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BAC-9982

Contact Information

Contact Name	Heather Edwards	Home Address	[REDACTED]
Preferred Phone	[REDACTED]	Home City	[REDACTED]
Preferred Email	[REDACTED]	Home State	[REDACTED]
Other Phone		Home Zip	[REDACTED]
Other Email		County	[REDACTED]
DOB	[REDACTED]	Hispanic or Latino origin or Descent?	No
Gender	Female	Race/Ethnicity	Caucasian
Other Gender		Other Ethnicity	
Title		Salutation	
		Pronouns	She/Her/Hers

Application

Status	In Progress	Council Resolution Number
Notes		

Board Information

Board Name	Mile-High Regional Emergency Medical and Trauma Advisory Council (RETAC)	Original Start Date
		End Date
		Other boards or commissions served

Work Information

Employer	Work Address
Position	Work City
Business Phone #	Work State
Work Email	Work Zip

Additional Information

Are you a registered voter?	Objection to appointment?
If so, what county?	Special Information
Denver City Council District No	Registered Lobbyist
Conflict of Interest Explanation	Conflict of Interest

Education and General Qualifications

Name of High School	Name of Graduate School
Location of High School	Location of Graduate School
# of Years Attended High school	# of Years Attended Graduate School
Did you Graduate High School	Did you Graduate
	Graduate Major
Name of College	
Location of College	
# of Years Attended College	
Did you Graduate College	
Undergrad Major	

Reference Details

Reference Name #1	Reference Email #1		
Reference Phone #1	Reference Address #1		
Reference Name #2	Reference Email #2		
Reference Phone #2	Reference Address #2		
Reference Name #3	Reference Email #3		
Reference Phone #3	Reference Address #3		
Agree to a background check	<input checked="" type="checkbox"/>		
Owner	Esther Lee Leach	Created By	Denver Integration, 4/25/2025, 11:52 AM
		Last Modified By	Anna Respet, 6/25/2025, 11:56 AM

Notes & Attachments

Headshot Photo 2025.JPG

Type	Attachment
Last Modified	Denver Integration
Description	View file

Resume 04.2025.docx

Type	Attachment
Last Modified	Denver Integration
Description	View file

Brief Profile_MHRETAC App 04.2025.docx

Type	Attachment
Last Modified	Denver Integration
Description	View file

Applicants History

6/25/2025, 11:56 AM

User **Anna Respet**

Action **Changed Status** from **New** to **In Progress**.

4/25/2025, 11:52 AM

User **Denver Integration**

Action **Created.**

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HEATHER M. EDWARDS



PROFILE

I am a dedicated professional with a diverse background in business, healthcare data management, prehospital medicine, and continuing education for healthcare providers. I am a dynamic leader within the Paramedic Division, specializing in implementing employee and community engagement opportunities, interpersonal relationships, training and education, program development, budgeting, and policy development and compliance.

EXPERIENCE

Assistant Chief Paramedic

Denver Health Paramedic Division; Denver, CO – Aug 2024-Present

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.

EMS Education Manager

Denver Health Paramedic Division; Denver, CO — Dec 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.

Paramedic School Program Director

Denver Health Paramedic Division; Denver, CO — Dec 2021-2024

Responsible for all aspects of the 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.

American Heart Association Program Coordinator

Denver Health Paramedic Division; Denver, CO — Jan 2016-2024

Recommended and successfully implemented Denver Health Paramedic Division role as an American Heart Association (AHA) Training Center. Procurement of Hospital and standalone businesses as Training Sites underneath the Denver Health Training Center. Train, recruit, and supervise instructors for educator roles within the Education Department. Certification and oversight of instructors and administrators of affiliate Training Sites. Instruct healthcare providers of all levels and backgrounds in AHA courses required for their employment and certification levels.

- 18 Training Sites
- 324 Instructors
- Over twelve thousand AHA certification cards issued through our AHA program each year
- Dozens of community outreach and public safety campaigns and certification courses

Paramedic, Advanced Life Support Field Training Officer

Denver Health Paramedic Division; Denver, CO — 2010-2024

Under minimal supervision, provide advanced life support and prehospital emergency medical care for the sick and/or injured. Properly assess extent of illness or injury to establish and prioritize interventions to follow. Perform equipment testing, inventory and maintenance of supplies. Maintain professionalism with community members, partner agencies and facilities, and peers. Provide training for EMT and paramedic students and coaching of peers as member of an ambulance crew. As a Field Trainer, responsible to teach BLS and ALS academy candidates to be proficient at all of the above.

Pediatric Trauma Registrar

Denver Health Medical Center; Denver, CO — 2013-2016

Utilized clinical background and critical thinking skills to work with the Trauma Program Manager in data collection and entry. Maintained and reported data as required by regulatory agencies. Employed analytical, cognitive, and leadership skills to incorporate the collected data into fields for injury research, epidemiology, prevention initiatives, and performance improvement. Assembled data from prehospital, emergency department, surgical, patient interview, and other electronic medical records to create accurate patient records and reporting of injuries that are audited by the state and directly impact verification for level one status.

Emergency Medical Technician

Denver Health Paramedic Division; Denver, CO — 2007-2009

Under minimal supervision, provide prehospital emergency medical treatment and transport for the sick and/or injured. Perform equipment testing, inventory and maintenance of supplies. Act as a liaison for the Division to the community members we serve and professionally interact with partner agencies and our 911 participating hospitals. Provide training for students and coaching of peers as member of an ambulance crew.

Vehicle Support Technician

Denver Health Paramedic Division; Denver, CO — 2006-2007

Under minimal supervision, maintained cleanliness and operation of all equipment for street crews. Independently maintained and stocked over 40 emergency vehicles. Ensured minimal waste through LEAN principles.

EDUCATION

University of Colorado, Denver, CO, Master of Public Administration, Graduating Fall 2024

GPA: 3.96

Villanova University, Philadelphia, PA, Public Service and Administration, BA, 2020

Honors: *Magna Cum Laude*

SKILLS

Educated in ethical, philosophic, theological, historical, social, and political perspectives that influence the leadership and management of organizations with the goal of understanding and pursuing the common good. Assist and lead in the creation, implementation, and analysis of public and education programs, as well as strengthening communities through innovative leadership and engaged citizenship.

AWARDS AND ACKNOWLEDGEMENTS

Denver Health Medical Center Employee of the Month — August 2013

Denver Health Medical Center Employee of the Year — 2013

Denver Health Foundation Employee of the Year — 2017

Role Model Employee — 2018-Present

Villanova Medallion of Academic Excellence, CPS Class of 2020

Denver Health Medical Center Values Award for Learning — 2020

Denver Health Medical Center Values Award for Learning — 2021

Denver Health Medical Center Values Award for Compassion — 2021

CERTIFICATIONS

NREMT-Paramedic
AHA Training Center Faculty
AHA BLS Instructor
AHA ACLS Provider
IPMBA
BLS FTO
ALS FTO
Q-118 Community Safety Educator (FEMA)
IS-29 Public Information Officer Awareness (FEMA)
IS-42 Social Media in Emergency Management (FEMA)
Community Risk Reduction (Vision 20/20)
ICS 100
ICS 200
IS 700

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.

Resilience & Equity Through Support & Training for Organizational Renewal (RESTORE) Peer Responder, Team Leader, Team Mentor and Workplace

Response to Assault (WRAP) Peer Responder / 2020-Present

Denver Health RESTORE is a program created for healthcare by Johns Hopkins Medicine and Maryland Patient Safety Center, that has been customized to meet the needs and culture of Denver Health. RESTORE Peer Responders are a team of trained peer responders who provide timely and confidential support to Denver Health personnel who are impacted by distressing workplace events. RESTORE facilitates resources for distressed staff as needed and provides many different services lines to meet needs of individuals and groups and is available 24/7. Team members are trained in psychological first aid and trauma informed care. WRAP peer responders 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.

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.

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.

Colfax Marathon Relay / 2010-2024

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

Paramedic School Advisory Council / 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.

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.

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.

Hello. My name is Heather Edwards, and I am an Assistant Chief Paramedic with the Denver Health Paramedic Division. I am from Littleton, Colorado, and have lived in Colorado my whole life. I have worked for Denver Health at the Paramedic Division for over 19 years and during this time I have served in several roles within the Division. I began my EMS journey in 2006 as a vehicle support technician, moving to the dual EMT ambulance before attending the pilot accelerated paramedic school program at Denver Health in 2009. Since then, I have served as a field trainer, paramedic bike team member, instructor, the director of the Denver Health Paramedic School, and most recently as an assistant chief. During my tenure I have served on committees for employee engagement, awards and recognition, and system improvement. I completed my undergraduate degree in Public Administration at Villanova and my graduate degree in Public Administration at the University of Colorado Denver. I have a wonderful husband and two girls that are the joys and loves of my life. I have way too many pets, with two of my dogs currently training to become therapy dogs.