**LORA MAYGARD**

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PROFESSIONAL SUMMARY

Highly motivated leader with over 15 years of hospital leadership experience in department based, provincial based and site-based roles. Decisive and goal oriented professional with strong communication, organizational, analytical, and problem-solving skills who can thrive in fluctuating environments. Passionate in leading change and implementing projects and new initiatives while building effective, engaged teams. Respected for professionalism, collaboration, good judgment, and a positive work ethic.

CORE COMPETENCIES

* Strong Team Development Skills
* Quality Improvement Focused
* Results Driven
* Excellent Communication Skills
* Compassionate and approachable
* Change management enthusiast
* Trustworthy, Reliable and Ethical
* Patient Safety advocate

PROFESSIONAL EXPERIENCE

**Director, Rural Acute Care,** December 2023 to present

**SE Central Zone**

* Provide leadership and direction to Rural Acute Managers at 6 hospitals, located in Coronation, Hanna, Drumheller, Stettler, Three Hills and Provost
* Coordinate with physician Medical Director dyad partner to ensure care service and standards are met across the sites
* Find innovative and creative solutions to increase staff retention and attraction
* Ensure financial accountabilities and budget targets are met while maintaining service delivery
* Engage and mentor direct reporting staff to help support and grow exceptional leaders
* Focus on quality improvement initiatives
* Utilize change management principles to effectively navigate implementations at the site level
* Recruit managers, nurses and other staff to ensure adequate levels to meet the demands of the site
* Prepare Briefing Notes and other documents for Senior Leadership reporting and approvals
* Collaborate with many other disciplines to ensure all stakeholders involved as required
* Communicated direction on initiatives to promote safe, standardized and quality care
* Complete monthly variance reports in coordination with Business Analyst
* Create/monitor action plans to outline the team goals and target milestones
* Maintain a clear vision and purpose for the portfolio
* Set site priorities based on demand management principles and organizational strategic objectives
* Advocate for staff, patients and family to maintain a person focused environment
* Model and champion respect and awareness of team diversity and inclusiveness
* Provide regular feedback for constructive growth
* Acknowledge and recognize team members to support and build a highly engaged culture

**Site Administrator,** May 2021 to December 2023

Killam Health Centre and Our Lady of the Rosary Hospital Sites, Covenant Health

* Provided operational and administrative leadership to Acute Care/Continuing Care Sites in rural Alberta
* Collaborated with physician partners to set clinical goals and priorities and monitor site performance
* Managed human, financial and physical resources at both sites
* Ensured financial accountabilities are met while maintaining a high standard of care
* Participated in recruitment efforts for physicians, nurses, managers, and other health professionals as required.
* Championed continuous quality improvement and client safety priorities
* Liaised with Community Boards and zone leadership to ensure the needs and priorities of the surrounding communities are met
* Created and lead implementation teams for various initiatives including the planning for and implementing of Connect Care across the continuum of care at the site and department levels
* Collaborated with other sites and staffing office to streamline scheduling and payroll tasks to ensure efficiency and staffing levels at the site are maintained
* Participated in planning and fundraising for improvements at the site
* Engaged with Covenant Capital Planning to plan for and procure various equipment improvements across both sites
* Lead site leadership meetings for interdepartmental communication and cooperation
* Chaired Site Quality Council meetings to regularly identify and resolve issues requiring improvement to maintain a high level of safe, quality care
* Engaged with Capital Planning and Facilities Management to plan and design site improvements as required

**Corporate Manager,** May 2019 to May 2021

Medication Management Safety Team, Covenant Health

* Provided leadership to a multidisciplinary medication safety team, consisting of Nurse Consultants, Medication Safety Pharmacists, Project Coordinator, Pharmacy Technician and Administrative Assistant
* Collaborated with other corporate programs such as Quality, Pharmacy, Professional Practice and Clinical Learning to meet corporate strategic objectives
* Ensured financial accountability of team resources
* Resolved operational issues at the program, department and site level
* Supported urban, rural, acute and continuing care sites throughout Covenant Health with development of policies, policy support documents and educational materials
* Monitored key performance indicators and take action as necessary
* Provided Covenant Health sites and programs with tools, resources and site visits for accreditation preparation
* Liaised with external partners, such as Alberta Health Services, to promote alignment with best practices and provincial guidelines
* Provided ongoing implementation and support for COVID-19 Immunization Program, Hazardous Medications, Medication Reconciliation rollout and reporting, High Alert Medication Audits, etc.
* Directed and participated in the implementation of process improvement initiatives with Lean Methodology and Human Factors considerations
* Represented Covenant Health on Connect Care design, build and process development for the Connect Care Willow application

**Program Manager, Pharmacy,** September 2008 to December 2019

Grey Nuns Hospital Site, Covenant Health

* Provided direct leadership to a Unit Manager, pharmacists, pharmacy technicians, pharmacy assistants and administrative staff
* Recruited, trained and developed individuals as required to support patient care areas with clinical and drug distribution services
* Worked collaboratively to plan, implement and deliver resident-specific multidose drug distribution services to the Edmonton General Continuing Care Site
* Focused on team building initiatives and improving overall team function
* Demonstrated continual improvement of staff engagement as measured on the bi-annual Mission and Culture Gallup Survey tool
* Completed monthly financial variance reports to ensure fiscal accountability for the pharmacy department while meeting operational demands
* Accomplished service delivery within Operational Best Practice at best quartile level
* Obtained funding and implemented new clinical pharmacist integrative service delivery to neonatal intensive care, surgical, mental health and internal and family medical areas
* Created and implemented a novel clinical pharmacy technician role to provide services to inpatient surgical units
* Redesigned and streamlined care delivery in a Home Parenteral Therapy Program by utilizing Pharmacy Technicians to their full scope of practice
* Created and provided a Medication Reconciliation training program for pharmacists and pharmacy technicians
* Developed a service model for Pharmacy Technicians to collect and document Best Possible Medication Histories (BPMH) in a Preadmission Clinic
* Liaised with Occupational Health Services to create a corporate Medical Directive and processes to provide pharmacist support with influenza outbreak management
* Motivated, mentored and supported department staff in providing quality work and meeting operational demands, while maintaining resiliency in a fast paced environment

**Clinical Pharmacist,** July 1996 to September 2008

Grey Nuns and Misericordia Hospital Sites, Covenant Health

* Collaborated with physicians and interdisciplinary team members in the fields of Palliative Care, Geriatrics, Cardiology and Medicine to help ensure optimal patient care
* Participated in patient care bedside rounds to proactively collaborate on the therapeutic management of patient care to ensure safe and efficacious medication use
* Provided Therapeutic Drug Monitoring for high risk medication therapies on an ongoing basis to optimize care and help resolve and prevent drug related problems
* Counselled patients and caregivers prior to discharge to ensure the smooth transition of care to the community
* Provided preceptorship to undergraduate pharmacy students and pharmacy residents
* Participated in various research projects and presentations
* Coordinated, planned and led multiple nursing/pharmacy committees to implement both a unit dose cassette exchange system within all inpatient care units and an automated drug distribution (Pyxis®) system to all critical care areas at the Misericordia Hospital site
* Developed procedure manuals and training materials as well as led the training of nurses and physicians in both unit dose and Pyxis® automated drug distribution systems
* Presented research posters at biannual international Palliative Care Conferences over a 10 year period

**Pharmacist Consultant/Owner,** December 2002 to July 2007

Lora Hager Ltd. contracted to Myros Pharmacy, Edmonton

* Collaborated with multidisciplinary care teams comprised of nurse practitioners, homecare nurses, physicians and psychiatric nurses to discuss patients’ health concerns and to implement therapy plans to resolve and prevent these issues
* Clinically monitored and visited clients and staff in a variety of seniors’ homes on a regular basis to ensure long term safe and effective medication use and to promote healthy living
* Worked with staff at various congregate living facilities to develop, implement and sustain medication administration procedures and policies
* Implemented and educated on new drug distribution systems and patient specific pouch packaging (PACMED®) at various facilities
* Developed a controlled drug accountability process in a variety of resident lodges
* Provided consultant pharmacy services to various inner city facilities and mental health (ICE) group homes

COMMITTEE INVOLVEMENT

* Governance Council - Big Country Primary Care Network (PCN)
* Governance Council – Provost Primary Care Network (PCN)

EDUCATION/CERTIFICATIONS

* Masters of Health Studies, Athabasca University, In Progress
* Bachelor of Science in Pharmacy, University of Alberta, 1996
* Connect Care/Epic Courses:
  + Rural Nurse
  + Rural Manager
  + Allied Health Provider
  + Basic Reporting
  + Power Reporting
  + Continuing Care Badge
* Indigenous Canada, University of Alberta, 2020
* Project Management via Covenant Project Management Office, 2019
* Incident Command System (ISC) 100 for Healthcare, 2021
* Introduction to Demand Management, 2021
* I-200 Incident Command Training for Healthcare, 2021
* Human Factors Certification: Health Quality Council of Alberta, 2020
* Leading Teams: Developing as a Leader, University of Illinois, April 2020
* Indigenous Canada Course, University of Alberta, completed December 31, 2020
* Leadership Challenge, October 2016-June 2017
* Failure Mode and Effects Analysis Workshop, 2015
* Foundations in Leadership for Catholic Organizations, 2011 to 2012
* Covenant Leadership Program (CLP), 2009-2012
* Emergency Operations Centre Training, 2010