

Christy Dempsey

MSN, MBA, CNOR, CENP, FAAN

Chief Nursing Officer



Health care is complex and ever-changing. We are impacting the lives of people every day, whether they are sick or healthy, at some of their most vulnerable points in life. That is a privilege that I'm passionate about. Additionally, the people who care for patients every day need support. Advanced data and targeted insights empower health care leaders to optimize the experience for both their patients and caregivers.



PROFESSIONAL EXPERIENCE

Press Ganey Associates

Chief Nursing Officer, 2012–present

Senior Vice President of Consulting Services, 2009–2012

American Nurses Credentialing Center

Pathway to Excellence® Appraiser, 2013–present

Missouri State University

Faculty Instructor, 2008–2017

PatientFlow Technology, Inc.

Senior Vice President of Clinical Operations, 2007–2009

St. John's Regional Health Center

Vice President, 2004–2007

PROFESSIONAL MEMBERSHIPS

Sigma Theta Tau

American Academy of Nursing Fellow

American Nurses Association

Journal of Nursing Administration: Editorial Board

Journal of Patient Experience: Editorial Board

Association of periOperative Registered Nurses

American Organization of Nurse Executives: Board Member

American College of Health Care Executives

Missouri Organization of Nurse Leaders: Board Member

With more than 30 years of experience as a clinician and leader, Christy Dempsey is frequently called upon to inspire audiences across the continuum to reduce patient suffering through patient-centered strategies. Christy is a registered nurse with more than three decades of health care experience in nursing, perioperative and emergency services management, medical practice, supply chain and materials management, and physician-hospital collaboration. She was included on *Becker's Hospital Review's* list of "50 experts leading the field of patient safety" in 2018. Christy was also elected to represent Region 6 in American Organization of Nurse Executives from 2019 to 2022.

Christy earned BSN, MSN and MBA degrees from Missouri State University. Currently she is pursuing a DNP degree, with an emphasis in population health management, from Quinnipiac University.

Speaking Topics

- Balancing Cost and Quality
- Clinical Outcomes
- Compassionate, Connected Care
- Culture
- EDCAHPS
- Empathy
- Nursing
- Patient Flow
- Performance Improvement
- Physician/Nurse/Hospital Collaboration
- Quality
- Reducing Suffering
- Staffing/Scheduling

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ARTICLES AND PUBLICATIONS

- Press Ganey, "Optimizing the Nursing Workforce: Key Drivers of Intent to Stay for Newly Licensed and Experienced Nurses," December 2018
- Dempsey, Christina. "Beyond Outcomes: Understanding and impacting the patient experience." *DNP Education Practice and Policy*, second edition. Springer Press, 2018
- Minemyer, "Press Ganey: Nurse burnout varies by generation, shift," *Fierce Healthcare*, October 2018
- Bean, "The 56-second fix to reduce patient suffering: 5 questions with Press Ganey's CNO Christy Dempsey," *Becker's Clinical Leadership & Infection Control*, March 2018
- Haefner, Bean, "International Women's Day spotlight: 9 thoughts on leadership from women in the healthcare industry," *Becker's Hospital Review*, March 2018
- Neuwirth, "The Antidote to Patient & Caregiver Suffering - Compassionate Connected Care, with Christina Dempsey, Chief Nursing Officer for Press Ganey," *Creating a New Healthcare*, February 2018. Podcast.
- Heath, "Effective Nurse Communication Skills and Strategies," *Patient Engagement HIT*, January 2018
- Dempsey, "The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience," *McGraw Hill Education*, November 2017
- Cygan, "Employers need to address nursing turnover," *Nurse.com*, November 2017
- Heath, "3 Tips for Nurses to Improve Patient Satisfaction, Experience," *Patient Engagement HIT*, November 2017
- Heath, "3 Best Practices for Balancing EHR Use and Patient Engagement," *Patient Engagement HIT*, August 2017
- Brown, "Leader to Watch: Christina Dempsey, MSN, MBA, RN, CNOR, CENP, FAAN," *Nurse Leader*, August 2017
- Heath, "Top 4 Challenges in Driving High Patient Satisfaction," *Patient Engagement HIT*, July 2017
- Heath, "Driving Physician Empathy Amidst Push for Health IT Use," *Patient Engagement HIT*, June 2017
- Heath, "Improving Nurse Communication with a 56-Second Strategy," *Patient Engagement HIT*, May 2017
- Dempsey, "Hospital Impact: For a better patient experience, focus on the outcomes that matter most," *Fierce Healthcare*, April 2017
- Wood, "Conference takes OR business leaders to the next level," *OR Manager*, February 2017

SELECT PRESENTATIONS

- AONE Inspiring Leaders Conference**, April 10, 2019, "Resilience For A Multigenerational Workforce"
- Missouri Nurse Advocacy Day 2019**, February 20, 2019, Keynote
- 2018 CAPC National Seminar**, November 9, 2018, "The Antidote to Suffering: The Race For The Cure"
- 8th Annual Missouri Center for Nursing**, May 31, 2018, "The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience"
- 2018 ANA Conference**, March 22, 2018, "Resilience as the Foundation for Moral Resilience"
- Kronos Executive Leader Event**, February 12, 2018, "Compassionate, Connected Care"

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SELECT PRESENTATIONS — *Cont'd.*

OR Business Management Conference, February 1, 2018, "The Influence of Nurse Work Environment on Patient, Payment and Nurse Outcomes"

Maryland Organization of Nurse Leaders, January 18, 2018, Keynote

ACHE, October 27, 2017, Keynote

International Caritas Consortium WCSI Meeting hosted by Stanford Health, October 25, 2017, "Watson Caritas Score, A Study Involving Five Press Ganey Clients"

Kindred Healthcare Summit: Lead With Compassion, October 11, 2017, "Building Compassion into Everyday Practice"

OR Manager Conference, October 2, 2017, "It Starts with You: Compassionate Connected Care"

Wellstar Nursing Symposium, September 22, 2017, "Compassionate, Connected Care"

ANA Moral Resilience Professional Issues Panel, May 24, 2017, "Transparency and Nurse Level Data"

AONE, March 31, 2017, "Strategies for Optimizing Nurse Resilience and Patient Experience"

International Dialysis Conference, March 12, 2017, Keynote

2017 ANA Conference, March 9, 2017, "Leveraging Individual Nurse Report Cards and Transparency for Increased Accountability and Improved Patient Experience"