



EPISCOPAL HEALTH SERVICES INC.

Service Line Administrator - Women's Health Services

Leadership Profile

June 2024

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The WittKieffer logo is positioned in the bottom left corner of a dark teal rectangular area. It consists of the word 'WittKieffer' in a white, sans-serif font. The 'W' and 'K' are significantly larger and more prominent than the other letters. The background of this area features a decorative pattern of thin, light blue lines that form a series of overlapping, curved shapes, resembling a stylized wave or a series of overlapping ellipses.

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The Opportunity

Episcopal Health Services, Inc. (EHS), located in Queens, New York, seeks nominations and applications for its Service Line Administrator – Women's Health Services.

Reporting to the Chief Operating Officer, the Service Line Administrator - Women's Health Services will serve in a dyad partnership with the Chair, Obstetrics and Gynecology. The SLA will collaborate with physicians and staff across the service line and EHS to build inpatient and ambulatory women's services as a community-focused and high-quality provider of care. In addition, this individual will provide strategic and operational leadership. Priorities for the new leader include driving strong operational performance, improving access to care and building outstanding physician, staff, and patient engagement. Accountabilities include conceiving and implementing a strategic vision for women's services, building programs and services that meet community needs, and ensuring that care is delivered in a culturally competent and consistent manner across the service line (in coordination with EHS's care continuum). The new leader will also play a key role in completing EHS's current labor and delivery expansion project. The ability to develop productive relationships with physicians, staff and EHS's Executive Leadership Team will be key deliverables for the new leader. The new leader will work with EHS's leadership to connect women's inpatient and ambulatory services.

EHS, the largest employer on the Peninsula, has a dedicated team of more than 400 physicians, over 1,500 employees, and many committed volunteers. St. John's Episcopal Hospital is Episcopal Health Services, Inc.'s main campus location. The 257-bed acute care facility is widely recognized as the only hospital providing emergency and ambulatory care to the densely populated surrounding communities that are culturally and economically diverse and medically underserved.

The successful candidate will be a healthcare leader with at least five years of experience in progressive healthcare management roles and a minimum of three years of experience in a quality leadership role. A master's degree in health care or a business-related field is required. The ideal candidate will be a visionary who can develop and implement a business strategy for women's services. Experience in OB/GYN, Labor and Delivery, Post-Partum, Pediatrics and/or Women's Ambulatory Care is required for the role.

The Service Line Administrator - Women's Health Services will be visible, proactive, transparent, decisive, and an outstanding communicator. The new leader will have a proven track record of building relationships, trust, and credibility across a diverse group of stakeholders and functional leaders in a complex health system. The Service Line Administrator - Women's Health Services must be able to communicate a vision effectively and build followership based on EHS's commitment to high-quality, safe, efficient, and innovative care and be committed to closing healthcare disparities in the communities that EHS serves.

In May 2024, EHS broke ground on the Labor, Delivery, Recovery and Post-Partum unit it is building on the ninth floor of the hospital. What was formerly the hospital's wound care unit will now house a large facility devoted to maternity care. The groundbreaking is a symbol of the visible expression of EHS's commitment to the women and families of the Rockaways, the Five Towns, and the entire borough of Queens.

The groundbreaking is a culmination of seven years of planning. The aim is to improve women's access to quality care, and eliminate racial disparities of care, especially for women on the Rockaway Peninsula and in the surrounding communities.

EHS has implemented a doula program to provide educational support and to reduce maternal and infant mortality, as well as a centering program, which offers holistic maternal and infant health education, with the benefits of lowering the rate of pre-term births and low-weight babies.

EHS is dedicated to promoting health care equity and ensuring that all women have access to the high-quality care, regardless of their background, circumstances, or ability to pay. Their new Labor, Delivery, Recovery and

Post-Partum unit will play a vital role in the mission to provide accessible, inclusive care for women from all walks of life.

The state-of-the-art facility will prioritize patient comfort and safety throughout the childbirth process. It will feature six labor, delivery, recovery and post-partum rooms, each equipped with a private shower.

The unit will also include two Caesarean operating room suites, two recovery rooms and four triage rooms. The hospital intends to provide superior care for high-risk pregnancies, and specialized services for mothers and infants who need additional attention and support.

Organization Overview

St. John's Episcopal Hospital

Celebrating over 110 years of community care, St. John's Episcopal Hospital is Episcopal Health Services, Inc.'s main campus location. 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 its surrounding communities, densely populated, culturally and economically diverse, and medically underserved populations.

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 people of all faiths with comprehensive preventive diagnostic treatment and rehabilitative services, regardless of ability to pay. The hospital's impact continues to grow with the construction of a new 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. All clinics are 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, neonatal, neurology and pulmonary and adult clinic specialties in family practice, 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
- Vascular Surgery
- Wound Care Clinic specialties
- Wound Care

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

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

In addition, SJMG provides surgical clinical care at 104th Street, including:

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

The Margaret O. Carpenter Women's Health Center provides care in women's specialties, including Breast Oncology, 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 and family medicine care, as well as 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, training over 180 residents annually in ten Graduate Medical Education programs accredited by the New York State Department of Education. Their 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

St. John's Episcopal Hospital, in partnership with the community, provides exceptional healthcare and education programs in an academic setting across the continuum of care. They deliver high-quality, value-based services with cultural sensitivity to the faiths and traditions of those it serves.

Vision

St. John's Episcopal Hospital will build an effective coalition aimed at achieving improved community health status in a financially stable environment, with emphasis on serving the needs of its 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

As the public face for women's services at EHS, the Service Line Administrator - Women's Health Services will be responsible for leading strategy and operations for all inpatient and ambulatory women's services across EHS. The new Service Line Administrator - Women's Health Services will be a committed leader who cultivates an environment prioritizing excellent clinical care delivery, strong staff, patient and family engagement and a high-reliability culture.

Collaboration and leading approaches aligned with EHS's mission are priorities for the new leader. The successful candidate will support EHS's mission of closing the gap on healthcare disparities, advancing health equity, and promoting the goals of continuous learning and improvement.

Reporting Relationships

Reporting to EHS's Chief Operating Officer, the Service Line Administrator - Women's Health Services is a key member of EHS's Executive Leadership Team. The Service Line Administrator – Women's Health Services will work in a dyad partnership with the Chair, Obstetrics and Gynecology. The new leader will partner closely with EHS's Executive Leadership Team and physician leaders to advance women's services.

Responsibilities

The successful candidate will:

- Build and implement a service line strategy that focuses on people, service, quality, growth, and access.
- Cultivate productive and collaborative relationships with physicians, staff, patients, and families.
- Foster transparent communication and build a culture that prioritizes a strong customer-service orientation and staff accountability.
- Develop and monitor operational goals, annual operating budget, dashboards, and key quality/financial measurements.
- Collaborate with EHS's Executive Leadership Team to develop marketing strategies that increase brand awareness and identify community needs.
- Responsible for adherence to all federal, state, and local regulatory, compliance and accreditation requirements.
- Assess capital, technology and equipment needs for women's services.
- Monitor the service line's patient and staff engagement scores. Identify opportunities to improve patient and staff engagement.

Goals and Objectives

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

- Establish personal and professional credibility across EHS and gain the respect and trust of all internal and external constituents. Embrace EHS's values and be recognized as a leader who promotes transparency, collaboration, inclusion, and a just culture.
- In collaboration with the COO and EHS's Executive Leadership Team, build a strategic plan for women's services that supports the delivery of consistent high-quality care, new program development and coordination of services across EHS's enterprise.
- Accountable for the service lines' daily operations; create dashboard and metrics that monitor performance and manage staff accountabilities.
- Advance efforts to enhance patient experience and improve clinical and quality outcomes; build a structure that supports patient access and community needs.
- Identify opportunities to enhance EHS's brand in women's services in the region.
- Mentor and develop administrative staff across the service line; support open communication, collaboration and partnership across different locations and roles in women's services.
- Partner with EHS leaders across all clinics and ambulatory services to promote transparent and productive professional relationships with colleagues, including EHS's leadership teams, physicians, and nursing leaders.
- Champion evidence-based clinical practice and optimal patient/resident outcome across the service line. Encourage a climate of transparency without repercussions. Create a culture that values visibility and accountability to drive improvement.
- Monitor and benchmark progress in Leapfrog measures and decile quality performance.
- Remain current on industry trends, changes, and challenges in the areas of women's services, high reliability, and continuous improvement.
- Identify disparities in care across the service line; ensure that consistent and culturally competent care is provided. Work with EHS's Chief Diversity Officer to review outcomes by patient population.

Candidate Qualifications

The successful candidate will be an experienced quality leader with a strong track record of leadership in a complex ambulatory, healthcare, teaching hospital and/or academic medical environment. Prior experience working in women's, labor and delivery, post-partum and/or children's services is required for the role.

Education and Training

- Bachelor's and Master's degrees in healthcare administration, business administration, or a related field are required.

Experience

- Minimum of five years of leadership experience gained in a complex healthcare setting, including an academic medical center, teaching hospital or ambulatory setting.
- Minimum of three years of experience in women's, labor and delivery and/or women's services is required.
- A successful track record in a leadership role, responsible for improving and enhancing operations, physician collaboration, patient access, and clinical outcomes.
- Experience building new programs and high-quality profitable service lines.
- Process-focused leader who will utilize methodologies to drive efficient and consistent care.
- Superb financial and planning skills.
- Proven background in driving engagement with staff and patients.

Leadership Skills and Competencies

- Earns respect and trust through demonstrated experience, collaboration, and results orientation.
- Ability to reach a broad audience, which includes physician leadership, staff, and community constituents.
- A strong collaborator.
- Flexibility and openness to hearing other points of view.
- Superb oral and written communication skills.
- A skilled influencer who is comfortable working in a highly matrixed environment.
- An analytics-savvy leader who uses data to drive decision-making and strategic planning.
- Exhibits creativity, innovation, and humility as a servant leader.
- A passion for excellence.
- Possesses high emotional intelligence.
- Visionary.
- Visible and engaging, possesses a strong interest in people, a sense of humor, and a confident yet accessible style.

- Ability to motivate others and build high-performing teams.
- Courageous, willing to take risks and be innovative.
- Holds a core commitment to mission and serving others.

Procedure for Candidacy

Search consultant Lisa DeSimone Arthur is partnering with Episcopal Health Services, Inc. on this important search. Please direct all nominations, inquiries, applications of interest, CVs, and resumes to Lisa DeSimone Arthur preferably via the WittKieffer candidate portal, which can be accessed [here](#). Other comments, concerns, or questions may be addressed to Stephanie Odorisio via email at sodorisio@wittkieffer.com

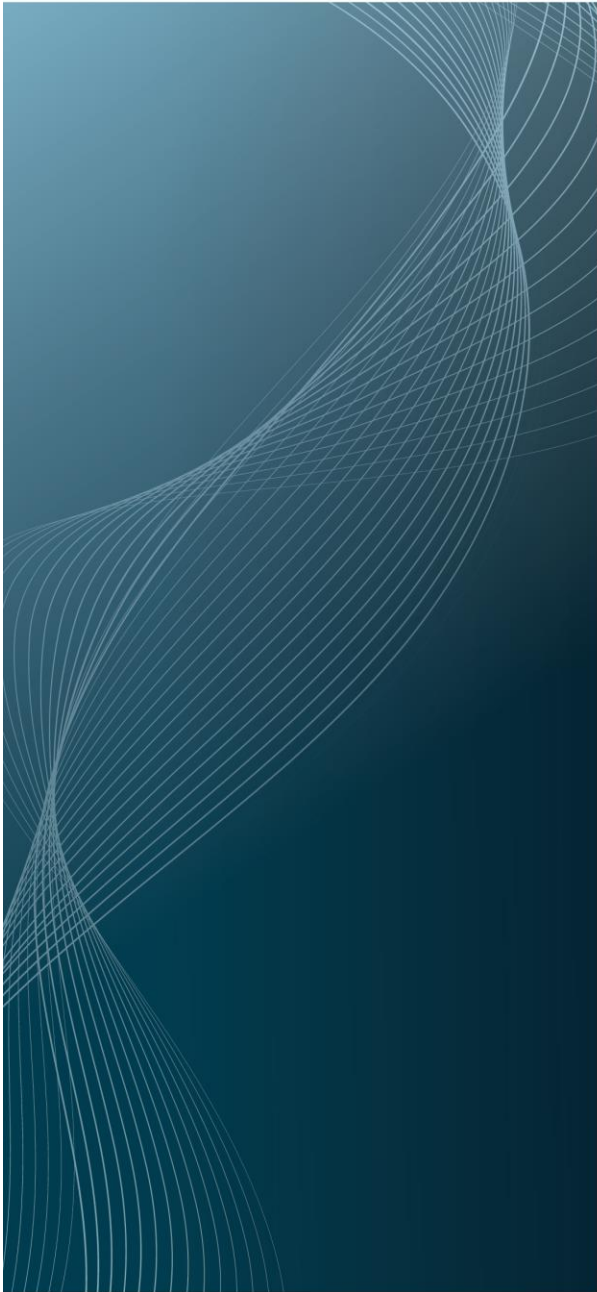
St. John's Episcopal Hospital values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status or any other status protected by law.

Expected Salary Range: \$250,000 – 265,000

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