



# Angie Esbenshade, RN, MSN, MBA, NEA-BC

**Director**  
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With almost 30 years of experience in healthcare, Angie brings to her clients passion, knowledge, and experience to drive performance and engagement of their patient, staff, and providers. Angie has provided in depth consulting to client clinical operations across the country from rural hospitals to large academic healthcare systems and connects each client with what will make them successful in reaching their goals. Senior leaders appreciate her direct approach and true partnership in helping their organizations grow and become successful.

## PROFESSIONAL EXPERIENCE

Angie has almost 30 years of clinical nursing and administrative experience in emergency, trauma, and critical care. She is a graduate of Pensacola Christian College, has a Bachelor's Degree in Nursing and a dual Master's degree in Nursing and Business Administration, and is a certified advanced nurse executive through the American Nurses Credentialing Center. Angie began her nursing career at University of Maryland Shock Trauma Center where she developed strong skill set and knowledge of trauma programs and emergency medicine. Angie has led the Emergency Department work within Studer Group prior to moving the Huron's Performance Improvement team to lead integrated engagements and support clients in achieving sustainable results. A selection of her results as a have been moving patient experience from 3<sup>rd</sup> percentile to 98<sup>th</sup> percentile, reducing length-of-stay in emergency departments from greater than 4 hours to less than 90 minutes, and improving patient flow decreasing patient placement for admitted patients from greater than 4-6 hours to less than 1 hour. She connects passionately with all levels, from the staff to the senior leaders, to inspire them to create a culture of consistency and accountability to provide excellent care for every patient, every time. She has been instrumental in helping organizations achieve enhanced operational efficiency, financial return on investment, maintaining or preparing for trauma designation, and clinical quality outcomes. Her passion and enthusiasm for helping leaders and organizations connect to the purpose of healthcare is transparent.

## SIGNATURE ENGAGEMENTS

- Interim CNO for level 1 adult and pediatric trauma, safety net facility
- Led length of stay and capacity management work for large system, reducing average LOS by 1.5 days within 8 months of starting project and developed systems and processes for capacity management for system.
- Led emergency department throughput and leadership development work at, Level 1 trauma, academic, safety net hospital with annual volume 150,000. Reduced left without being seen (LWBS) from 20% to 2%, Improved patient experience 1<sup>st</sup> percentile to 65<sup>th</sup> percentile, prepared for successful American College of Surgeons trauma survey, improved employee engagement and turnover.
- Led work at large system, partnered with internal ED process improvement team to improve throughput and patient experience across the system and creating system approach to emergency services.
- Led assessment teams for large systems to create focused process improvement plan to improve patient throughput and patient progression of care.
- Trusted advisor to executive leadership for clinical operations and care delivery – strategy, execution, communications, and success metrics.

## EDUCATION AND CERTIFICATIONS

- Masters of Science in Business Administration, University of Phoenix
- Masters of Science in Nursing, University of Phoenix
- Bachelor of Science in Nursing, Pensacola Christian College
- Certified Nurse Executive Advanced, American Nurses Credentialing Center (ANCC)

## PROFESSIONAL ASSOCIATIONS

- Member, Emergency Nurses Association (ENA)
- Member, American Organization of Nurse Leaders (AONL)

## PUBLICATIONS/SPEAKING ENGAGEMENTS

- National Speaker at Excellence in ED conferences Huron/Studer Group
- Complacency Leads to Catastrophe but Consistency Creates Culture, ENA Leadership March 2014
- "Making the Middle Count: Three tools to Improve Throughput for a Better Patient Experience" AENJ December 2014
- "Partnering Effectively with Inpatient Leaders for Improved ED Throughput" AENJ December 2014