

HEATHER M. EDWARDS

DEPUTY CHIEF PARAMEDIC



PROFESSIONAL SUMMARY

As a committed and visionary healthcare leader, I bring a multifaceted background in business operations, healthcare data management, prehospital emergency medicine, and continuing professional education. Within the Denver Health Paramedic Division, I have consistently demonstrated dynamic leadership, with a strong focus on employee engagement, community partnerships, and operational excellence. My expertise spans program development and coordination, strategic budgeting, compliance and policy implementation, and the advancement of training and education initiatives. I am deeply dedicated to fostering a culture of excellence, collaboration, and innovation to support both our providers and the communities we serve.

EXPERIENCE

Denver Health Paramedic Division
Deputy Chief Paramedic

2025-Present

Oversee all aspects of the division's administrative areas to include, but not limited to: Internal and external training, education, and community outreach programs, clinical performance and quality assurance, ALS and BLS field training programs, development and review of policies and procedures, and budgeting. Acting as the primary coordinator of inter-agency training and preparedness with local, state, and federal planning and response agencies. Ensure division administrative functions and activities are conducted in a legal and efficient manner and help lead long-term strategic planning focused on innovation and organizational growth.

HEATHER M. EDWARDS

DEPUTY CHIEF PARAMEDIC



EXPERIENCE (CONTINUED)

Denver Health Paramedic Division
Assistant Chief Paramedic

2024-2025

Manage the administration section of the division, including the budget for all reporting areas within the paramedic division. Implement work plans individually and as part of a cohesive team based on annual goals and the organization's strategic plan, resolves citizen, operational, and management issues, and achieves goals while ensuring resources are utilized appropriately. Responsible for planning, organizing, allocating resources, ensuring compliance with policies and procedures and achieving the outcomes of the work unit.

Denver Health Paramedic Division
EMS Education Manager

2021-2024

Supervise and lead a team of program coordinators and educators to ensure that all external-facing emergency medical services (EMS) educational programs provided through the Denver Health Paramedic Division EMS Education Department are consistently run in timely and cost-effective ways while ensuring a high-quality educational experience. Work to develop and improve core course content. Execute policy and programmatic recommendations and their implementation. Department liaison for internal and external agencies and organizations who have students that participate in our various programs. Directs daily operation of the EMS Education Department and responsible for oversight of EMS Education personnel.

HEATHER M. EDWARDS

DEPUTY CHIEF PARAMEDIC



EXPERIENCE (CONTINUED)

Denver Health Paramedic Division

2021-2024

Program Director

Responsible for all aspects of the Denver Health paramedic school program including administration, organization, and supervision of all faculty and instructors. Ensures continuous quality review and improvement. Provides academic oversight, including curriculum planning and ongoing development. Upholds the accreditation requirements of the program with systems in place to demonstrate its effectiveness. Maintains the relationship and cooperative involvement with the program Medical Director. Manages the orientation, training, and supervision of clinical and field internship preceptors.

Denver Health Paramedic Division

2016-2024

American Heart Association Program Coordinator

Denver Health Paramedic Division

2010-2024

Paramedic, FTO

Denver Health Medical Center

2013-2016

Pediatric Trauma Registrar

Denver Health Paramedic Division

2007-2009

Emergency Medical Technician

Denver Health Paramedic Division

2006-2007

Vehicle Support Technician

HEATHER M. EDWARDS

ASSISTANT CHIEF PARAMEDIC



EDUCATION

Master of Public Administration

University of Colorado, Denver

- GPA: 3.975

Bachelor's in Public Service and Administration

Villanova University

- Honors: Magna Cum Laude

Graduate Certificate - Psychology of Leadership

Cornell University

SKILLS

- Leadership
- Accountability
- Time-management
- Communication
- Collaboration
- Active Listening
- Team Building
- Analytical
- Developing Others
- Adaptability
- Critical Thinking
- Resourcefulness

AWARDS AND ACKNOWLEDGEMENTS

- Denver Health Medical Center Employee of the Month 2013
- Denver Health Medical Center Employee of the Year 2013
- Denver Health Foundation Employee of the Year 2017
- Role Model Employee 2018-program sunset
- Villanova Medallion of Academic Excellence 2020
- Denver Health Medical Center Values Award for Learning 2020, 2021
- Denver Health Medical Center Values Award for Compassion 2021
- Pi Alpha Alpha International Honor Society for Public Affairs and Administration 2024

HEATHER M. EDWARDS

ASSISTANT CHIEF PARAMEDIC



CONTRIBUTIONS

Paramedic Division Social Media Accounts 2016-Present
Positive marketing of daily operations, special events, educational opportunities, and community engagement opportunities. Denver Health Paramedic Division now has social media accounts across major social media platforms which help to promote positive representation of the Division to the public, and showcase our talent and innovation. This requires continual monitoring for malicious comments, as well as timely feedback to community members and providers seeking employment opportunities.

RESTORE & WRAP Peer Responder 2020-Present
Trained peer responder providing timely and confidential support to Denver Health personnel who are impacted by distressing workplace events. Facilitates resources for distressed staff as needed and provide connection through many different services lines to meet needs of individuals and groups. Trained in psychological first aid and trauma informed care. Utilize specific training to provide immediate and ongoing support to staff victims of patient assaults. WRAP employs empirically supported methods of immediate crisis response, providing continued care beyond the initial incident.

Paramedic Division Awards and Recognition Committee Co-Chair 2018-Present
Working to formalize our processes and awards with the goal of elevating the visibility and formality of the recognition our peers receive for their commitment to our community and our standing as a Paramedic Division of clinical excellence and innovation across the U.S.

Rose Medical Center Advisory Council Board Member 2025-Present
Provide knowledge and expertise from the prehospital perspective to assist with strategic planning for funding allocation in support of HCA/Rose's mission to advance inclusive, engage, and equitable Greater Denver communities through values-driven philanthropy.

HEATHER M. EDWARDS

ASSISTANT CHIEF PARAMEDIC



CONTRIBUTIONS (CONTINUED)

North Central All-Hazards Region Board of Directors 2025-Present
One of nine emergency and preparedness response regions in Colorado comprised of ten counties and their cities, districts, towns, and municipalities. Focus on all-hazards planning, training, and exercise efforts, standardization of equipment, efficient allocation of limited funding resources. Works to improve emergency preparedness through inter-jurisdictional communication, coordination, and collaboration.

Mile-High Regional Emergency Medical and Trauma Advisory Council 2025-Present
The Mile-High Regional Emergency Medical and Trauma Advisory Council (MHRETAC) is one of several unified regional RETACs. Creation and implementation of regional implementation plan for delivery of emergency medical and trauma care and monitoring effectiveness of this plan. Serve as a liaison between providers of patient care and the Colorado Department of Public Health and Environment, Emergency Medical and Trauma Division.

Paramedic School Advisory Board 2020-Present
Acting as an advisory body to facilitate and promote best practices in providing education and training to the next generation of emergency care providers.

Colfax Marathon Relay 2010-2024
Drive employee engagement and positively representing Denver Health and the Paramedic Division to the community while raising funds for the Denver Health Foundation's Newborns In Need Program.

MDT Workgroup 2020-2023
Peer-Driven group tasked with development of Communications and Operations policies and procedures for standardized implementation of MDT usage for the Denver Health Paramedic Division.

HEATHER M. EDWARDS

ASSISTANT CHIEF PARAMEDIC



CONTRIBUTIONS (CONTINUED)

System Improvement Committee Chairperson 2019-2022

Specific focus on paid time off (PTO) with purpose of addressing current staffing issues and optimizing ability for employees to use PTO without negatively impacting daily operational needs. Through the work of this committee, we were able to negotiate an updated Intermittent Policy for shift coverage, as well as introduce updates to the Vacation Pick Policy and developed new avenues of PTO usage.

Movember Campaign 2010-2014

Drive employee engagement while raising funds and awareness for men's health issues, such as prostate cancer, testicular cancer, poor mental health, and suicide prevention.

MCI Review Committee 2018-2020

As part of the Division's planning and preparedness activities, this committee is working to formalize our processes and training for before, during, and after large scale events.

Shots For Tots 2010-2013

In collaboration with the Denver Health Department's Vaccination Clinic, provided vaccines to Denver's children while training Paramedic Students with enhanced pediatric interactions and medication administrations.

REFERENCES

Available upon request