

CASSANDRA DEEN, RN, MSN, CPHQ
Director, Clinical Excellence | Renown Health
1155 Mill Street, Reno, NV 89502

PROFESSIONAL SUMMARY

Dedicated and results-driven healthcare leader with over 14 years of progressive nursing experience spanning clinical care, quality programs and improvement. Expertise in patient safety, process improvement, transfusion medicine, and surgical services management. Recognized for driving clinical excellence through data-informed decision-making, interdisciplinary collaboration, and a commitment to continuous improvement.

EDUCATION

Master of Science in Nursing, Health Care Informatics
Grand Canyon University, 2015–2017

Bachelor of Science in Nursing
Grand Canyon University, 2013–2014

Associate Degree in Nursing
Carrington College of Nursing, 2009–2011

General Studies
Truckee Meadows Community College, 2004–2006

Specialized Training
Transfusion Safety Officer Training Program, United Blood Systems – Denver, CO, 2014

PROFESSIONAL EXPERIENCE

Renown Health – Reno, NV
Director, Clinical Excellence, Quality Department
May 2022 – Present

- Lead systemwide initiatives for clinical quality, patient safety, and regulatory readiness.
- Collaborate with multidisciplinary teams to enhance outcomes through performance improvement and evidence-based practice.
- Oversee clinical performance and support accreditation compliance.
- Administrator: Jennifer Walker

Manager, Sterile Processing, Surgical Services
October 2019 – May 2022

- Directed sterile processing operations across Renown's surgical network.
- Implemented process redesign to improve instrument availability, reduce turnover time, and enhance OR efficiency.
- Ensured compliance with AAMI, AORN, and Joint Commission standards.
- Administrator: Larry Creech

Quality Coordinator – Transfusion Safety, Vascular Access, Sepsis
September 2014 – October 2019

- Developed and led system-level safety programs for transfusion practices, vascular access and sepsis management.
- Facilitated compliance with AABB standards and hospital-wide blood utilization initiatives.
- Provided education to clinical teams and supported continuous performance improvement projects.
- Director: Amy McCombs

Staff RN, Cardiac Intensive Care Unit (CIC/CCU)
September 2011 – September 2014

- Delivered high-acuity nursing care to critically ill cardiac patients.
- Supported interdisciplinary rounds and contributed to quality improvement in the ICU.
- Manager: Nicole Bishop

AWARDS & HONORS

- **Dean's List**, Grand Canyon University – 2013, 2014

PRESENTATIONS & TEACHING

- **Invited Speaker**, AABB Annual Conference, San Diego (2017):
"A Journey of a Thousand Miles Begins with a Single Step: Successes Achieved and the Trek to Patient Blood Management Certification."
- **Invited Speaker**, AABB Annual Conference, Orlando (2015):
"Training TSOs: Essential Topics to Set Them Up for Success."

LICENSES & CERTIFICATIONS

- Registered Nurse, State of Nevada – License #RN70064
- Certified Professional in Healthcare Quality (CPHQ)

PROFESSIONAL AFFILIATIONS

- National Association for Healthcare Quality (NAHQ) – Member, 2025
- International Association of Healthcare Central Service Materiel Management (ISHCSMM) – 2019–2020
- Association for the Advancement of Medical Instrumentation (AAMI) – 2019–2020
- Association for Vascular Access (AVA) – 2018–2019
- Sepsis Alliance – 2018–2019
- AABB – 2014–2018

- American Association of Critical Care Nurses (AACN) – 2013–2015
- American Nurses Association (ANA) – 2013–2015

COMMITTEE INVOLVEMENT

- Renown Health: Acute Care QAPI, Policy & Procedure, Sepsis, Infection Control Champions, Forms, Vascular Access, SSOG, Trauma, and Quality Improvement Committees
- Renown Regional Medical Center: IBM Integrated Blood Management, Nursing QI, GI Blood Management, and TEG Sub-Committees
- AABB: Transfusion Safety Officer Committee

CONFERENCES & CONTINUING EDUCATION

- AABB Annual Meetings – 2015, 2016, 2017
- Renown Transfusion Symposium – 2015, 2016, 2017
- Excellence in Critical Care Conference – 2014, 2015, 2017, 2018, 2023
- Renown Health: Leader in Training Program -2018, Transformation Health Care Series -2018