of 250 volunteers. Taught customer service skills to 1,000 employees.

**Selected Contributions:**

Established volunteer program operations.

Won national Golden Rule award for volunteer program's efforts in 1999.

Created patient and staff art intervention program and art store.

Raised \$100,000 for United Way from employee drive over six years.

## **PROFESSIONAL AND COMMUNITY AFFILIATIONS**

Hawaii Coalition Action Committee Member, 2012 – 2016. Supported the Institute of Medicine's goal to have 80% of the nurses in Hawaii become BSN nurses by 2020. Served as a community partner to promote statewide efforts on healthcare workforce initiatives, academic strategies for academic progression, and community development of leadership pathways that include nurses

American Public Health Association, 2012-2015

Waikiki Soroptimists Member, 2016

Pi Lambda Theta, 2013 - 2016

Hawaii Pacific Gerontological Society, 2008 - 2016

American Association of University Women, Diamond Head Koko Head, President, 2015

Toastmasters, President, 2013 and 2016, Secretary 2014, 2005 and 2006

Koku Mau, a hospice non-profit consortium, Board Member, 2007

South Florida Directors of Volunteers in Healthcare, President 1999 and 2003

## **COMMUNITY SERVICE**

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Royal Elementary School, 2016

Hawaii Opera Theater, 2016

Hawaii Mission Houses 2014 - 2016

Adult Friends for Youth 2009 - 2015

Alzheimer Association 2008 - 2009

Honolulu Symphony, 2009

American Cancer Society, Legislative Advocate, 2003

Women Helping Women, Board Member, 1993

Public Safety/Fire Commissioner for the County of Maui, 1993-1994

Maui Sexual Assault Crisis Center, Counselor, 1986