



Chief Quality & Safety Officer - Hospital Based

Kaleida Health • Buffalo, New York

Kaleida Health, the largest healthcare provider in Western New York, serves the area's eight counties with state-of-the-art technology and comprehensive healthcare services. Serving more than one million sick or injured patients annually, their expert and compassionate healthcare professionals are committed to providing the best possible outcomes and experience for patients and visitors. Kaleida Health supports the residency training programs for the University at Buffalo School of Medicine and Biomedical Sciences, training more than 700 residents each year. Kaleida Health includes:

- **Buffalo General Medical Center (BGMC) and The Gates Vascular Institute (GVI):** BGMC is a 457 bed facility providing comprehensive inpatient and outpatient services with specialized programs in: cardiac services, general surgery, bariatrics, orthopedics, urology, vascular services, gastroenterology, rehabilitation medicine and neurology.
- **Women & Children's Hospital of Buffalo (WCHOB):** 200 bed nationally known, research and treatment center providing maternity, pediatric intensive care, physical medicine and rehabilitation, neonatal continuing care, neonatal intensive care, and neonatal intermediate care. A new facility, the Oishei Children's Hospital, will open this year as an integral part of the Buffalo Niagara Medical Campus.
- **Millard Fillmore Suburban Hospital (Suburban):** 265 bed non-tertiary hospital with services that include: gynecology/obstetrics, dialysis, orthopedic surgery, general and ambulatory surgery, diagnostic nuclear medicine. A new 10-bed neonatal intensive care unit is affiliated with Women & Children's Hospital of Buffalo.
- **DeGraff Memorial Hospital:** a 66 bed facility offering emergency services, rehabilitation services and skilled nursing. DeGraff is managed by the Suburban Hospital team.

Kaleida Health is re-organizing their Quality and Safety program to include a Chief Quality & Safety Officer (CQSO) at each hospital: BGMC, WCHOB and Suburban/DeGraff. The hospital based CQSO will report directly to the Hospital President and work in close collaboration with the hospital CNO and CMO to ensure the highest quality and safety in patient care. The CQSO will also work with the medical staff, COO and other hospital departments to ensure the focus on quality and safety extends to all areas of the hospital. Each of the hospital based Chief Quality & Safety Officers will have a matrix reporting relationship to the System Vice President/Chief Quality & Safety Officer who will provide support to the hospital based quality programs and ensure consistent quality standards and practices across the system. Reporting to the hospital CQSO's will be Infection Prevention staff and hospital quality & safety support staff.

This is a particularly exciting time to join Kaleida and its relatively new, high energy and dynamic management team. Jody Lomeo, Kaleida President & CEO, is exceptionally engaging and committed to leading from the bedside with the highest quality of care. Each of the Kaleida hospitals has a new CNO who has joined in the last year, as well as new President's at BGMC and Suburban. Chris Lane is the BGMC President, having previously been the President at Suburban and Suburban just welcomed Darcy Craven as President in the past year. Cheryl Klass assumed the newly created position as System CNE, having previously served as President at both WCHOB and BGMC. All of these leadership changes and additions have resulted in dramatic improvements in the quality of care and the staff, physician and patient engagement across the organization. **Kaleida is also growing in collaboration with Erie County Medical Center and Great Lakes Health with many surrounding hospitals joining the system.**

Requirements for this position include: A Master's Degree in Nursing or other health profession is required, along with certification in quality within 2 years of starting the position. A minimum of eight years of leadership experience in healthcare, with at least 3 years being in the quality & safety arena. The successful candidate will be experienced and skilled in managing complex projects that span multiple departments; have excellent verbal and written communication skills; possess exceptional interpersonal skills and the ability to work effectively with diverse groups; have demonstrated success in achieving measureable improvements in quality and safety; the ability to work effectively in a highly matrixed organizational structure; have a contemporary understanding of patient safety theories and accreditation standards; and, have a data driven mindset and skills in applying formal analytical methods.

For more information about this exceptional opportunity, please contact the KBA team: Livonne Engebrecht at 707-921-5008, lengebrecht@kirbybates.com, or Peggy Loughery at 610-709-6434, ploughery@kirbybates.com.