

# Colleen Sweeney, RN, BS, CSP

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[Sweeneyhealthcare@gmail.com](mailto:Sweeneyhealthcare@gmail.com)

## PROFILE:

- Founder/Owner of Sweeney Healthcare Enterprises
  - Nation's thought leader on patient fears
  - Completed 2 studies regarding patient fears titled The Patient Empathy Project
  - Over 30 years of experience in the field of nursing, administration, the patient experience
  - Author of 160 Ways to Empathize
  - Nationally known speaker and member of the National Speakers Association
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## PROFESSIONAL EXPERIENCE:

2011 - present

### **Founder/Owner of Sweeney Healthcare Enterprises**

5507 Merritt Island Drive, Apollo Beach, FL 33572

- Full time speaker, facilitator & consultant in the healthcare field
- Author and national expert on patient fears and the patient experience

2005 – 2011

### **Director of Innovation, Ambassador / Customer Services for Memorial Hospital and Health System of South Bend**

615 Michigan Street, South Bend IN 46601

- Responsible for the service initiatives tracked by HCAHPS and Press Ganey
- Facilitate innovation training sessions in Memorial's School of Innovation
- Directs staff the recruits, trains and places approximately 600 volunteers
- Trained facilitator with the Tom Peter's Company
- Educated and trained innovation 'gurus'
- Led Memorial Health System to realize \$1.2 million in revenue through innovation efforts in 2006
- Supervision of 30 project managers charged with leading WOW! Project Teams

2000 – 2005

### **Program Director of HealthWorks! Kid's Museum**

111 West Jefferson Boulevard Suite #200, South Bend, IN 46601

- Responsible for the creation of original children's health programming
- Recruited, directed and trained 24 health educators

- Developed national sex education curriculum for replication purposes
- Program named 'top 5 innovative companies' in America by Tom Peters

1997 – 1999

**At Risk Program Educator/ Edison Intermediary Center**

2701 Eisenhower Avenue, South Bend, IN 46615

**PREVIOUS EXPERIENCE:**

1988 - 1991

**Abington Hospital Cardiac rehabilitation / Nursing Supervisor**

1985 – 1988

**Mercy Medical Center Cardiac Rehabilitation / Phase I Program Coordinator**

1982 – 1985

**Mercy Medical Center Coronary Intensive Care staff nurse**

1981 – 1982

**Montgomery Hospital Telemetry Unit staff nurse**

1979 – 1980

**Burlington County Memorial Hospital (Virtua Health) Surgical staff nurse**

1978 – 1979  
staff nurse

**Burlington County Memorial Hospital (Virtua Health) Psychiatric**

**COMMUNITY:**

- The Rhema Project- India Medical Mission-board member
- The Beryl Institute- Patient Experience- board member
- Entermision Board of Directors- Granger Community Church-board member

**PROFESSIONAL REFERENCES EDUCATION:**

**University of Notre Dame, Mendoza School of Business**, Notre Dame, IN

Masters Certificate in Project Management- April 2008

**Bethel College**, Mishawaka, IN

Bachelor of Science in Business Administration- April 2004

**Cooper Medical Center school of Nursing**, Camden, NJ -1975

Associates degree in Nursing

Diploma in nursing (currently holds Indiana nursing license)

**Steven Widder**, CEO Sweeney Healthcare Enterprises

Sweeneyhealthcareadm@gmail.com 574-286-0141

**Jason A. Wolf** Ph.D, Executive Director of the Beryl Institute

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