

Susan Smith Holland, MBA, RDN, LD/N, (L)NHA, FAND

Director, Consultant Dietitian, NH Administrator

Bonita Springs, FL

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Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Food Operations Manager & Clinical Nutrition Manager

Sodexo @ Naples Community Hospital - Naples, FL

November 2017 to Present

Lead 7 NDTRs and RDNs for a 2 hospital system, with 400 to 600+ beds. Added vegetarian, Blue Zone(R)-inspired menu items to patient menus. 55 FTEs total in the kitchen. In charge of all food service operations.

Clinical Nutrition Manager/ Assistant Food Service Director

HCA & Sodexo - Reston, VA

July 2016 to November 2017

Lead 6 RDNs and coordinate/ liaise room service patient services for a 187 bed hospital. Filled in for Food Service Director in many meetings and events. Programmed Health Touch for update and new menus, and staffed tray line and diet call office. Added Middle Eastern foods per patient request

Director, Food and Nutrition Services

Tri-City Medical Center - Oceanside, CA

January 2016 to June 2016

Lead 70- person union catering, cafeteria, and patient services department. Improved food safety and sanitation and interdepartmental relationships .

Dietitian/ Contractor/ Consulting Food Service Director

Kaua'i Head Start and Kaua'i Hospice - Moloka'i, HI

June 2008 to June 2016

Waipahu, Kona, and Honolulu, HI

Dietitian

- Provide nutrition counseling and assessment services to preschoolers, public school children, and their families, elderly clients, dialysis patients, and the terminally ill via contracts and short-term assignments.

Dietitian IV/ Food Service Director

Hawai'i Health Systems Corporation - Kapaa, HI

June 2013 to November 2015

Department head for 13-employee healthcare kitchen. Provide nutritional assessments and MDS 3.0 charting for CAH hospital patients and residents. Assist with the Living Strategic Plan.

Senior Field Service Specialist

Kaua'i Head Start and Kaua'i Hospice
September 2011 to September 2013

Provide food safety inspections at restaurants and hotels throughout Hawai'i, and in portions of Guam and French Polynesia.

Public Health Educator

Kaua'i Head Start and Kaua'i Hospice
May 2009 to March 2011

Lihu'e, HI

Dietitian

- Provide nutrition education regarding healthy eating, portion sizes, reading food labels, increasing fruits, vegetables, fiber, and calcium, and shopping on a budget to eligible SNAP-Ed clientele in schools, food pantries, and other community settings.

Program Manager

Easter Seals Hawai'i, Lihu'e
January 2008 to March 2009

Responsible for coordinating all therapy (occupational, speech, physical, and educational) direct service provision for children ages 0-3 years with special needs on the island of Kaua'i. Responsible for fundraising and marketing of all programs and services provided. Responsible for coordinating services with other organizations throughout the state. Responsible for creating solutions and changing lives.

System Nutrition Manager

Scottsdale Healthcare - Scottsdale, AZ
June 2006 to December 2007

Responsible for twenty-three dietitians and diet technicians, along with expeditor and diet office staff at 2 free-standing hospitals, with a third that opened in 2007. Joint commission preparation and staff development. Helped dietitians receive a certification bonus to match nursing. Precepted numerous dietetic students. Planning and implementation of room service and digital dining processes at second facility. Coordinating future nutrition programs and staff and community intervention/ nutrition talks. Patient satisfaction/ Press-Ganey monitoring. Working directly with nurse managers to ease nutrition department communication and change implementation acceptance. Along with operations and retail managers, directing all department activities. Working with EVS and other consolidated services (logistics, PBX, transport) to provide support to the organization.

Clinical Nutrition Manager

HDS/ Morrison - Chandler, AZ
August 2005 to June 2006

Responsible for scheduling and in-servicing daily operations for seventeen employees to ensure all clinical nutrition needs are met. Responsible for departmental clinical performance improvement processes and auditing for JCAHO reviews. Began nutrition community benefit programs, especially targeting youth obesity. Assisted with implementation of a restaurant style menu system.

Clinical Nutrition Manager

Sodexo - Phoenix, AZ
March 2005 to August 2005

Responsible for assessing and instructing behavioral health patients in an inpatient setting. Responsible for departmental clinical performance improvement processes and auditing for Medicare and JCAHO reviews. Assisted with implementation of methods and programs to decrease BMI.

Clinical Dietitian

Catholic Healthcare West - Chandler, AZ

June 2004 to March 2005

Responsible for assessing and instructing acute care patients and outpatients. All ages covered.

Consulting Dietitian

Self-employed

August 1997 to March 2005

Home Daycare Provider

- Responsible for feeding, changing, and organizing activities for children aged 1 month through eleven years; also billing, menu planning, health inspections, and running all business activities.

The Nutrition Expert: Consulting Dietitian

- Mobile nutrition assessments and instructions.

Registered Dietitian

LifeTime Fitness - Gilbert, AZ

September 2003 to December 2004

Marketed, sold, and serviced all nutritional assessments, diet analyses, meal plans, and menu plans. Performed all nutrition and metabolism classes. Marketed and sold nutritional products.

Clinical Dietitian

Lutheran Healthcare Network - Mesa, AZ

July 1995 to August 1997

Responsible for assessing and instructing both acute and long-term care patients, especially rehabilitation and psychiatric patients. All ages covered.

Clinical Dietitian

Virginia Beach General Hospital - Virginia Beach, VA

July 1994 to June 1995

Responsible for acute care assessments and instruction, along with all outpatient counseling.

Chief Clinical Dietitian

Tidewater Psychiatric Institute - Virginia Beach, VA

April 1992 to May 1995

Responsible for Total Quality Improvement and teaching all individual and group nutrition classes at both facilities. Concentration in eating disorders and other psychiatric diagnoses.

Dietitian

Consultants in Nutritional Services - Norfolk, VA

May 1993 to October 1993

Responsible for long-term care in pediatric and nursing home settings.

Chief Clinical Dietitian/ Clinical Dietitian/ Interim Food Service Director

Marriott Corporation

July 1988 to March 1992

Responsible for food-service supervision, quality assurance, and all clinical aspects of acute and long-term care. Instructed numerous hospital and community programs. Prepared facilities to pass state and national (JCAHO) reviews.

Arizona State University, Tempe, AZ
Masters of Business Administration
Summa Cum Laude, May 1999

The University of Akron, Akron, OH
Bachelor of Science, Dietetics, CUP
Magna Cum Laude, May 1988

Education

MBA

Arizona State University-Tempe

BS Dietetics (CUP)

University of Akron Main Campus - Akron, OH

Skills

- Food Service Management
- Special Needs
- MDS
- Menu Planning
- Dialysis Experience
- Environmental Services
- Field Service
- Food Safety
- Behavioral Health
- Catering
- Epic

Awards

Fellow of the Academy of Nutrition and Dietetics

Certifications and Licenses

LD/N

RDN

(L)NHA

ServSafe