

Leadership Profile

Director of Quality Improvement and Risk Management

September, 2021



SILVER HILL
HOSPITAL

Silver Hill Hospital

New Canaan, CT

Opportunity

Silver Hill Hospital is seeking a passionate and mission-driven Director of Quality Improvement and Risk Management to provide coordination, facilitation, oversight, and education for the organization in all quality improvement, risk management and regulatory compliance activities across their continuum. Serving as a risk management educator and medical/legal advisor hospital-wide, this is an opportunity to work with top notch colleagues and bring a fresh perspective in the creation of a robust quality improvement culture at Silver Hill Hospital.

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 Quality Officer, the Director of Quality Improvement and Risk Management (Director) will serve as content expert and educator for all staff in the areas of process and performance improvement and change management.

The Director will provide leadership for the hospital-wide quality improvement program, assuring all quality initiatives are aligned with the hospital values and strategic goals. Working collaboratively with all hospital departments, the Director, will be responsible for identifying opportunities and facilitating projects for improvement. S/he will oversee the hospital's incident reporting program platform, to analyze safety data and identify adverse trends and to ensure hospital policies are complying with State, Federal and accrediting body regulations.

This position requires confidence, independent action, initiative, a sense of urgency, and ability to make decisions and take responsibility for them. The Director is a strategic, big-picture thinker backed by an added focus on tactical aspects of the work setting and aims to achieve specific standards for self and for others.

The responsibilities are broad in scope, encompassing a wide variety of activities requiring rapid shifts in priorities. There is a strong demand for high quality, organized and repeatable results. A well-suited candidate can learn quickly, thoroughly, and in detail. The Director must be able to recognize and adjust to change as there is considerable variety in the work and role.

In addition, the Director will:

- Evaluate the effectiveness of the hospital Performance Improvement (PI) plan annually and make data driven decisions to assure the plan meets the needs of the organization and the patients served.
- Engage all stakeholders, including staff, leadership and the Board, in creation of a robust quality improvement culture.
- Use data effectively to identify opportunities for improvement initiatives.
- Serve as staff liaison to the Board Quality of Care Committee, organizing agenda, coordinating reports with colleagues, preparing materials, and facilitating meeting.
- Lead hospital wide Quality Council meeting to assure progress in identified PI initiatives
- Interface with hospital counsel and insurance carriers on risk issues
- Serve as lead in response to adverse event, assuring all steps are taken to minimize impact on the organization
- Conduct FMEA annually to prevent potential adverse events and oversee corrective actions as warranted.
- Participate in Enterprise Risk Management committee, acting as domain lead for regulatory/legal risks.
- Provide leadership in coordinating all efforts to maintain readiness, coordinates response onsite, and drives corrective action resulting from regulatory surveys.

- Be responsible for Adverse event reporting to the Department of Public Health, and for all ensuing investigation and corrective action activities.
- Have responsibility for the hospital wide privacy program including development of and adherence to policies and procedures insuring patients' rights in compliance with federal and state law.
- Collaborate with counsel to assure all releases of information and other privacy documents are aligned with current privacy laws.
- As content expert, develops and delivers hospital wide privacy training.
- Evaluate, mentor and coach all direct reports to achieve personal and organizational performance goals
- Supervise and support Manager of Health Information Management to assure appropriate staffing and resource allocation to meet the demands of the organization in timely and cost-effective manner.
- Supervise and support Quality Support Specialist to achieve accurate and relevant data abstracting, analysis and reporting.
- Supervise and support QI Project Manager to assure effective collaboration with all departments in performance improvement projects.

The Candidate

The Director of Quality Improvement and Risk Management will be a Master's prepared clinician with a minimum of 5 years of progressive leadership experience in healthcare quality. S/he will be a demonstrated leader with extensive experience in areas of quality and process improvement, change and project management with experience working in mental health preferred.

The Director will be a lively communicator, with an ability to balance an authoritative and persuasive approach as needed. S/he will have a stimulating influence on others, while being firm, direct, and self-assured in working with their team.

The ideal candidate will have:

- Proficiency in performance improvement methodologies, project management, process design and change management
- Must possess proven planning, organizational, analytical, problem solving and interpersonal skills. Strong written and verbal communication skills are required. Proficiency in data management and analysis.
- The ability to react and adjust quickly to changing conditions and come up with practical ideas for handling and working through them.
- Training and expertise in the areas of quality improvement, process improvement, change management and project management. Experience working in mental health preferred.
- CT State License

Critical Success Factors

- Will successfully support CQO in upcoming Joint Commission and DPH licensure surveys – 9 months
- Will build on existing PI process as evidenced by identifying and launching 2022 PI goals and initiatives– 6 months
- Will gain command of existing data requirements/process and identify opportunities for enhanced data requirements and analysis – 6 months
- Will support and further establish change management processes throughout the organization

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-DOQAR-2341@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.