

Christy Dempsey

DNP, MSN, MBA, CNOR, CENP, FAAN

CNO Emeritus



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, 2012–2020

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 Leaders: Board Member

American College of Health Care Executives

Missouri Organization of Nurse Leaders: President Elect

Friends of the National Institute of Nursing Research: 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 both 2018 and 2020. Christy was also elected to represent Region 6 in American Organization of Nurse Leaders from 2019 to 2022.

Christy earned BSN, MSN and MBA degrees from Missouri State University. In 2019, she also earned 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

Dempsey, "Recognizing the Commitment of Nurses," *Press Ganey*, March 2020

Heath, "Building A Culture of Nurse Excellence to Drive Patient Satisfaction," *Patient Engagement HIT*, March 2020

Bean, "Strong Nursing Culture Linked to More Engaged Physicians, Loyal Patients," *Becker's Hospital Review*, February 2020

Dempsey, Assi, "Nursing Engagement." *The Engaged Caregiver: How to Build a Performance-Driven Workforce to Reduce Burnout and Transform Care*, Ed. Joseph Cabral, Thomas H. Lee, MD, Martin Wright. McGraw Hill, 2019

Solomon, "Technology and the Future of Nursing – A Virtual Panel," *Medium*, May 2019

Dempsey, Lee, "How Great Nursing Improves Doctors Performance," *Harvard Business Review*, May 2019

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

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SELECT PRESENTATIONS

- OR Manager/PACU Manager Summit**, September 20, 2019, "The Antidote to Suffering: Turning Difficulties into Opportunities"
- 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"
- 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"