

Leadership Profile

Chief Nursing Officer

October 2021



SILVER HILL
HOSPITAL

Silver Hill Hospital

New Canaan, CT

Opportunity

Silver Hill Hospital is seeking a passionate and quality-driven Chief Nursing Officer (Executive) to guide a complex and psychotherapeutic, relationship-based nursing service. Leading a staff of about fifty, the Chief Nursing Officer is a pivotal role promoting Silver Hill Hospital's core values of compassion, collaboration, accountability, and innovation. This is an opportunity to bring a fresh perspective for interdisciplinary nursing and continuum of care, while directing a team with a nationally recognized leader in mental health for adults and adolescents.

The Organization

Silver Hill is an independent, not-for-profit psychiatric hospital that is nationally accredited by the independent Joint Commission. Silver Hill has been a standout among the nation's top psychiatric hospitals for adults and adolescents since its founding in 1931.

Nestled on 44 beautiful acres of rolling Connecticut countryside, Silver Hill Hospital is renowned for its clinical expertise, proven treatments, and nurturing support. Together these elements create an environment of care in which patients reset, recover, and reconnect with their lives.

Silver Hill is unlike any other psychiatric or addiction treatment facility because it combines so many outstanding elements into one environment of care:

A Legacy of Service: Founded in 1931, Silver Hill has become a nationally recognized leader in mental health for adults and adolescents. The organization's sole focus is on the treatment of psychiatric and addiction disorders and, as a not-for-profit hospital, all resources are returned to the patient experience.

A Healing Environment: Silver Hill's home-like residences nestled within the hospital's beautiful 44-acre campus paint a picture of a quiet country retreat: welcoming, warm, and healing. Everything in this tranquil setting has been carefully designed to foster a patient-oriented process of recovery. The six residential programs are designed to treat specific patient populations and disorders. All the residences have been recently renovated to ensure patient safety and comfort.

Uninterrupted Treatment: Silver Hill provides access to the treatment their patients need when they need it and all in one location – from Inpatient to Transitional Living to Intensive Outpatient programs. This means there is no disruption of treatment or dislocation in patient care. Patients can move seamlessly from one level of treatment to another depending on their current needs. During a stay at Silver Hill, patients have ready access to staff 24 hours a day, seven days a week.

Staff Expertise: Silver Hill takes a comprehensive team approach to psychiatric care. The staff includes 14 board-certified psychiatrists, most of whom are certified in two or more specializations. These psychiatrists work closely with licensed nurses, social workers, counselors, therapists, technicians, and other staff. Silver Hill has a particularly high staff-to-patient ratio, and many of the staff have made careers at Silver Hill, devoting themselves to the compassionate treatment of their patients.

Family Participation: The patients who walk through Silver Hill's doors are not the only ones who are affected by an illness, so are the families that stand with them. Family members are often the ones who bring patients to Silver Hill and take them home after their treatment. They play an important role in recovery. Silver Hill supports patients and family members throughout treatment and beyond, with regular meetings and programs that foster understanding and lead to a positive outcome.

Partnership with Referring Clinicians: Treatment begins in the community with referring clinicians and continues during treatment at Silver Hill and after discharge. From initial diagnosis through post-hospital care, Silver Hill has been collaborating with referring clinicians for eight decades. When clinicians refer to Silver Hill, they can be confident that Silver Hill is there to partner with them in the treatment of even the most complex and difficult presentations.

Evidence-Based Therapies: Silver Hill clinicians have the skills to employ a wide range of traditional, alternative, and complementary therapies that all have one thing in common: They are proven to alleviate symptoms and contribute to your recovery when employed skillfully and appropriately.

Treatment of Co-Occurring Disorders: In many instances, patients are experiencing more than one illness at the same time when they come to Silver Hill. For instance, a patient may suffer from both a substance abuse issue and depression. Or a patient may struggle with both an eating disorder and anxiety. The world-class clinicians of Silver Hill take a multi-disciplinary team approach to provide care. Together they have the breadth of knowledge and skill to treat co-occurring conditions simultaneously, which is the best approach for a successful recovery.

The Position

Reporting to the Chief Executive Officer and in close working relationship with the Chief Clinical Officer, the Chief Nursing Officer will provide leadership, oversight and management of all nursing services provided by Silver Hill Hospital. The Executive will interface with internal and external stakeholders to ensure patient-centered, evidence-based, high-quality nursing care throughout the continuum of care at Silver Hill Hospital. This continuum includes inpatient, transitional and outpatient services.

The Executive will have a focus on achieving results which are aligned with the vision of the organization and its strategic goals. Having initiative, coupled with a sense of competitive drive, and the ability to stay focused on results despite changing conditions, is the key to achieving the nursing department and organization's performance objectives. Because environmental and organizational conditions change rapidly, such as changing census demands, patient acuity, or the impact of the pandemic, the work involves innovation and creativity in generating ideas for quick response. The Executive's decision-making is focused on implementing practical, timely solutions. And the ability to develop and build trust among all nursing staff through the role modeling of humility, promotion of safety in speaking, and openness to feedback will be highly important. S/he will build a cohesive team with clear expectations, sense of purpose, and commitment to fostering an environment that supports shared governance. The Executive will establish an environment where candid, open discussion is encouraged and will facilitate clear and inclusive decision-making processes. Quality communication and dialogue among the multidisciplinary teams throughout the continuum of care at Silver Hill, with the intent of providing an exceptional, seamless, and high-quality patient experience is paramount.

S/he will oversee the daily provision of nursing services at Silver Hill and will participate in direct clinical care of patients, as the need may arise, which includes rounding on patients and assuming unit charge coverage in the absence of the charge nurse. As the new Chief Nursing Officer, S/he will find the environment is flexible, constantly changing and provides ample opportunity for growth, as well as recognition and reward for the achievement of clinical and operational results.

In addition, the Executive will:

- Lead staff with a system-wide vision for nursing care informed by input from patients and families, evolving empirical research, and clinical expertise; align vision for nursing with the mission, values, and strategic vision of Silver Hill Hospital.
- In coordination with the Chief Clinical Officer and clinical leadership throughout the hospital, work to create a world-class, sophisticated treatment experience for complex patients across the continuum.
- Direct the plan, strategy and design for nursing services, nursing education, staffing plans, staff recruitment, staff recognition, and staff retention.
- Drive innovative approaches for the creation of sophisticated treatment milieus.

- Evaluate and coach direct reports, hold staff accountable to expected results and performance, and be committed to staff members' professional growth and development.
- Assist with weekend, weekday, and holiday administrative nursing oversight.
- Serve as member of Incident Command – Emergency Management Team.
- Oversee CLIA License of Laboratory.
- Serve as member of Pharmacy & Therapeutics Committee.
- Oversee Infection Control/Environmental Rounds.
- Oversee Nursing Budget.
- Provide educational experiences which enable psychiatric nursing staff to attain knowledge and competency reflective of current nursing and psychiatric practice.
- Participate actively in the orientation and continuing education of staff.

The Candidate

The Chief Nursing Officer will be a master's prepared, Doctorate preferred, experienced clinician and leader with extensive experience working in transitional, inpatient, and outpatient psychiatric settings providing treatment milieus that create optimal healing environments for adolescents, adults and families. The Executive will have demonstrated leadership and management skills of a nursing department.

The ideal candidate will have:

- Ten to fifteen years of progressive nursing leadership experience, with additional training in clinical supervision, nursing education, and milieu management.
- Excellence in psychiatric nursing.
- Current licensure in the state of Connecticut, or ability to obtain Connecticut licensure easily.
- Ability to work collaboratively and effectively as a member of the leadership team while serving as an advocate for nursing.
- Thorough knowledge of healthcare regulatory requirements.
- Familiarity with relevant technology, including electronic health records.
- A sense of urgency for goal achievement.
- Experience working in a fast-paced environment.
- Innovative and creative problem-solving skills.
- Measured experience achieving results.
- A history of engaging commitment of others.
- A problem-solving orientation.
- Quick decision making in response to changing conditions.
- A directive leadership style to ensure organizational results are achieved, and with the wisdom and flexibility to collaborate and foster participatory decision-making, when appropriate

Critical Success Factors

- Continue to elevate nursing and provide opportunities of growth and development.
- Develop alliances and partnerships between inpatient and transitional programs by breaking down any silos that exist.
- Collaborate with clinical and non-clinical leadership to further integrate nursing, fostering a cohesive environment.
- Create a vision for nursing and build an actionable plan to realize and bring this objective to life.

- Set a high standard for staff retention and staff development, while also developing a platform/program for nursing and clinical staff recruitment.

Compensation

An attractive compensation package will be constructed commensurate with the background and experience of the selected candidate.

For More Information

We welcome and appreciate referrals. Interested parties should send resume and cover letter to SHH-CNO-2337@zurickdavis.com. For additional questions, please contact Dana Young or Myranne Janoff at 781.938.1975. All contact with our office will remain confidential.

Silver Hill Hospital is an Equal Opportunity Employer.