

April Blankenship

Executive Coach



April Blankenship offers her clients nearly two decades of clinical and leadership experience in healthcare, including 18 years at Baptist Health Care in Pensacola, Florida. A seasoned clinician consistently recognized for excellence in leadership development and communication, she is dedicated to impacting patient outcomes through staff development, physician satisfaction, and patient satisfaction.

April began her career as a staff nurse in the Ambulatory Surgical department at Baptist Health Care, and she contributed as the Clinical Manager of Surgicare to the organization's transformation, taking her department from single digit patient satisfaction scores to consistent 99th percentile scores. Following the noted improvements, April led the organization to win awards for ambulatory patient satisfaction. April represented Baptist Health Care as the Director of Surgical Services when the organization was awarded the 2003 Malcolm Baldrige National Quality Award.

April excels at relationship building, establishing early trust with clients. She communicates well with staff from the executive team to the front line and is very relatable in the healthcare environment. April demonstrates a comprehensive approach with her clients by assessing their unique and individual needs. She is able to assess and reassess constantly to provide her clients with sound next steps to elevate their success.

April excels in coaching any size organization with demonstrated outcomes in both service and quality. Her passion is to keep the patient at the center of all care and ensuring everyone in the care organization owns the patient experience. April is a national speaker and a leadership development expert, and she is adept at helping organizations eliminate silos and build collaborative environments.

Education

Master of Science Nursing

Licenses and Certifications

Surgical Services Management Certified

Operating Room Nurse Certified

Registered Nurse