

Elizabeth Kester, DNP, RN, NEA-BC

Vice President, Clinical Services | AWHONN Board Director | Maternal–Child & Virtual Care Operations Executive

EXECUTIVE SUMMARY

- Senior nurse executive and AWHONN Board Director advancing evidence-based maternity care and support to the nurses and clinicians who deliver it.
- Leadership experience across rural critical access maternity care, high-acuity academic tertiary labor and delivery, and virtual, nationwide maternity care at scale.
- Build operating systems that improve outcomes, quality, utilization, and clinician efficiency; hire, and lead high-performing teams through rapid change; partner cross-functionally to operationalize evidence-based care.
- Recognized for clear communication, data-driven decision making, and pragmatic change leadership.

CORE COMPETENCIES

Clinical program strategy | Quality & safety | Workforce planning | Talent development | Virtual care operations | Cross-functional collaboration | Change leadership | Patient experience

PROFESSIONAL EXPERIENCE

Pomelo Care | Harwich, MA | Oct 2021 - Present

Vice President, Clinical Services

- **Founding Leadership (Employee #6):** Architected the clinical organization from the ground up; scaled the team to 200+ clinicians within a 500+ employee organization and built the infrastructure to deliver 24/7 evidence-based virtual maternity care.
- **Tech Build:** Partnered with Product and Engineering to design and launch Pomelo's proprietary clinical platform; translated clinical workflows into software requirements that reduced documentation time by 55% (22m to 10m per visit), enabling sustainable provider efficiency.
- **Systems & Governance:** Operationalized the clinical model by establishing rigorous protocol governance, utilization management, and feedback loops; stabilized performance during hyper-growth to ensure model fidelity across a fully remote, national workforce.
- **National Scale:** Expanded operations to cover nearly 7% of U.S. births across all 50 states, achieving a median response time of under 5 minutes while maintaining a 4.9/5 patient satisfaction rating.
- **Outcomes & Impact:** Delivered industry-leading results, including a 37% reduction in preterm births, a 6.8-day reduction in NICU length of stay, and a 12% reduction in ER costs (3-5x ROI).
- **Clinical Quality:** Specifically drove aspirin prophylaxis uptake from 67% to 82% through targeted quality initiatives, directly contributing to the reduction in adverse maternal and neonatal events.

Beth Israel Deaconess Medical Center | Boston, MA | Oct 2015 - Oct 2021

Director of Nursing, Labor & Delivery

- Led operations for a tertiary care/academic Labor & Delivery service line (~5,300 deliveries/year) with high-acuity obstetrics and multidisciplinary teams.
- Managed human, financial, and technical resources; led 143 staff with a four-person leadership team, overseeing staffing models, throughput, and budget stewardship.
- Drove quality improvement and patient safety initiatives in partnership with OB, anesthesia, neonatology, and quality leaders to improve outcomes and patient experience.

- Served as primary unit-based project manager for a multi-million-dollar unit renovation.

EARLIER NURSING LEADERSHIP

Monadnock Community Hospital (Critical Access Hospital) | Peterborough, NH | Jan 2013 - Oct 2015

Director of Maternal Child Health

- Directed women and children's services for a rural critical access hospital; led quality and safety initiatives including substance use screening, postpartum hemorrhage protocols, staff education, and patient experience.
- Led major operational improvements including LEAN and Baby-Friendly designation; managed a \$1.4M budget; implemented a new documentation system; launched a nurse-led nitrous oxide program for labor analgesia (first hospital in New Hampshire; among the first in the U.S.); project-managed a \$1.2M unit renovation.

Lawrence General Hospital, The Birthing Center | Lawrence, MA | Jun 2012 - Jan 2013

Perinatal Outreach, Lactation Services & Perinatal Education Manager

- Coordinated maternal-child health network activities and education programs; implemented family-centered improvements across perinatal services.
- Launched the Nurse-Family Partnership program and supported day-to-day operations for Lactation Services and Perinatal Education.

Catholic Medical Center, Mom's Place (LDRP) | Manchester, NH | Jul 2008 - Jun 2012

RN / Clinical Nurse III / Shift Manager (Maternal-Child Health)

- Provided antepartum, L&D, OR circulating, postpartum, and gynecology care; served as Charge RN and supported bereavement care and unit-based quality initiatives.

PROFESSIONAL LEADERSHIP & ENGAGEMENT

- AWHONN - National Board of Directors (2021 - Present); Evidence-Based Practice National Task Force (member); Massachusetts Section Leadership Council (2022 - Present); prior committee and section leadership roles.
- Nurses on Boards Coalition - National Board of Directors (2022-2023)
- March for Moms - Marketing Director / Event Volunteer (Washington, D.C.) (2018-2022)

EDUCATION & CERTIFICATIONS

- Doctor of Nursing Practice (DNP) - Aspen University, Phoenix, AZ
- Master of Science in Nursing (MSN), Patient Care Services, Sacred Heart University, Fairfield, CT
- Associate Degree in Nursing (ADN) - New Hampshire Technical Institute, Concord, NH
- Bachelor of Arts (BA), Communications & Graphic Design, N. Vermont University, Lyndonville, VT
- Nurse Executive, Advanced — Board Certified (NEA-BC) - ANCC, Renewed 3/2026
- Additional training (not current): CAPPB Childbirth Education and Doula Training; Healthy Children's Center for Breastfeeding, Certified Lactation Program