

# **Robin J. Dove, MPH, BSN, RN, CGRN**

## **Professional Summary**

Dynamic and results-driven healthcare leader and Registered Nurse with over 20 years of progressive experience in endoscopy operations management, outpatient diagnostics, clinical education, and inpatient nursing. Demonstrated success in overseeing clinical workflows, optimizing patient outcomes, and ensuring compliance with regulatory and accreditation standards. Skilled in leading multidisciplinary teams, implementing quality improvement initiatives, and fostering a culture of safety, efficiency, and patient-centered care. Adept at data-driven decision-making and process improvement, supported by a Master of Public Health degree with a strong focus on healthcare quality, policy, and patient safety.

## **Core Competencies**

Program Development & Implementation | Quality and Process Improvement | Clinical Education & Training | Regulatory Compliance (TJC, SGNA AAMI,) | Budget & Resource Management | Interdisciplinary Collaboration | Patient-Centered Care

## **Professional Experience**

### **OU Health, Oklahoma City, OK – Manager – Advanced Endoscopy| February 2025 – Present**

- Build and lead a high performing team through successful onboarding strategies, coaching and mentoring practices.
- Coordinate education and training of new and existing staff across Advanced Endoscopy.
- Prepare and evaluate nurses and procedure technicians for compliance with TJC and SGNA guidelines.
- Develop and implement compliance strategies with departmental standard work.
- Collaborate with leadership for improved productivity, communication, employee recruitment and retention, safety practices, and patient satisfaction.

### **Mercy Hospital, Oklahoma City, OK – Manager – Outpatient Diagnostics/Endoscopy | 2020 – February 7, 2025**

- Led a highly successful and satisfied team with one of the lowest facility rates of overall and first year turnover.

- Coordinate education and training of new and existing staff across Outpatient Diagnostics.
- Evaluate nurses and procedure technicians for compliance with TJC and SGNA guidelines.
- Develop departmental policies, procedures, and system-wide standard work for Endoscopy.
- Collaborate with Endoscopy physician leaders to implement initiatives and protocols.
- Oversaw process and quality improvement project for ASGE Endoscopy Unit Recognition Program application process.

**Mercy Hospital, Oklahoma City, OK – Manager – Interventional Endoscopy | 2017 – 2020**

- Assisted in design, equipment selection, and implementation of advanced procedure room.
- Collaborated with Advanced Endoscopists to establish Mercy's first Advanced Endoscopy program.
- Created staffing protocols and workflow adopted across the Mercy system.
- Circulated and trained nurses and technicians in advanced endoscopy procedures.

**Mercy Hospital, Oklahoma City, OK – Supervisor – Clinical Education | 2013 – 2017**

- Directed education and training of nursing and technical staff for Endoscopy/Outpatient Diagnostics.
- Ensured compliance with TJC and SGNA standards through evaluation and training.
- Provided direct patient care and supported ASGE recognition program initiatives.
- Championed interdisciplinary team meetings to optimize patient outcomes and streamline communication between clinical departments.

**Mercy Hospital, Oklahoma City, OK – Assistant Nurse Manager | 2009 – 2013**

- Coordinated patient care for outpatients and inpatients receiving treatment in Endoscopy.
- Responsible for daily staffing, case flow and resources for procedural area.
- Interacted with ancillary departments regarding patient care and procedural scheduling.

- Assisted the Nurse Manager with scheduling, payroll, co-worker evaluations, and interviewing prospective co-workers, staff education, staff meetings and development of new policies and procedural standards for department.
- Responsible for departmental inventory, supply ordering, and developing relationships with vendors and product representatives.

#### **Mercy Hospital, Oklahoma City, OK – Charge Nurse | 2008 – 2009**

- Coordinated patient care for newly opened 16 bed Intensive Care Stepdown Unit.
- Utilized staffing matrix and acuity levels to assign co-workers according to census.
- Coordinated the admission, discharge, and transfer of patients.
- Interacted with other departments to enhance patient care.
- Assisted in the orientation of new staff members.

#### **Mercy Hospital, Oklahoma City, OK – Charge Nurse | 2005 – 2008**

- Coordinated patient care for newly opened 39 bed Orthopedic/Neurology/Pediatric Unit.
- Utilized staffing matrix and acuity levels to assign co-workers according to census.
- Coordinated the admission, discharge, and transfer of patients.
- Interacted with other departments to enhance patient care.
- Assisted in the orientation of new staff members.

#### **Mercy Hospital, Oklahoma City, OK – Staff Nurse | 2003 – 2005**

- Provided patient care for up to 6 patients on Ortho-Neurological/Pediatric Unit.
- Performed clinical tasks according to hospital policies.
- Performed patient admissions and discharges.
- Assessed patient status and notified physicians of clinical changes.
- Assisted the Nurse Manager in the supervision of staff nurses as Relief Charge Nurse.
- Educated patients/families on health care needs, conditions, medications, and treatments.

- Assisted in the orientation of new staff members and was a preceptor to nursing students.
- Involved with hospital development of nursing councils and application and approval of the Magnet Recognition program.

## **Education**

- Master of Public Health (MPH), Rasmussen University – 2023
- Bachelor of Science in Nursing (BSN), Southern Nazarene University – 2009
- Associate of Applied Science in Nursing, Redlands Community College – 2003
- Associate of the Arts in Pre-Secondary Education, Redlands Community College - 1999

## **Licenses & Certifications**

- RN – Oklahoma
- CGRN – Certified Gastroenterology RN
- ACLS, BLS, PALS

## **Leadership & Affiliations**

- President, Central Oklahoma Society of Gastroenterology Nurses and Associates (SGNA). 2018 – Present
- Member, American Society of Gastrointestinal Endoscopy (ASGE).
- Member, Oklahoma Public Health Association (OPHA).
- Mercy Ministry Endoscopy Leadership Committee Chair, May 2020- 2025.
- Mercy Gastroenterology Physician Specialty Council Administrative Lead, June 2020-2025

## **Awards and Recognition**

- Clinical Excellence Award, 2004
- Magnet Ambassador, 2005
- Project Search “Making a Difference” Award, 2024