
Rachel Wickham

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April 25, 2022

Idaho State Board of Education

PO Box 83720

Boise, ID 83720-0037

Dear Members of the Idaho State Board of Education,

This letter is to inform you that I am interested in filling the North Idaho College Board of Trustees, Zone 2 vacancy. I live at [REDACTED].

North Idaho College (NIC) is one of the most valuable resources in our area and it is imperative to the community. It allows for the opportunity of growth and career advancement to members of the community and helps to supply businesses with an educated workforce. Having been involved in over 1000 interviews for hiring new staff at Kootenai Health, I always look for NIC graduates because I know the quality of education they've received. The current sanction of a Warning from the NWCCU, is a serious issue and actions need to be taken quickly to mitigate, and change, the current trajectory course for NIC.

My passion for higher education, combined with my previous board experience and being able to solve complex problems and implement solutions while building teams, makes me an excellent candidate. I have a talent for drawing on other's strengths, as well as my own, to implement solutions that improve outcomes. As I've developed my leadership skills, I have learned the value of strengthening my soft skills to be able to excel in communication, emotional intelligence, and conflict management. This skill set has allowed me to be an integral part of a leadership team that has successfully transformed a toxic work environment into one of the best places to work. I hope to discuss this with you further and to have the opportunity to lead NIC through this critical time in a positive way.

Thank you for your time and consideration. I look forward to hearing from you.

Sincerely,

Rachel Wickham, BSN, BA, RN, CNOR

Rachel A. Wickham, BSN, BA, RN, CNOR



Goal: To represent Zone 2 on the North Idaho College Board of Trustees

Academic Background:

- Bachelor of Science in Nursing. Lewis Clark State College. 2008. Lewiston, Idaho
- Bachelor of Arts in Mathematics. Whitworth College. 2002 Spokane, Washington ●
- Associates of Science in Nursing. North Idaho College. 2007. Coeur d'Alene, Idaho ●
- Associates of Arts. Spokane Community College. 2000. Spokane, Washington.

Previous Board Experience:

Eastside Fire Protection District (ESFPD). Fire Commissioner- President of the Board. 2006-2009.
Harrison, Idaho.

- Responsible for all legal and financial aspects of Eastside Fire Protection District. Implemented a capital improvement line item for long term planning and purchased 4 new fire trucks. ○
- Represented the District at Public Hearings for developments and discussed mitigation fees and structures within the developments that were needed to ensure community safety
- Started emergency medical quick response unit in 2008
- Met with other regional Fire Commissioners to discuss interagency planning and development

Idaho State Fire Commissioners Association. Region 1 Director. 2008. Idaho.

- Worked with other Regional Directors on Idaho State-wide issues
- Assisted in successfully rewriting and lobbying to change Idaho State Statutes to expand Fire Services and improve Idahoian's safety ○ Arranged meetings and training topics for Region 1 Fire Commissioners

North Idaho AIDS Coalition (NIAC). 2008. Coeur d'Alene, Idaho.

- Worked with the Board to develop policies and budgets to improve the quality of life of people living in North Idaho with HIV/AIDS through care management, testing, and education
- Vice chair of the NIAC Wine Tasting Event and Fundraising Committee and exceeded expectations for money raised

Partial List Professional Development:

- Gallup. Clifton Strengths Assessment and Coaching. 2020. Personal strengths are: Ideation, Strategic, Relator, Individualization, Achiever,

- Leadership Training Series- Achieve Global. 2016-19. Kootenai Health. Leadership at the Foundation, Resolving Conflict, Shaping a Motivated Workplace, Hallmarks of Supervisory Success
- Emotional Intelligence Appraisal. 2017 - earned high scores for personal and social emotional intelligence
- Crucial Conversations and No Ego- How Leaders Can Cut the Cost of Workplace Drama, End Entitlement, and Drive Big Results study group. 2017, Kootenai Health
- Peri-Op 101. 2013. 41.7 hours Perioperative training. Association of Operating Room Nurses
- Sexual Assault Nurse Examiner (SANE) training course. 2010. 40 hour classroom learning, plus additional time training with law enforcement, legal services, and Gyn Clinicals

Partial list of Volunteer Work

Haiti Endowment Fund (HEF). RN. 2009-2012. Hinche, Haiti.

- Team Leader January 2011. Coordinated, planned, supervised and executed all components of the trip and itinerary to Hinche, Haiti. Organized medical teams and supplies for “bush style” clinics to screen for major medical conditions and identify and treat chronic illnesses. Designed, organized, and set-up permanent procedural rooms at the HEF facilities
- Crutches Drive. August 2010. Delivered Crutches, Canes, & Walkers to Hinche Haiti after we collected over 500 pieces of orthopedic equipment from the Coeur d'Alene area. Worked with the United States Navy and United Nations to transport equipment to final destination
- Member of January 2010 Earthquake Relief Team. January 2010. Worked with Mike Ettner, MD to arrange medical supplies, logistics of team placements while in Haiti. Responsible for inventory of supplies. Ran the HEF Clinic. Managed the flow of patients, and assigned medical teams to duties. Worked at the Hinche Government Hospital with medical teams from Princeton, Duke, and Loma Linda to provide sedation, pain management, and dressing changes for orthopedic and burn related surgeries
- Medical Team Member. March 2009, November 2009. Hinche, Haiti and surrounding villages. Performed clinic assessments and treatments, minor surgeries, wound closures, and participated in long term planning surrounding medical and agrarian improvement within the Central Plateau

Harrison Community Ambulance Association. Emergency Medical Technician. 2000-2014. Harrison, Idaho.

- Triage, assess, and provide interventions for all aspects of patient care at the EMT-A level
- Idaho State EMT Instructor 2001-2015 consistently higher than average Idaho state pass rates
- Training Officer- scheduled and designed department training for continuing education and worked with staff to ensure certification requirements were met

- Assisted with writing protocols, and bylaw including Robert's Rules of Order
- Responsible for Quality Improvement evaluation and improvement to increase the quality of service provided by HCAA

Employment:

Kootenai Health. Perioperative -Operating Room. Clinical Coordinator/Dedicated Charge Nurse (RN).

2013- Current. Coeur d'Alene, ID.

- Part of the OR Leadership Team which includes all aspects of personnel management including hiring, mentoring, coaching, and other disciplinary actions if needed; writing and reviewing policies and procedures, quality and process improvements, as well as managing small groups and committees in a shared governance model
- Created, implemented, and succeeded with a plan to improve the work culture within the Operating Room and raise our Gallup Satisfaction Scores statistically above the National average. This was done through increased transparency, shared governance when appropriate, increasing personal accountability of all members of the department, rebuilding trust, and strengthening relationships
- Yearly staff evaluations for approximately 20 staff, and Quarterly Check-ins that allow one-on-one time to discuss goals, performance, and ways to develop soft skills to improve relationships and teamwork within the department.
- Participate in accountability and disciplinary actions when needed including having crucial conversations to address issues. Help to resolve and manage conflicts within the department and with other departments.
- Create staffing plan and schedules for 80 staff including permanent and travelers
- Manage the daily operations of the Main OR
- Circulate, set-up rooms, and back tables when needed for all service lines
- Subject Matter Expert for the Optime module of the Epic electronic health record build and implementation that including working with KH staff, Multicare Hospital System, and Epic Corporate team members to create a new EHR for perioperative services
- ORM (Operating Room Management) Meditech Facilitator for Electronic Health Record.
- Committees and Projects
- 2015-2020. Chair of ORM Region Committee. Worked with other perioperative hospital leaders within the region using Medtech for system-wide changes to the ERH for
 - Perioperative Services
 - 2018-2019. OR Scheduling Committee. Redesign of OR scheduling process to include policies about templates, variable positions, holidays, call sign-ups, and time-off requests
- 2018-2019. Elevating Pediatric Care Hospital Committee. Worked to build pediatric anesthesia carts, raise the level of care provided to pediatric patients
- 2015-2018. Review all Surgical Site Infections and evaluate for patterns or breaks in the Surgical Site Infection Bundle
- 2016-2018. Construction design and implementation team for Operating Rooms. Change from 8 rooms to 11 including a

hybrid room. Developed and built exchange supply carts system, lead OR contact in absence of manager for 4 months, anesthesia core design, initial testing of new technology systems

- 2017. Removal of formalin from the ORs and Lean project to ensure Breast tissue is placed in formalin within one hour under the correct hood system to increase the safety of the OR Staff and quality patient outcomes
- Assisted in setting up and training OB during the East Expansion Operating Room Project for the EHR and Operating Room procedures
- Unit Practice Council- assist in literature review and evidence based practice changes for skin preps, RN tourniquet applications, and SWITCH communication tool. Also work to design better in room communication to increase patient safety during timeouts.
- Nursing Sub Council representative Meditech to review requests for charting changes and look at policy

Perioperative Services PreOp and PACU Staff RN. 2011-2013. Staff RN.

- Responsible for all aspects of patient care to prepare and recover patients for surgery

Emergency Department Staff/Relief Charge. Kootenai Medical Center, Coeur d'Alene Idaho. 2007-2011.

- Responsible for triage, assessment and interventions for all ages and acuity levels. Code nurse ○ Relief Charge Nurse on evenings and Nights. Precept new hires and student nurses ○ Sexual Assault Nurse Examiner

Border's Books, Music & Video. Seller/Café. Coeur d'Alene, Idaho. 2005-2007. ○ Performed all aspects of customer service in books and the cafe. Employee of the month twice

Sullivan Learning Center. Lead Math Teacher. Coeur d'Alene, Idaho. 2003-

- 2004 ○ Created curriculum plans for all math students at the center. ○ Tutored all subjects. Can write upside down.

Professional license. Registered Nurse-Idaho certification # N-36688

Certifications:

- Certified Nurse Operating Room (CNOR). 2019 ○ Certified Emergency Nurse, (CEN) 2010
- American Heart Association, Advanced Life Support (ACLS) Instructor, Pediatric Advanced Life Support (PALS) Instructor, and Basic Life Support (BLS) Instructor

Partial list of Recognition:

- 2022 Diamond Award for Epic Implementation work across multiple departments ○ 2018 and 2019 Star Garnet Level Award for Engagement KH ○ 2017, 2022 Department Employee of the

Month ○ 2014. Kootenai Health Employee of the month system wide ○ 2013 Top 30 under 40
in North Idaho. North Idaho Business Journal ○ 2011. Nurse of the Year -for promoting
Community and World Health. Kootenai Health