Charlotte Davis was recently named director of nursing services at Kindred Healthcare’s Southeast Florida-Ocala campus. Before then, she was critical care services clinical practice quality coordinator at HCA Ocala Hospital. Charlotte is a subject matter expert in all things critical care and trauma. She has been a regional AACN board member, an AACN NTI live session and preconference primary facilitator who’s frequently at NTI, and continues to represent AACN as an ambassador. Charlotte took HCA Ocala from a national ranking of #38 out of 185 HCA hospitals to #1 in quality indicator benchmark goal performance levels for CAUTI, CLABSI, VRE, C. diff and MRSA prevention. She has driven the implementation of standardized processes, clinical approaches, and application to practice strategies and compliance audits to ensure the performance levels of preventable harm risk mitigation strategies continue to exceed national quality indicator benchmark standard goals. She is frequently at the bedside mentoring new and experienced nurses.