

CONNIE J. MATTERA

6801 N. Olcott
Chicago, Illinois 60631
(847) 618-4485 (W)

(847) 493-9974 (Cell)

CMattera@NCH.org

PROFESSIONAL SUMMARY

The EMS Administrative Director leads and directs the Northwest Community Emergency Medical Services System (EMSS), the NCH Resuscitation Department, Community Training Center (CTC), the Harper College EMS-related education programs, and the State of Illinois Trauma Nurse Specialist Program. Key duties include facilitating visionary planning aligned with national, state and local standards and careful stewardship of resources. This includes collaborating with all 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, CPR, ACLS, PALS, and TNS education all while caring for and supporting the people that serve our communities so well.

The Director supervises NCH EMS educators, clerical staff, and the CTC Coordinator. The span of influence extends to monitoring and directing the EMS activities of five Associate Hospital EMS Coordinators, EMS Peer educators, Lead Instructors, 250 Emergency Communications Registered Nurses (ECRNs), 400 EMTs, and ~1000 Paramedics. The System is accountable for directing and monitoring EMS activities for 24 EMS Agencies who perform in excess of 78,000 patient calls per year. The Director reports to the Executive Vice President of Patient Services and Chief Nursing Officer and collaborates frequently with the EMS Medical Director (EMS MD).

LICENSES AND CERTIFICATIONS

Registered Professional Nurse in Illinois #041-147836	1973 - Present
Emergency Communications Registered Nurse	1977 - Present
Paramedic	1977 - Present
Trauma Nurse Specialist (TNS)	1979 - Present
IDPH Lead Instructor	1979 - Present
Previous certifications available upon request	

SKILL HIGHLIGHTS

Inclusive and transformational leadership skills

Building relationships & high-performing teams	Building coalitions, alliances, and strategic partnerships
Thinking critically to produce desirable outcome	Fostering cognitive, emotional and social intelligence
Using innovation and creativity to optimize outcomes	Agility, adaptability, and ability to predict/facilitate change
Fostering motivation and engagement	Negotiation strategies to achieve win-win solutions
Collaboration and creative problem-solving	Conflict management providing wise counsel
Clear and person-centered communication	Advancing a growth mindset in a learning community
Cultural humility, awareness and competence	Commitment to diversity, equity and inclusion,
Strategic planning; fiscal and human resource mgt	Courage to defend and live out core values
Creating a Just Culture and Culture of Safety	Mentoring and resourcing EMS leaders and educators
Advancing trauma-informed, resilience building, and healing-centered policies and practices	

Subject matter expert in multiple disciplines

- National EMS Core Content; EMS Education Standards, EMS Scope of Practice Model; accreditation, national testing; portfolio development, and competency assessment and measurement
- EMS, emergency and trauma care content and pedagogy including structures, central concepts and skills; prerequisite and interdisciplinary relationships; and methods of inquiry that foster deep understanding; high-level reasoning, engagement, skill development, metacognition, and real-world application.
- Teaching and learning strategies for adult learners; curriculum design and lesson planning; creating instructional outcomes that consistently reflect meaningful and relevant learning, challenge students and encourage intellectual risk taking while integrating academic, social-emotional, and character development goals.
- Planning coherent instruction for a responsive learning environment that is student-centered, differentiated, culturally appropriate, and supports student autonomy in the learning process. Creating authentic opportunities for students to engage with content. Using student groups and collaboration to maximize learning.
- Designing and analyzing formative and summative assessments from clearly stated criterion and standards to direct planning, support individualized instruction, and support students in monitoring their own learning.

- Creating high-quality instructional resources and materials to assure access to rigorous content, intellectual engagement, and support students in their learning and development.
- Cultivating respectful and affirming learning environments that attend to the whole learner, support personal growth, pride in work, perseverance, positive relationships, a sense of belonging, cultural responsiveness, positive conflict resolution, and student behaviors in terms of citizenship, civility, collaboration, accountability, and provide organized spaces for learning.
- Exceptional instructional skills to engage students in learning; scaffolding content using a wide variety of engaging teaching methods with frequent checks for understanding
- Researching literature and writing EB guidelines
- Data gathering/analysis and quality management
- Print media author and editor | Organizational skills; attention to detail | Medical-legal principles of EMS practice

EDUCATION

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

PROFESSIONAL EXPERIENCE - Northwest Community Healthcare

EMS Administrative Director	July 1, 1991 - Present
EMS System Coordinator and EMS Education Program Director	July 3, 1979 - Present
IDPH TNS Course Coordinator (senior editor of state curriculum and exam)	1981 - Present
Director: NCH Resuscitation Department and Community Training Center	August 2017- Present

Other work experience

Mobile Intensive Care Unit (MICU) Instructor; Northwestern Memorial Hospital	1976 - 1979
Staff Nurse, Emergency Department; Northwestern Memorial Hospital	1973 - 1976
Charge Nurse, Medical/Surgical unit; Northwestern Memorial Hospital	1972 - 1973

PUBLICATIONS (Most recent)

Lindbeck, G., Shah, M.I., Braithwaite, S., Powell, J.R., Panchal, A.R., Browne, L.R., Lang, E.S., Burton, B., Coughenour, J., Crowe, R.P., Degn, H., Hedges, M., Gasper, J., Guild, K., **Mattera, C.**, Nasca, S., Taillac, P., & Warth, M. (2022). Evidence-based guidelines for prehospital pain management: Recommendations. *Prehospital Emergency Care*, DOI: [10.1080/10903127.2021.2018073](https://doi.org/10.1080/10903127.2021.2018073)

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>

Multiple older listings available upon request.

PROFESSIONAL SOCIETIES/ORGANIZATIONAL MEMBERSHIPS

National Association of EMS Educators (most recent contributions)

1998 - Present	Member
2021 - Present	Member Board of Directors (3 rd term)
2021 - Present	Chair Education Committee
2021 - Present	Co-creator EMS Lesson Plan Workshop: Created slides, student manual; supporting documents; National faculty
2020 - Present	Co-chair IC1 Course curriculum revision project; Slides, student manual, supporting documents, polling and homework questions, post-test; National faculty

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 Held multiple committee Chair positions and leadership roles including President in the 1980s

National Association of EMTs

2021 - Member

PRESENTATIONS

Faculty for multiple local, state, regional and national programs. A listing is available upon request.

COMMITTEE APPOINTMENTS/MEMBERSHIP (most recent)

2022 - Present NREMT EMS Program Mentorship Committee
2022 - Present Mentor, Harper College
2022 - Present NASEMSO Airway Evidence Based Guideline Technical Expert Panel
2021 – 2022 Region IX SOP Revision Chair: Completed updated protocols approved by Region EMS MDs and IDPH, Changes and Rationale Document; educational materials; updated System entry self-assessments, Drug and Supply List, and Procedure Manual to support new SOPs
2021 - Present National Registry of EMTs ALS Expert panel to redesign the cognitive exam
2020 - 2022 NASEMSO Prehospital Pain Management EBG Project Technical Expert Panel: NAEMSE representative –developed educational tools and webinar to roll-out recommendations
2019 - Present Vice Chair Illinois Governor’s EMS Advisory Council
2006 - Present Member Illinois Governor’s EMS Advisory Council
2002 - Present Chair, IDPH EMS Education Committee; facilitated IL transition to NREMT exams and 2021 EMS Education Standards and EMS Scope of Practice Model
2007 - Present IDPH EMS strategic planning committee

Other appointments and projects

2003 - 2015 Editorial Board, Journal of Emergency Medical Services (JEMS)
2016 Consultant with Illinois POLST to create educational materials introducing new form
2014 - 2015 Consultant to IDPH as SME to draft revisions to the EMS Administrative Rules.
2014 - Present Consultant to EMS programs on Item Writing, Curriculum Design, and Lesson Planning.
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.
1993 - Present Contracted expert witness in cases involving emergency nurses and/or EMS personnel.