

# ABBY ROMAINE

Abby.Romaine@gmail.com

## EXPERIENCE

2013– JULY 2018

**PATIENT EXPERIENCE DEPARTMENT, FLORIDA HOSPITAL FLAGLER**

- Collaborative implementation of best practices and initiatives that resulted in high performing metrics in:
  - HCAHPS: FH Flagler moved to the number 2 position for Adventist Health System
  - AOS CAHPS: high performing service excellence program
  - Emergency Department Patient Experience Scores: ED moved from “worst to First” in Adventist Health System
- Regional Speaker/Trainer: conducted staff training and development, communication skills and best practices for patient experience for all new hospital employees in the Florida Hospital- North Central Region
- Created, designed and presents specialized curriculum for physicians from original research material for best practices to enhance the patient experience and improved HCAHPS scores
- Facilitated, participated in multiple Performance Improvement Committees including ED patient experience, HCAHPS domains, and employee engagement/retention.
- Implementation of performance improvement initiatives utilizing LEAN principles
- Represented Hospital by establishing and maintaining cooperative and positive relationships with community members and hospital stakeholder
- Demonstrated ability to mitigate risk related to patient grievance and/or crisis
- Ability to leverage technology such as Press Ganey and MyRounding software implementation, report creation and analysis to improve HCAHPS Scores

DECEMBER 2012 – DECEMBER 2013

**DIRECTOR, PUBLIC RELATIONS, COASTALCLOUD, LLC**

- Advocated for and represent company to the media and business community
- Opportunities and outreach; and client preparation for appearances
- Materials: press releases, copy writing and editing

NOVEMBER 2011 – MARCH 2014

**NATIONAL PUBLIC POLICY AND LEGISLATIVE ANALYST, AMERICA'S RADIO NEWS NETWORK, TALK RADIO NETWORK, LLC**

- Regular national radio correspondent and analyst, reporting on federal and state-level legislative issues on nationally broadcast news outlets
- Evaluate and report on regulatory changes, monitor and track legislative initiatives

2010 – 2013

**EXECUTIVE PRODUCER, CREATOR AND HOST, CENTER: UNCENSORED RADIO SHOW**, WNZF NEWS RADIO, AN ABC AFFILIATE, 1550 AM/106.3 FM, NE FLORIDA

- Creator of show concept; discussion format of social, political, economic and health topics from divergent points of view with the goal of finding common perspectives
- Duties include complete show production, research, hosting, script writing, guest booking, social media, editing
- Featured national guests including but not limited to Presidential candidates Michele Bachmann and Rick Santorum; Senator Marco Rubio; 700 Club's Ben Kinchlow and Media Matters' Eric Boehlert

2012

**FEDERAL GRANT PROGRAM, BOARD OF COUNTY COMMISSIONERS, FLAGLER CO,**

- Coordinator of US Department of Justice Federal Grant Program to create first supervised visitation program for families experiencing domestic violence in Flagler County
- Facilitated engagement of community partners in the program including the Flagler County Commission, Circuit 7 Judicial Court , United Way, Children's Home Society and Community Partnership for Children

2010-2015

**PRESIDENT, HAMMOCK CONSERVATION COALITION, PALM COAST, FLORIDA**

- Lecturer/presenter of political, social and environmental issues of community concern
- Organizer and Moderator of forums with political leaders and candidates

2008-2009

**BOARD MEMBER, ST PETER'S BY THE SEA SCHOOL, PALOS VERDES, CA**

2003-2006

**COUNCIL MEMBER, ST FRANCIS HOSPITAL, WILMINGTON, DE**

- Increased annual giving through fund-raising events, health fairs
- Expanded volunteer participation and community involvement

1997-2000

**COORDINATOR, DOMESTIC VIOLENCE PROJECT, WILMINGTON, DE**

- Designed, based on anthropological research, procedures for the effective navigation of the legal system
- Devised and conducted training courses and motivational seminars for volunteer staff and Family Court personnel

1996-2000

**INSTRUCTOR, UNIVERSITY OF PENNSYLVANIA PHILADELPHIA, PA**

- Created the new Public Interest Anthropology program and implemented along with Senior professors
- facilitator of research/community outreach projects for students
- Instructor of college level course in Public Interest Anthropology

1986-1995

**ACTOR, NEW YORK, NY**

- Appeared in over 20 national Television commercials as a teen and young adult
- Recurring guest appearance on “The Cosby Show”
- Guest appearances in daytime dramas and several movies
- Former Member of SAG and AFTRA

## **EDUCATION**

**PH.D., A.B.D. ANTHROPOLOGY, UNIVERSITY OF PENNSYLVANIA, PHILADELPHIA**

- Concentration in ethnographic methodology
- Qualitative data instrument creation and analysis
- Created and taught new college and Graduate level course entitled Public Interest Anthropology
- Research focus: Empathy

**B.A., ANTHROPOLOGY AND POLITICAL SCIENCE, MINOR IN RELIGIOUS STUDIES, DREW UNIVERSITY, MADISON, NEW JERSEY**

Pi Sigma Alpha