

Diana Jill Riggs, RN, MSN

GOV. MSG. NO. 736

SUMMARY

Motivated healthcare operations leader devoted to building high performing teams that advance our mission of high-quality, patient-centered healthcare in the communities we serve.

EDUCATION

GONZAGA UNIVERSITY

Master of Science in Nursing – Health Systems Leadership

UNIVERSITY OF HAWAII – MAUI COLLEGE

Associate Degree in Nursing

UNIVERSITY OF NORTH CAROLINA AT WILMINGTON

Bachelor of Arts – English

EXPERIENCE

KAISER PERMANENTE, Director Clinic Operations – Maui **Nov 2019-Present**

- Partner with regional leaders on strategic initiatives to ensure financial growth and success within the region
- Collaborative partnership with Health Plan and physician leaders in short-term and long-term planning, both locally and regionally
- Financial and affordability planning for Maui service area including, but not limited to pay period budget review and analysis, individualized evaluation of talent acquisition requests, Neighbor Island Travel oversight, and encouraging continuous improvement opportunities in partnership with front-line staff.
- Wailuku Ambulatory Surgery Center (ASC) Administrator – work in partnership to maintain and improve Program Office and internal quality metrics in the Wailuku ASC

KAISER PERMANENTE, Senior Clinic Manager – RN **Nov 2016-Nov 2019**

- Liaison between on-site Rainbow Dialysis Center and Wailuku Clinic Operations
- Manage, lead, and direct clinical services at Wailuku Specialty Clinic in collaboration with Health Plan partners and physician leaders.
- Oversight for all Wailuku Clinic facility projects
- Collaborative partnership with Health Plan and physician leaders across the region
- Strategize and implement new workflows to improve quality for our members
- Unit Based Team (UBT) Sponsor – removing barriers and supporting team success

KAISER PERMANENTE, Case Manager – PPACT Program **Feb 2016-Nov 2016**

- Pursued this role in order to complete MSN Degree in Health Systems Leadership
- Independent facilitator for three cohorts addressing Pain Management Coping Techniques
- Partnership with Kaiser Northwest in developing workflows to tailor project for Hawaii

KAISER PERMANENTE, Clinic Manager – RN **Nov 2013-Feb 2016**

- Oversight of day to day operations for medical and surgical specialties at Wailuku Clinic
- Leading, coaching, and counseling staff in order to provide the best care for our members
- Working alongside physician and nursing leaders to obtain and sustain proven workflows to fulfill our mission

KAISER PERMANENTE, Charge Nurse **Feb 2011-Nov 2013**

- Leading a team of healthcare providers in primary care and specialty clinics
- Short term and long-term planning in collaboration with Nursing Manager related to business continuity, nursing supply and demand, and facility improvements.
- Monitoring day to day operations and creating schedules within budget for specialty staff
- Managing the acute and chronic care of patients in both primary and specialty care settings
- Utilize service recovery methods to reduce anxiety and recognize opportunities

Maui Memorial Medical Center, Emergency Room Charge Nurse **June 2006-Aug 2011**

- Leading a team of physicians and providers as charge nurse for a 24-bed Emergency Department.
- Disaster preparedness planning in collaboration with Nurse Manager
- Assigning roles and managing department resources during critical events
- Coordinating care for patients during and after treatment
- Responsible for chart audits to ensure quality care for specific populations

CERTIFICATIONS

- Basic Life Support for Healthcare Providers (expires 2024)
- KP Hawaii Advanced Management Program (2019)
- IHI and KP Advanced Patient Safety Program (2018)
- KP Hawaii Middle Management Program (2018)

REGIONAL COMMITTEES

- Hawaii Ambulatory Nursing Council
- Regional Nurse Leadership Committee
- Emergency Management Committee
- Infection Control Committee
- Attendance Committee