

SUSAN SPENCER, DNP, MSN, BA, RN, NE-BC

PUBLICATIONS

Spencer, S. Provider in Triage to Improve Outcomes. *Journal of Emergency Nursing*. 2019.

Spencer, S. The Role of the Chief Experience Officer. Beryl Institute White Paper. 2014.

PRESENTATIONS

“The Role of the Chief Experience Officer” at Press Ganey National Conference; Orlando, FL; 2014.

“State of the Patient Experience” at Summit County Staff Development Group Meeting; OH; 2014.

“Nurse Leader Rounding” at Pittsburgh Nursing Conference; Pittsburgh, PA; 2013. [poster presentation]

“Improving Patient Experience” at Ohio Chapter of Nursing Staff Development; OH; 2012.