

CURRICULUM VITAE
CONNIE J. MATTERA

6801 N. Olcott
Chicago, Illinois 60631

(847) 493-9974 (Cell)

(847) 618-4485 (W)

Fax: (847) 618-4489

E-Mail: CMattera@NCH.org

EDUCATION

Master of Science in Health Services Administration College of St. Francis; Joliet, IL; graduated with academic distinction (GPA 4.0)	August 1993
Bachelor of Arts with a focus in Management and Allied Health Education National Louis University; Evanston, IL.	June 1990
Diploma in Nursing. Chicago Wesley Memorial Hospital School of Nursing. Affiliated with Northwestern University; Chicago, IL.	Nov. 1972

PROFESSIONAL EXPERIENCE - Northwest Community Hospital (NCH)

EMS Administrative Director	July 1, 1991 to present
EMS System Coordinator and EMS Education Program Director	July 1979 to present
IDPH TNS Course Coordinator	1981 to present
Director: NCH Resuscitation Department and Community Training Center	August 2017 to present

The EMS Director is a transformational leader of the Northwest Community Emergency Medical Services System (EMSS), the NCH Community Training Center (CTC) within the Resuscitation Department, the Mobile Integrated Healthcare (MIH) project and the State of Illinois Trauma Nurse Specialist Program. Key duties include facilitating visionary strategic planning, careful stewardship of resources, and quality management for areas within my span of influence. This includes collaborating with all communities of interest and stakeholders to deliver high quality value-based EMS care, and directing the design, development, accreditation, implementation and evaluation of evidence-based best practice models for EMS, MIH, CTC, and TNS education.

The Director supervises NCH EMS educators and clerical staff, the CTC Coordinator and staff, and Paramedic and EMT Technicians employed by NCH. The span of influence extends to monitoring and/or directing the EMS activities of **five Associate Hospital EMS Coordinators, EMS Peer I-IV educators, Lead Instructors, 250 Emergency Communications Registered Nurses (ECRNs), 400 EMTs, and more than 1000 Paramedics. The System is accountable for directing and monitoring EMS activities for 24 EMS Agencies who perform in excess of 80,000 patient calls per year.** As Director, I report to the Executive Vice President of Patient Services and Chief Nursing Officer and collaborate frequently with the EMS Medical Director (EMS MD).

Key accomplishments

- Leads and directs the operational management of assigned departments to ensure high quality and cost-effective outputs and a safe and efficient work environment. This includes facilitating the activities of the EMS System's shared governance model and licensing and relicensing all EMS personnel. In the absence of the EMS MD, has decision-making authority for operational elements that do not specifically require a medical license.
- Leads and directs an effective System EMS strategic planning process based on provisions of national, state and local standards, stakeholder input, and System needs assessments.
- Creates and maintains revisions to the *EMS System Plan* on file with IDPH including contracts and agreements with providers and hospitals, Standard Operating Procedures, Policy Manual, Procedure Manual, Drug and Supply list, FCC licenses, job descriptions, CQI plans, electronic medical records software agreements, and all educational curricula that are submitted to Harper College, the Committee on Accreditation of EMS Programs, and/or the Illinois Department of Public Health (IDPH) for approval and/or accreditation.
- Ensures System and hospital compliance with all statutory and regulatory requirements related to EMS, MIH, and America Heart Association educational programs. Communicates effectively with NCH's General Counsel and Enterprise Risk Partners and IDPH on issues related to EMS and CTC operation.

- **Builds coalitions and alliances:** Maintains excellent professional relationships with IDPH, accreditors, NCH and System leaders, members, students, customers, and communities of interest.
- **Fosters strategic partnerships** with all EMS Systems within IDPH Regions 8, 9, 10, and 11 (including Northshore hospitals) and serves as a member of the Region 9 EMS Advisory Committee. Participates in local, area-wide, state and national EMS endeavors through attendance at relevant meetings. Provides outreach and oversight to the offsite programs that contract with the NCH CTC.
- **Maintains transparent and timely communication** with NCH and System leaders, members, students, and communities of interest through multimodal methods based on genre. Ensures the functional status and current FCC licensure of IDPH-required EMS communications equipment.
- **Maintains a Just Culture and Culture of Safety** with an emphasis on diversity, inclusion, and equity for all employees, educators, students, and members. Provides a safe and supportive work environment and builds respect, commitment, and cooperation within the EMS and CTC teams. Evaluates, counsels, commends and mentors departmental personnel to assist them in reaching their fullest potential as practitioners and educators.
- In collaboration with the System Advisory Board and EMS MD, revises and updates the **System Policy Manual** in compliance with federal, state and local statutes, rules, guidelines and best practice models.
- Since 1998, have chaired the Region IX **Standard Operating Procedure/Standing Medical Order** committee. These duties include researching all current literature, standards and guidelines to draft updates to the Region and System SOPs, gaining consensus with and approval from Region partners, submitting and gaining approval from IDPH, facilitating printing and distribution of new protocols, and creating educational resources to inform System members.
- Created the first System **procedure manual** and oversees all updates. This manual defines critical performance steps and is used to document minimum competency for skills approved within the NWC EMSS scope of practice.
- In 1996, created the concept proposal, designed a comprehensive RFP and coordinated the business planning for adoption of the first system-wide **EMS electronic patient care report** in Illinois. The network includes all System EMS Agencies and Hospitals transcending existing business alliances. Facilitated transition to new software vendors in 2006 and 2010. Current serves as the primary System point of contact for the Good Samaritan Region IX Image Trend consortium.
- Coordinated the development and facilitates the ongoing implementation of a **provider-based performance improvement (PBPI) program** for the EMS System. Conducts periodic research with respect to areas of EMS practice. Results are reported to all system members and serve as benchmarks for future improvement.
- **Mentors and coaches EMS educators** to ensure compliance with the System's mission, vision, values, and goals and determines the effectiveness of individual programs in achieving cognitive, affective, and psychomotor objectives and perceptual changes in the learners. Serves as a practicum mentor for graduate and undergraduate EMS, nursing and healthcare administration students.
- Serves as the **EMS Program Director for Harper College**. Created the curricula for the Associate of Applied Science in Emergency Medical Services degree and Paramedic Certificate Program launched in 2003 and directed the update from 29 to 38 credit hours in 2015. Prepared the program report for a focused site visit from the Higher Learning Commission of the North Central Association of Colleges and Schools in November in 2010 and again in 2015. Led the process of gaining paramedic program accreditation from Commission on Accreditation of Allied Health Education Programs www.caahep.org upon the recommendation of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions.(CoAEMSP).
- In 1981, designed and implemented a process to standardize system-wide continuing education by offering classes on-duty to EMS personnel in the ambulance quarters. Known as the In-Station Program, educators currently conduct over 100 CE classes per month, ten months a year. This model is unique in the nation.
- Developed the curriculum and serves as lead instructor for the **Emergency Communications Registered Nurse (ECRN) course** that prepares and licenses emergency nurses to provide on-line medical control (OLMC) to System EMS personnel.
- In collaboration with the EMS MD, assists with incident investigation and/or approves all Requests for Clarification submissions, Reportable Incidents, corrective coaching and/or disciplinary actions involving students and/or EMS System members.
- Monitors productivity and determines the EMS staffing plan to ensure maximum use of resources.

- Leads and directs the **financial management** of reporting Departments to ensure desired fiscal results while providing optimum service. Facilitates budgetary planning and oversees trending and analysis of all budgetary variances.
- Coordinated the medical coverage of the 2012 Ryder Cup and 2006 PGA Championship held at Medinah Country Club in Bloomingdale, Illinois. These events included extensive collaboration with the PGA and the Security & Emergency Services & Traffic Control Committee members, the creation of a rolling action plan, confirmation of over 200 medical volunteers, creation of forms, policies and procedures to support the events, and providing on-site medical command.
- Principal investigator at the NCH site for the Advanced Resuscitation of Refractory VT/VF Amiodarone Evaluation (ARRIVE™) registry (2002).
- Directed the EMS System response to the **COVID-19 pandemic** including the creation of an EMS Playbook, procurement of adequate inventories of PPE, designed and implemented COVID-19 medical protocols, alternate documentation instruments, specific COVID-19 refusal of service/non-transport procedures, developed innovative adjustments to education that enabled entry level students to complete their programs despite restrictions and transitioned entry-level and continuing education to hybrid or virtual learning platforms. Proactive planning included the development of a mass vaccination protocol for EMS personnel and the effective needs assessment and early distribution of the first COVID-19 vaccinations to EMS personnel.

**TRAUMA NURSE SPECIALIST (TNS) COURSE COORDINATOR (TNSCC);
IDPH TRAUMA NURSE SPECIALIST PROGRAM**

1981 to Present

The TNS CC is approved by IDPH to lead and direct all activities related to the TNS Course at their site. This includes curriculum development and maintenance; creation and maintenance of the program policies, procedures, and credentialing exam; planning, organizing, implementing, and evaluating the TNS course at that site; facilitating TNS licensure and relicensure; and archiving TNS educational records.

Key accomplishments

- Senior editor for the TNS Curriculum and all revisions since 1997.
- Mentor for new TNS CCs
- Item writer for the State of Illinois TNS exam and exam author (2020 to present).
- Chaired the 1983, 1989 and 1991 Trauma and Critical Care Symposia which attracted registrants from all over the country. Directed negotiations with the hotels and processed registrations. Served as the Symposia fiscal agent, processing all cash inflows and outflows.

Other work experience

Mobile Intensive Care Unit (MICU) Instructor; Northwestern Memorial Hospital	1978 - 1979
Clinical Instructor, MICU; Northwestern Memorial Hospital	1976 - 1978
Staff Nurse, Emergency Department; Northwestern Memorial Hospital	1973 - 1976
Worked with paramedics since inception of the Chicago EMS Program in 1975.	
Charge Nurse, Med/Surg; Northwestern Memorial Hospital	1972 - 1973

LICENSURE AND CERTIFICATIONS

Registered Professional Nurse in Illinois #041-147836	1973 - Present
Emergency Communications Registered Nurse	1977 - Present
Paramedic	1977 - Present
Advanced Cardiac Life Support Provider	1978 - 2010
Trauma Nurse Specialist (TNS)	1979 - Present
IDPH Lead Instructor (3000046)	1979 - Present
Advanced Cardiac Life Support Instructor	1983 - 2010
Pre-hospital Trauma Life Support Provider	1985
Basic Trauma Life Support Provider - Advanced Course	1995
Certified Emergency Nurse (CEN)	1987 - 1995

PUBLICATIONS

Mattera, C. (2020). Administrative issues. In *Foundations of Education: An EMS Approach / National Association of EMS Educators (3rd ed)* (pp.436-469). Burlington: Jones and Bartlett Learning. ISBN: 9781284145168.

Raynovich, B.; Chris Nollette, C., Wingrove, G., Wilcox, M., & Mattera, C. (Jan 2018). NAEMSE position on MIH-CP; EMS educators release position paper on community paramedicine. *EMS Insider* and *JEMS Connect*. Accessed on line: www.JEMS.com.

Stoy, W. A., and Mattera, C.J. (March 2017). NAEMSE position paper: Revised standards & guidelines on the accreditation of educational programs. *EMS Insider* and *JEMS Connect*. Accessed on line: <http://www.jemsdigital.com>

Mattera, C. (2013). Administrative issues. In *NAEMSE Foundations of Education (2nd ed)* (pp. 350-375). Clifton Park: Delmar Cengage.

Mattera, C. (2011). Positive pressure: the physiology of respiration with CPAP. In, Wesley, K., Mattera, C., Richards, M., & Wayne, M., *CPAP: the push for rapid relief. JEMS Supplement*, 36(1).

Mattera, C. & Wesley, K. (2011). Go with the flow: how to apply CPAP with patient comfort in mind. In, Wesley, K., Mattera, C., Richards, M., & Wayne, M., *CPAP: the push for rapid relief. JEMS Supplement*, 36(1).

Mattera, C. (2011). Pop quiz: do you know how to test your students? *JEMS*, 36(1), 26-28.

Mattera, C. (2010). The trauma "A" team. *Advanced trauma life support training enhances ED & hospital trauma decisions and care. JEMS*, 35(8), 45-47.

Mattera, C. (2008). Modern diabetic: How to handle insulin pumps during emergencies. *JEMS*, 33(5), 82-92.

Mattera, C. (2008). Pediatric trauma. On camera work for *24-7 EMS*. Winner of The Aurora Awards Gold Award 2008 and Honorable mention 2009 of the Hermes Creative Awards.

Mattera, C. (2007). Trauma during pregnancy. In Oman, K.S. & Koziol-McLain (Eds). *Emergency Nursing Secrets (2nd ed)*(pp. 373-390). St. Louis: Mosby.

Mattera, C. (2007). Trauma during pregnancy. On camera work for *24-7 EMS*, Fourth quarter 2007 4.07.

Mattera, C. (2006) Obstetrics and Childbirth. On camera work for *24-7 EMS*, Fourth quarter 2006 4.06.

Mattera, C. (2005). The body in Sync; Understanding perfusion, fluid balance & all things cardiac. *JEMS*, 30(10), 68-86.

Mattera, C. (2003). Trauma in the obstetric patient. In, Levasseur, S. & Raines, D. (Eds), *Perinatal Nursing Secrets* (pp. 149-160). Philadelphia: Hanley & Belfus.

Mattera, C. (2002). Patient assessment. *Pulse Emergency Videos*. (October 2002).

Mattera, C. (2002). Glucose gone wild. Diabetes part 2. *JEMS*, 27(4), 74-86.

Mattera, C. (2002). Diabetes Part 1. *JEMS*, 27(3), 107-126.

Mattera, C. (2002). Respiratory Emergencies. *Pulse Emergency Videos*. (February 2002).

Mattera, C. (2000). Trauma during pregnancy. In Oman, K.S., Koziol-McLain, J. & Scheetz, L.J (Eds). *Emergency Nursing Secrets* (pp. 194-204). Philadelphia: Hanley & Belfus.

Mattera, C. (2000). Heart failure and pulmonary edema. *JEMS*, 25(5), 36-47.

Mattera, C. (2000). Take aim to hit your IO target. *JEMS*, 25(4), 38-48.

Mattera, C. (2000). Little lifelines: Smart strategies for establishing peripheral vascular access in pediatrics. *JEMS*, 25(3), 66-80.

Mattera, C. (1999). Asthma relief: Caring for crashing asthmatics (Part II). *JEMS*, 24(11), 32-34, 36, 40, 42-44.

Mattera, C. (1999). Crashing asthmatics (Part I). *JEMS*, 24(10), 30-43.

Mattera, C. (1999). Computerization of prehospital medical records: A planning primer from one EMS system. *JEN*, 25(2), 127-131.

Mattera, C. (1999). Obstetrical complications. *JEMS*, 24(3), 124-140.

Mattera, C. (1998). Spinal trauma: New guidelines for assessment and management in the out-of-hospital environment. *JEN*, 24(6), 523-537.

Mattera, C. (1998). Non-invasive pressure support ventilation: Use of C-PAP in the out-of-hospital environment. *JEMS*, 23(9), 62, 64.

Mattera, C. (1998). Emergency childbirth Part II. *JEMS*, 23(7), 60-76.

Mattera, C. (1998). Emergency childbirth Part I. *JEMS*, 23(6), 74-85.

Mattera, C. (1998). Musings of a camp nurse. *JEN*, 24(1), 66-68.

Mattera, C. (1995). Principles of EMS documentation for mobile intensive care nurses. *JEN*, 21(3):231-237.

Mattera, C. (1995). The evolving change in paradigm from quality assurance to CQI in prehospital care. *JEN*, 21(1), 46-52.

Mattera, C. (1994). Mobile intensive care nurse education: feast or famine? *JEN*, 20(6), 551-6.

Mattera, C. (1994). Physicians on scene: burden or blessing? *JEN*, 20(5), 400-3.

Mattera, C. (1994). American traditions. *JEN*, 20(4), 317-9.

Mattera, C. (1994). Welcome to the family, EMS! *JEN*, 20(3), 224-5.

Co-author, (1991). National Standard Guidelines for Prehospital Nursing Curriculum. ENA.

Webinar presenter

April 10, 2013 Failing to Plan is Planning to Fail Part 2; sponsored by NAEMSE
 Jan 16, 2013 Failing to Plan is Planning to Fail Part 1; tutorial on creating lesson plans sponsored by NAEMSE
 May 7, 2010 EMS & Stroke, sponsored by the Metropolitan Chicago Healthcare Council.
 July 21, 2010 CPAP: Filling the sails to respiratory relief, sponsored by JEMS magazine and Mercury Medical.

PROFESSIONAL SOCIETIES/ORGANIZATIONAL MEMBERSHIPS

National Association of EMS Educators: 1998 to present

2020 – present Co-chair IC1 Course transition to on-line format and curriculum update
2020 – present Co-developer of a Lesson Planning course
2013 - 2019 Author: Administrative Issues chapter, Foundations of EMS Education textbook.
2011 - 2017 Board of Directors (Re-elected to three year term in 2014)
2016 - 2017 Member, executive committee
2015 - 2017 Member Liaison Taskforce
2013 - 2015 Treasurer and member of the Executive Committee
2013 – 2017 Chair – Education Committee
2012 – 2013 Chair - Strategic Relationships and Advocacy Committee
2009 - 2015 Expert writer: Administrative issues: EMS Instructor 2 course
2005 - present National faculty for IC1 and IC2 courses
2009 - 2011 Member, Program Planning Committee for National Symposium (2010, 2011)
2009 - 2011 Hero Award committee chair
2007 – 2011 Hero Award committee member

Emergency Nurses Association (ENA)

1994 - 2005 Section Editor, EMS; Journal of Emergency Nursing (JEN)
1989 - 1993 Contributing Editor, Journal of Emergency Nursing (JEN)
1989 - 1990 Member, Curriculum Development Committee for Prehospital Nursing
1980 – present Member

Illinois Council, ENA

1980 -present Member
1994-95 Chair, EMS Committee
1993-95 Member, Education Committee
1991-92 Member, Board of Directors
1989 Immediate Past President
1988-89 ENA Chair, Illinois Combined Scientific Assembly; Co-sponsored with Ill. ACEP
1987-88 President
1986-87 President-elect
1986-87 Chair; Government Affairs Committee
1986-87 Illinois Scientific Assembly Planning Committee
1983-85 Course Director; Nursing Trauma Life Support Course
1983-84 Chair; EMS Committee
1981-83 Chair; Education Committee
1980-82 Member; Nursing Research Committee

International Association of Emergency Managers

2014 - present Member

Advocates for EMS

2012 - 2013 Board of Directors (Executive Committee representing NAEMSE)

PRESENTATIONS

I have served as faculty for multiple local, state, regional and national programs including EMS Today, the ENA Scientific Assembly, and conferences or courses in Arizona, Arkansas, Colorado, Florida, Illinois, Idaho, Indiana, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Montana, New Jersey, New Mexico, Nevada, New York, Ohio, Pennsylvania, South Dakota, Tennessee, Texas, Utah, Vermont, Virginia, Washington, Washington DC, West Virginia, Wisconsin, Wyoming, and Canada presenting a wide variety of subjects related to emergency nursing, EMS care, and EMS Education. A listing of presentations is available upon request.

COMMITTEE APPOINTMENTS/MEMBERSHIP

2020 – present NASEMSO Prehospital Pain Management EBG Project Technical Expert Panel:
NAEMSE representative to develop educational tools to roll-out recommendations
2019 – present Vice Chair Illinois Governor's EMS Advisory Council
2006 - present Member Illinois Governor's EMS Advisory Council representing trauma nurse specialists
and Illinois EMS Education committee

2002 - present	Chair, IDPH EMS Education Committee: Responsible for transitioning Illinois to the National EMS Education Standards; changing the scope of practice model and working with Continental Testing Services to transform the State EMS exam blueprints and test banks to the new standards. Created the draft Education and QI strategic plan sections (2018) that were unanimously approved by the committee.
2014 - present	Member, Mobile Integrated Healthcare Committee
1998 - 2012	Governor's EMS Council Legislative/Planning Committee
2007 - present	IDPH EMS strategic planning committee
1999 - 2001	IDPH Task Force for implementation of new EMT-P/EMT-I Curricula
1998 - 2006	Chair, IDPH Item Writing Committee for State EMT-P examination
1997 - present	Chair; Region IX SOP Committee; create standards of care documents for Region IX
1997 - 2000	Prehospital and ED Task Force; Emergency Medical Services for Children (EMSC)
1995 - 2010	EMS Committee of the Metropolitan Chicago Healthcare Council.
1995 - 2004	Ethics Committee of the Metropolitan Chicago Healthcare Council.
1994 - 1997	Chair; Standards Committee; Governor's EMS Advisory Council.
1993 - 1997	Governor's EMS Advisory Council representing trauma nurses.
1985 - 1997	Governor's EMS Council Legislative Subcommittee
1979 - 3/31/95	Chicago Citywide EMS Consortium Committees; EMS Operations, Education, Policies and Procedures. Withdrew from Chicago City-Wide Consortium.
1982 - 1994	EMS Commission of Greater Metropolitan Chicago; EMS Committee. Disbanded 1994.
1986-1989	City of Chicago Trauma Center Review Committee. Served as the only nurse who reviewed applications for Level I Trauma Center designation for the City of Chicago.

Current committee/task force appointments at Northwest Community Healthcare

Nurse Executive Committee
 Patient Care Leadership Council (PCLC)
 IT Alignment Committee
 Consultant to Capacity Management Committee
 Ethics Committee

Other appointments

2003 - 2015 Editorial Board, Journal of Emergency Medical Services (JEMS)

AWARDS

2018	Nursing Excellence Award: NCH
2005	Finalist Nursing Spectrum Nursing Excellence Awards; Community Service category
2003	NCH Nurse of the Year
1993	College of Saint Francis Meritorious Award
1993-94	Who's Who in the Midwest
1992-93	Who's Who Among Human Services Professionals
1990	Who's Who in American Nursing
1986	Emergency Nursing Education Award; presented by the Emergency Nurses Association

Consultations

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- (2016) Consultant with Illinois POLST on creating a slide deck introducing new POLST form for EMS distribution.
 - (2014-2015): Consultant to IDPH as subject matter expert to draft revisions to the EMS Administrative Rules that were approved in July 2018.
 - (2014 to present) Consultant to Illinois EMS education programs on Item Writing, Curriculum Design, and Lesson Plan development.
 - (2008) Trauma Section Editor: Wrote the author work plans for the trauma chapters for Nancy Caroline's Emergency Care in the Streets (6th Ed). Sudbury: Jones and Bartlett.
 - (2006-2007) Illinois Department of Public Health: Consultant to IDPH on creating new item banks for the EMT-B, EMT-I, and EMT-P exams.
 - Participated on a National Registry task force to create instructor-generated questions to use as EMT-P exam preparation materials.
 - Contract services as an expert witness in cases involving emergency nurses and/or EMS personnel.