

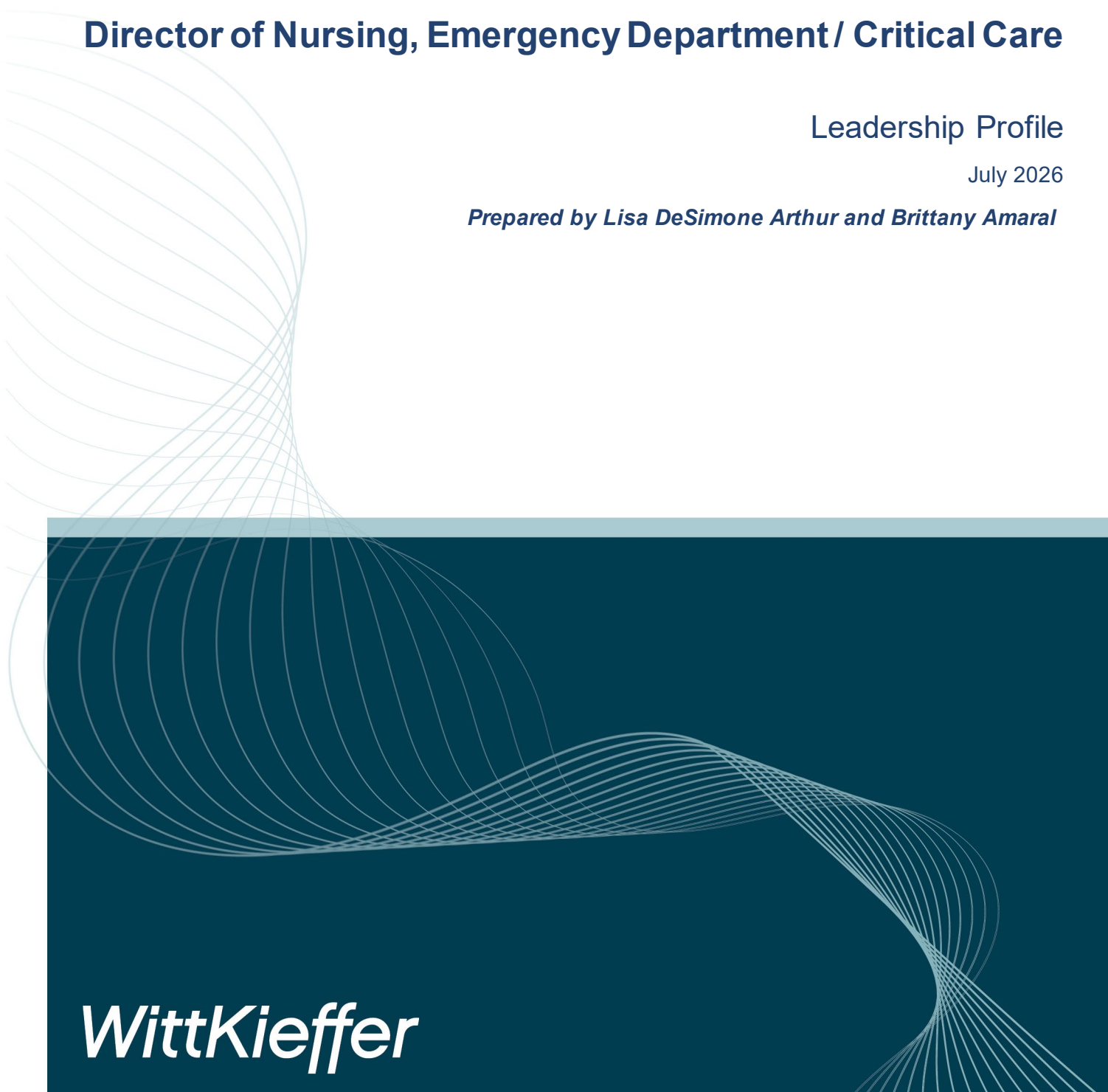


# Director of Nursing, Emergency Department/ Critical Care

## Leadership Profile

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*Prepared by Lisa DeSimone Arthur and Brittany Amaral*



**WittKieffer**

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## The Opportunity

Episcopal Health Services (EHS) is seeking a strategic, visible, and inspirational nursing leader to serve as its Director of Nursing, Emergency Department/Critical Care. The role presents a compelling opportunity to lead high-acuity nursing operations within a mission-driven, community-focused health system, serving one of New York City's most diverse and underserved populations. As a 257-bed acute care facility and the only hospital providing emergency and ambulatory care on the Rockaway Peninsula, St. John's plays an essential role in ensuring access to timely, high-quality, culturally sensitive care for a densely populated community with significant medical and socioeconomic needs. Supported by a network of outpatient sites, behavioral health services, and a robust medical group, EHS delivers comprehensive care across the continuum while maintaining strong partnerships with community organizations, elected officials, and labor groups. With more than 2,000 employees and a longstanding reputation for clinical excellence, education, and community outreach, the organization continues to expand its impact through facilities such as the Walsh Ambulatory Pavilion and a broad array of specialty and primary care services.

Reporting to the Chief Nursing Officer, the Director of Nursing, Emergency Department/Critical Care will have the opportunity to lead and advance critical clinical areas that directly influence patient outcomes, access, throughput, staff engagement, and operational performance. This role is central to ensuring safe, efficient, and compassionate care for patients requiring emergency, urgent, and critical care services in a complex, high-volume environment. The Director will oversee nursing practice, daily operations, staffing, quality, regulatory readiness, and performance improvement across the Emergency Department and Critical Care areas, with a focus on strengthening patient flow, reducing delays in care, improving clinical outcomes, and enhancing the patient and family experience. Partnering closely with physicians, advanced practice providers, nursing leaders, ancillary departments, and hospital operations, the Director will help drive an integrated, team-based model of care and align departmental priorities with broader organizational goals.

This is a highly visible leadership position that offers the ability to shape nursing practice, strengthen clinical standards, and build a culture of accountability, collaboration, and continuous improvement across the emergency departments and critical care. The Director will be instrumental in advancing evidence-based practice, optimizing staffing and workforce development, improving interdisciplinary communication, and leveraging data to guide quality, safety, and operational priorities. The ideal candidate will be energized by the opportunity to lead in a complex environment where responsiveness, innovation, resilience, and a deep commitment to community health are essential. EHS's Director of Nursing, Emergency Department/Critical Care, will play a pivotal role in advancing both the mission of the organization and the delivery of high-quality, patient-centered care to the populations they serve.

## Organization Overview

### St. John's Episcopal Hospital

Celebrating over 120 years of community care, St. John's Episcopal Hospital is the main campus of Episcopal Health Services, Inc. The hospital is a 257-bed acute care facility located in Far Rockaway, a neighborhood on the eastern part of the Rockaway Peninsula in the New York City borough of Queens. The hospital is widely recognized as the only hospital providing emergency and ambulatory care to densely populated, culturally and economically diverse, medically underserved communities surrounding it.

EHS is the largest employer on the Peninsula, with approximately 2,000 employees. Most of the workforce is unionized through 1199, CIR, SSOBA, and Local 30. The network lies within the Episcopal Diocese of Long Island. St. John's Episcopal Hospital has established strong relationships with internal and external stakeholders - elected officials, community groups, and unions.

### Care Locations and Services

As a non-profit, faith-based institution, St. John's Episcopal Hospital provides comprehensive preventive, diagnostic, treatment, and rehabilitative services to people of all faiths, regardless of ability to pay. The hospital's impact continues to grow with the opening of the Walsh Ambulatory Pavilion. EHS medical groups and outpatient behavioral health facilities are spread across Queens and Long Island, with the main campus in the Rockaways. Services provided include emergency medicine, a dialysis center, family practice, a hospitalist program, imaging, internal medicine, laboratory, obstetrics and gynecology, ophthalmology, pastoral care, pediatrics, physical and occupational therapy, population health, psychiatry, surgery, urology, community outreach, health education, and the hyperbaric center. St. John's Episcopal Hospital provides care through the following entities:

- St. John's Episcopal Hospital: Emergency and Ambulatory care
- St. John's Medical Group (SJMG)
- A Mobile Health Unit
- St. Johns Outpatient Behavioral Health Service Sites:
  - Community Mental Health Center (CMHC)
  - Wellness and Recovery Center (WRC)
  - Family Peer Support Services
  - Children's Care Coordination Program
  - Home Base Crisis Intervention (HBCI)

EHS's Clinics are staffed by SJMG providers. Many clinics operate as Article 28 Diagnostic and Treatment Centers (DTCs) (Center for Medicare and Medicaid Services-accredited hospital outpatient clinics), except for the Specialty and Surgical Clinics located at 105th Street.

The clinics include pediatric specialty services in endocrinology, neonatology, neurology, and pulmonary, and adult clinic specialties in family practice and internal medicine.

Clinical learning specialty care is provided in:

- Arthritis
- Audiology
- Cardiology
- Colorectal/General Surgery
- Dermatology

- Endocrinology
- ENT
- Gastroenterology
- Infectious Disease
- Nephrology
- Neurology
- OBGYN
- Orthopedics
- Podiatry
- Pulmonary
- Surgery
- Urology
- Vascular Surgery
- Wound Care Clinic specialties
- Wound Care

SJMG's Specialty Clinic at 105<sup>th</sup> Street provides care in the following specialties:

- Cardiology
- Dermatology
- Endocrinology
- Neurology
- Physical Medicine & Rehabilitation
- Podiatry
- Psychiatry

In addition, SJMG provides surgical clinical care at 104<sup>th</sup> Street, including:

- Colorectal Surgery
- Family Practice
- General Surgery
- Neurosurgery
- Orthopedic Surgery
- Vascular Surgery

The Margaret O. Carpenter Women's Health Center provides care in women's specialties, including Breast Surgery and Oncology Services, Family Practice, OBGYN, GYN Oncology, and Maternal Fetal Medicine. A nurse practitioner and nutritionist are on staff.

Patient Express Care specialty care is provided in family practice and obstetrics.

The Gerard Walsh Ambulatory Pavilion provides internal medicine, family medicine, and OBGYN care. Endoscopy, Behavioral Health, Oncology, and Imaging services are also provided.

## Graduate Medical Education

St. John's Episcopal Hospital is accredited by The Joint Commission's Health Facilities Accreditation Program and is approved by the New York State Department of Health. The hospital is a recipient of the Gold-Plus Get with the Guidelines®-Stroke Quality Achievement Award and the Gold-Plus Get with the Guidelines®-Heart Failure Quality Achievement Award from the American Heart Association.

St. John's Episcopal Hospital is a teaching hospital that trains over 180 residents annually in 10 Graduate Medical Education programs accredited by the New York State Department of Education. The family medicine, general surgery, obstetrics and gynecology, rotating internship, and ophthalmology programs are accredited by the American Osteopathic Association and are affiliated with Lake Erie College of Osteopathic Medicine. Internal medicine, dermatology, and psychiatry are accredited by the Accreditation Council for Graduate Medical Education. Graduate medical education programs in podiatry and wound care are accredited by the Council on Podiatric Medical Education.

The hospital strives to support area residents in achieving optimal health outcomes and quality of life. Services extend beyond inpatient and outpatient care to include outreach to the community to improve health status. Outreach services include behavioral health screening, screening for hypertension, asthma, and diabetes, and information on health insurance, social work, and nutrition counseling. The Speaker's Bureau is another service provided that offers assistance to community organizations by arranging for doctors, nurses, social workers, pastors, nutritionists, and other healthcare professionals who conduct health education on topics such as childbirth and parenting, diabetes, asthma, hypertension, grieving, weight management and nutrition, osteoporosis, cholesterol management, substance abuse, scabies, exercise, aging, depression, and emergency care. The Mobile Health Unit offers services, such as administering flu shots and sharing imperative health education material that supports the community's health initiatives and healthcare partners on the Peninsula.

## Mission

Episcopal Health Services, in partnership with our community, provides exceptional healthcare and education programs in an academic setting across the continuum of care. We deliver high-quality, value-based services with cultural sensitivity to the faiths and traditions of those we serve.

## Vision

Episcopal Health Services will build an effective coalition to improve community health status in a financially stable environment, with an emphasis on serving the needs of our patients and families while training the physicians and healthcare providers of tomorrow.

## ICARE

Innovation ♦ Compassion ♦ Accountability ♦ Respect ♦ Empathy

For more information on St. John's Episcopal Hospital, please visit: <https://ehs.org/>

## Position Summary

### Reporting Relationships

Reporting to EHS's Chief Nursing Officer, the Director of Nursing, Emergency Department/Critical Care will oversee nursing operations, clinical practice, staffing, quality, patient experience, and performance improvement across the Emergency Department and Critical Care areas. Direct reports may include nurse managers, charge nurses, clinical educators, and frontline nursing staff responsible for delivering safe, timely, high-quality care to patients with urgent, emergent, and complex critical care needs.

### Responsibilities

The successful Director of Nursing, Emergency Department/Critical Care candidate will:

- Provide comprehensive leadership and operational oversight for nursing practice within the Emergency Department and Critical Care areas, ensuring safe, efficient, patient-centered care across high-acuity settings.
- Maintain departmental standards, documentation, policies, and readiness activities to ensure compliance with The Joint Commission, CMS, New York State Department of Health, and hospital requirements related to emergency and critical care nursing practice, patient safety, infection prevention, and quality of care.
- Leverage clinical information systems, quality dashboards, staffing tools, and patient flow data to monitor performance, identify trends, and support timely decision-making across emergency and critical care operations.
- Ensure nursing care is delivered in accordance with evidence-based emergency and critical care standards, organizational policies, regulatory requirements, and professional practice expectations.
- Manage patient flow, capacity, and throughput across emergency and critical care settings, including:
  - Emergency Department arrival-to-provider times, boarding, admission holds, ICU bed utilization, transfers, and other key operational metrics that affect access, capacity, and care delivery.
  - Communicate patient flow barriers, staffing concerns, quality issues, and escalation needs to physicians, nursing leadership, hospital operations, and relevant stakeholders.
  - Participate in interdisciplinary rounds, huddles, committees, and operational meetings to advance timely care progression, safe handoffs, and effective coordination between the Emergency Department, Critical Care, inpatient units, and ancillary departments.
  - Partner with physician leaders, advanced practice providers, nursing leaders, and hospital operations to resolve complex patient flow, quality, safety, and resource challenges in real time.
- Identify opportunities to improve emergency and critical care workflows, handoffs, documentation, staffing models, and clinical processes through established leadership and performance improvement channels.
- Coordinate with physicians, advanced practice providers, respiratory therapy, pharmacy, laboratory, imaging, transport, environmental services, and other partners to ensure timely, coordinated, high-quality care for emergency and critically ill patients.
- Monitor staffing, productivity, assignments, acuity, overtime, and resource utilization, addressing gaps and escalating concerns to ensure safe coverage and effective department operations.
- Work with nursing and hospital leadership to improve emergency and critical care performance, strengthen clinical standards, and ensure consistent delivery of high-quality nursing care.

- Collaborate with EHS teams to advance service excellence, patient and family experience, staff engagement, and a culture of safety within high-acuity care environments.
- Implement approved nursing policies, clinical protocols, quality initiatives, and evidence-based practices within the scope of emergency and critical care nursing.
- Direct daily work activities, staffing plans, and clinical workflows for nurse managers, charge nurses, clinical educators, and frontline nursing staff.
- Engage with medical staff, quality, patient safety, infection prevention, education, and hospital operations leaders on the following:
  - Ensure adherence to emergency and critical care standards, including triage, sepsis response, stroke and cardiac protocols, medication safety, restraint use, infection prevention, and escalation of care processes.
  - Align nursing documentation, clinical workflows, and quality reporting to support accurate, timely care delivery and strong outcomes in emergency and critical care settings.
  - Oversee performance improvement efforts related to patient safety events, clinical variation, staff competencies, patient experience, throughput, and regulatory readiness.
- Review productivity data, quality outcomes, patient experience feedback, staffing metrics, and performance information, addressing performance issues or staff training needs as needed, including the following:
  - Patient Flow and Throughput: Improve emergency department throughput, reduce boarding, support timely admissions and transfers, and optimize critical care bed utilization.
  - Quality and Safety: Monitor outcomes related to sepsis, stroke, cardiac care, falls, hospital-acquired conditions, infection prevention, medication safety, and other high-acuity nursing priorities.
  - Workforce and Staffing: Maintain appropriate staffing, competency, productivity, engagement, retention, and professional development across emergency and critical care nursing teams.
  - Patient and Family Experience: Improve communication, responsiveness, compassion, and service excellence in high-stress, high-acuity care environments.
- Facilitate day-to-day operations of emergency and critical care nursing services, ensuring alignment with departmental, nursing, and hospital priorities.
- Track performance metrics and outcomes and take action to support high-performing, patient-centered emergency and critical care departments.



## Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Establish clear strategic and operational priorities to optimize patient outcomes, nursing practice, patient flow, staffing, quality, safety, regulatory readiness, and the patient and family experience across the Emergency Department and Critical Care areas.
- Develop and implement a comprehensive, patient-centered nursing leadership strategy aligned with the mission, vision, and operational goals of EHS. This includes standardizing emergency and critical care nursing practices, clarifying roles and accountabilities, and ensuring integration with hospital-wide quality, safety, and patient flow initiatives.
- Strengthen interdisciplinary collaboration between nursing, physicians, advanced practice providers, respiratory therapy, pharmacy, imaging, laboratory, inpatient units, and hospital operations to improve care coordination, handoffs, escalation processes, and timely movement of patients through high-acuity care settings.
- Improve emergency department throughput and critical care capacity by addressing boarding, admission delays, transfer processes, bed utilization, staffing alignment, and real-time barriers to patient flow.
- Advance clinical quality and patient safety outcomes by strengthening evidence-based practices in areas such as triage, sepsis, stroke, cardiac care, critical care protocols, infection prevention, medication safety, falls prevention, and escalation of care.
- Monitor regulatory and accreditation compliance across emergency and critical care nursing functions, including adherence to CMS, The Joint Commission, New York State Department of Health, organizational policies, clinical documentation expectations, and survey readiness requirements.
- Optimize staffing, scheduling, competency development, productivity, and resource utilization to support safe coverage, staff engagement, retention, and high-quality care delivery in high-volume, high-acuity environments.
- Enhance patient and family experience by promoting timely communication, compassionate care, responsiveness, education, and service excellence during emergency and critical care encounters.
- Drive performance improvement through data analytics by establishing and monitoring key indicators such as patient flow, boarding, time-to-treatment, ICU utilization, staffing productivity, quality outcomes, safety events, patient experience, and staff engagement.
- Lead, develop, and retain a high-performing emergency and critical care nursing team by focusing on staff engagement, education, competency validation, mentorship, accountability, and professional development.
- Build strong relationships with physician leaders, nursing leaders, ancillary departments, labor partners, educators, quality and safety teams, and hospital operations to support a collaborative, accountable, and resilient care environment.
- Align emergency and critical care nursing operations with broader financial and operational goals by managing labor resources, reducing avoidable variation, improving throughput, and supporting efficient use of supplies, equipment, and clinical resources.
- Advance technology and documentation practices by optimizing electronic health record workflows, nursing documentation, clinical communication tools, staffing systems, and dashboards that support real-time management and continuous improvement.

- Improve patient outcomes, operational efficiency, staff engagement, and financial performance while ensuring a safe, compassionate, and coordinated emergency and critical care experience.

## Candidate Qualifications

### Education/Certification

- A bachelor's degree in nursing is required.
- 5-7 years of clinical experience required, with at least 3 years in a formal supervisory or managerial role.
- Experience operating in a safety net or critical access environment is highly preferred.
- Prior leadership experience in emergency nursing, critical care nursing, or high-acuity acute care nursing operations is strongly preferred.
- Master's degree, preferred.
- Active RN license required; relevant emergency, critical care, nursing leadership, or professional certification preferred.

### Knowledge and Work Experience

- Establish clear strategic and operational priorities that enhance patient outcomes, nursing practice, patient flow, staffing, quality, safety, regulatory readiness, and the patient and family experience across emergency and critical care services.
- Design and implement patient-centered nursing strategies that align with organizational mission, vision, quality, safety, and operational objectives, including standardizing emergency and critical care workflows and advancing evidence-based practice.
- Strengthen interdisciplinary collaboration among physicians, advanced practice providers, nursing, respiratory therapy, pharmacy, imaging, laboratory, inpatient units, and hospital operations to reduce fragmentation and improve care coordination across high-acuity settings.
- Improve throughput by addressing emergency department boarding, admission delays, ICU bed utilization, transfer processes, staffing alignment, and real-time operational barriers.
- Demonstrate experience improving clinical quality and safety outcomes in high-acuity settings, including emergency care, critical care, sepsis response, stroke and cardiac protocols, infection prevention, medication safety, and escalation of care.
- Thorough understanding of regulatory and accreditation requirements relevant to emergency and critical care nursing, including CMS, The Joint Commission, New York State Department of Health, documentation standards, patient safety expectations, and survey readiness.
- Expertise in emergency and critical care nursing operations is critical, including staffing, clinical standards, patient flow, quality outcomes, regulatory compliance, performance improvement, and interdisciplinary coordination.
- Leverage data analytics to drive performance improvement, with experience establishing and monitoring indicators such as patient flow, boarding, time-to-treatment, ICU utilization, staffing productivity, quality outcomes, safety events, patient experience, and staff engagement.

- Demonstrate a strong commitment to enhancing the patient and family experience through clear communication, compassion, timely care, education, and responsiveness in emergency and critical care environments.
- Lead, develop, and retain high-performing nursing teams, including fostering staff engagement, supporting professional development, validating competencies, and maintaining staffing models that support safe, effective care.
- Build and strengthen relationships with physician leaders, nursing leaders, ancillary departments, quality and safety teams, educators, labor partners, and hospital operations to support a reliable and collaborative care environment.
- Align emergency and critical care nursing operations with broader financial and organizational goals, including managing labor resources, optimizing staffing, improving throughput, reducing variation, and supporting efficient use of supplies and equipment.
- Advance technology and documentation practices, including optimizing electronic health record workflows, nursing documentation, clinical communication tools, staffing systems, and dashboards that support clinical outcomes and operational decision-making.

### Leadership Skills and Competencies

- Strategic leadership and systems thinking: Translate organizational goals into actionable emergency and critical care nursing strategies that improve patient outcomes, quality, safety, operational efficiency, staff engagement, and financial performance.
- Operational excellence and execution: Drive patient flow, reduce boarding, optimize critical care capacity, improve handoffs, and strengthen emergency and critical care workflows through disciplined processes, real-time decision-making, and accountability structures.
- Clinical and regulatory acumen: Bring deep knowledge of emergency and critical care nursing practice, patient safety standards, regulatory requirements, accreditation expectations, documentation practices, and evidence-based protocols for high-acuity care.
- Collaboration and relationship-building skills: Influence and partner effectively with physicians, advanced practice providers, nursing leadership, ancillary departments, labor partners, quality and safety teams, and hospital operations to foster interdisciplinary teamwork.
- Data-driven decision-making and performance improvement expertise: Utilize analytics to identify trends, establish KPIs, and implement targeted initiatives related to patient flow, clinical quality, safety, staffing, productivity, patient experience, and staff engagement.
- Financial and business acumen: Connect nursing operations to labor management, staffing efficiency, resource utilization, throughput, supply management, and overall organizational performance while maintaining a focus on safe, high-quality care.
- Talent leadership and team development: Recruit, mentor, develop, and retain high-performing nursing teams while fostering engagement, competency, accountability, professional growth, and a culture of collaboration and excellence.
- Communication and change leadership skills: Clearly articulate vision, drive adoption of new processes, lead teams through change, and maintain transparency and trust in complex, high-pressure clinical environments.

- Patient- and family-centered care: Ensure that emergency and critical care nursing practices promote timely access, compassion, communication, education, responsiveness, and dignity for patients and families during urgent and complex care experiences.

## Procedure for Candidacy

Please direct all nominations and applications to Lisa DeSimone Arthur and Brittany Amaral via email to: [bamaral@wittkiewfer.com](mailto:bamaral@wittkiewfer.com) or via the WittKieffer Candidate Portal by [clicking here](#). Candidates can also find this portal via the WittKieffer website at [www.wittkiewfer.com](http://www.wittkiewfer.com) and by selecting the "Become a Candidate" button.

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|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b>Lisa DeSimone Arthur</b><br><b>Senior Partner</b><br><a href="mailto:lisad@wittkiewfer.com">lisad@wittkiewfer.com</a> | <b>Brittany Amaral</b><br><b>Associate</b><br><a href="mailto:bamaral@wittkiewfer.com">bamaral@wittkiewfer.com</a> |
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*Expected Salary Range: \$200,000 – \$210,000.*

*The salary range for this role may vary above or below the posted range. Compensation takes into account several factors including, but not limited to, a candidate's experience, education, skills, licensure and certifications, department equity, training, and organizational needs.*

*The position requires in-office presence 5 days a week.*

Episcopal Health Services values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by law.

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Episcopal Health Services documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

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