Michelle Munroe, DNP, RN, CNM, FACNM

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Professional Experience

Chief Executive Officer   2018 to 2020

WINN Army Community Hospital, Fort Stewart, GA

WINN Army Community Hospital is a 39-bed hospital system with 4 primary care clinics and specialty clinics. Additionally, it supports the Warrior Transition Battalion responsible for over 200 wounded warriors and their care. Services care to over 86,000 Tricare beneficiaries with over 1800 employees and a budget of $150 million.

- Exceeded HCAHPS benchmarks for 9 out 10 metrics greater than 90%
- Achieved a wellness rate of 95% for over 21K Soldiers
- Led the team to support COVID operations implementing practices to achieve safe, quality care during a pandemic. Prepared for the addition of an 11 bed ICU and increasing operations to over 450 beds in the event it was needed
- Established communication networks with four local facilities to ensure that all systems were simultaneously working together in a coordinated effort throughout the pandemic and hurricane operations
- Increased patient satisfaction from 70% to 80% overall satisfaction with all other benchmarks above 90%
- Successfully achieved The Joint Commission accreditation with zero red findings and only 17 findings overall.
- Led the team to establish a medical simulation training site that was increased from a 5k square foot facility to a 18k square foot facility with a real-life training suite

Chief Nursing Officer   2017 to 2018

Landstuhl Regional Medical Center, Landstuhl, Germany

Landstuhl Regional Medical Center is the only United States Level 3 trauma center overseas responsible for care of all Department of Defense personnel who are evacuated from overseas back to the United States. Care for over 70k beneficiaries with over 800 personnel with an annual budget of $21 million.

- Received The Joint Commission Accreditation with zero nursing findings.
- Reinforced standards of practice for nursing based upon American Nurses Association and the Army's Nursing Practice Model
- Led a tiger team responsible for clinical standards in the development of a new hospital facility.

- Increased nursing satisfaction throughout the facility resulting in retention of staff members at the highest levels.

Assistant Chief Nurse   2016 to 2017
Landstuhl Regional Medical Center, Landstuhl, Germany

Responsible for nursing care provided by 500 nursing workforce applying standards of practice from American Nurses Association and Army nursing practice guidelines. Executes a $21M budget.

- Analyzed/directed resource utilization based upon workload data and coordinated with multi-disciplinary staff to maximize quality patient care. Responsible for nursing efficiency.
- Increased military deployable readiness from 32% to 95%.

Assistant Dean of Student Affairs   2012 to 2016
Uniformed Services University of the Health Sciences, Bethesda, MD

Executed military command and control over 200 military graduate nursing students in four military branches. Provided executive level leadership at the brigade and university level. A member of the Dean's cabinet serves as the principle advisor to the Dean on all student and military administrative matters. Responsible for Brigade medical readiness for over 1165 military Officers and Enlisted personnel.

- Pivotal role in the execution of changing from a master's degree program to doctoral level for the Graduate School of Nursing.
- Increased unit readiness for all services to 85% or above.
- Chapter and journal publications-5 / national presentations-6
- Change agent from the University to MEDCOM

Chief Nursing Officer   2010 to 2012
Kenner Army Health Clinic, Fort Lee, VA

Overseas provision of nursing and ancillary services for over 20,000 beneficiaries with 175 staff members and an operating budget of $40M. Principle advisor to the commander on policies, procedures and practices. Directs The Joint Commission, process improvement and patient safety initiatives.

- Pushed PCMH readiness to NCQA recognition reach green status for all the clinics.
- A TeamSTEPPS Master trainer-1st hospital in the region to reach 100% trained staff
- Co-authored a publication on TeamSTEPPS in a deployed setting
- Increased HEDIS composite score from 62% to 75%.

- Co-authored first written code of conduct
- Launched Qflow digital patient waiting queue in pharm/lab/radiology decreasing patient wait times within the facility

Education

Doctor of Nursing Practice **Frontier Nursing University,** Hyden, KY
Master of Strategic Studies **Army War College,** Carlisle, PA
Master of Science **University of Maryland,** Baltimore, MD
Bachelor of Science **University of Maryland,** Baltimore, MD