

Elliot Health System

Chief Quality Officer

Leadership Profile

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WittKieffer

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The Opportunity

Elliot Health System (EHS) seeks a dedicated, knowledgeable, and collaborative leader to serve as its next Chief Quality Officer (CQO). This is a terrific leadership opportunity with a growing, nimble, and clinically sophisticated independent regional health system with over \$1 billion in net revenue. EHS is led by a physician CEO and has realized strong financial performance in a growing market.

In an effort to carry out the Elliot Mission to Inspire, *Heal and Serve*, as well as its vision *To be Your First Choice to Give and Receive Care*, the CQO leads the Elliot Health System's effort to establish quality standards and to ensure that the care provided within the institution is optimal and that all team members have the tools, resources, training, and competencies needed to provide safe, high-quality, cost-effective and reliable care. The CQO defines strategic quality priorities and directs resources toward addressing them.

Elliot Health System is the largest provider of comprehensive healthcare services in southern New Hampshire, providing high-quality, cost-effective programs across the continuum of care. Supported by an estimated 5,000 employees, EHS's innovative services cover approximately 117,000 lives in its network, as well as many other individuals in a large service area. The cornerstone of EHS is Elliot Hospital, a 296-bed acute care facility located in Manchester that offers accessible healthcare to over half a million residents in southern New Hampshire and northern Massachusetts. EHS is the only hospital in New England, and the second in the nation, to be recognized by the American College of Surgeons with ACS QVP certification, reflecting the hospital's dedication to delivering safe, high-quality surgical care across all specialties, both inpatient and outpatient.

Reporting to the Chief Medical Officer (CMO), the CQO provides leadership for the health system's quality assurance and quality improvement infrastructure. The CQO ensures that quality oversight, learning, and improvement are systematic, reliable, evidence-based, and consistently executed across all care settings. This role ensures that the quality infrastructure is aligned to and supportive of the Elliot Clinical Services (ECS) Operating System, including maturing or redesigning as appropriate. As a system-level position, the CQO will identify opportunities to expand the role and optimize its impact across the organization.

The CQO directly oversees the Surgical Quality Officer and Medical Directors for Quality, establishing strong physician leadership, standardization, and accountability for quality at the section and service-line level. Through this structure, the CQO co-leads the quality assurance engine, including primary, secondary, and tertiary case review processes; standardized documentation; Clinical Specialty Review Committees (CSRCs); section-level quality improvement; and a comprehensive surgical quality program. The CQO works in close partnership with patient safety, accreditation, regulatory, analytics, and operational excellence leaders to ensure an integrated and effective Quality Management System (QMS). The CQO role ensures that quality assurance, learning, and improvement are aligned with these functions.

The CQO informs and strengthens system strategy by translating quality findings, benchmarking, and improvement outcomes into actionable insights and aligned annual quality plans. The role is directly accountable for driving improvement toward CMS 5-Star performance, Leapfrog Grade A, and other publicly reported quality benchmarks.

The ideal candidate for this role will have a minimum of five (5) years of progressive leadership experience in healthcare quality, safety, and clinical performance. The ideal candidate will also possess demonstrated experience leading quality assurance, quality management systems, and peer review systems, along with experience leading quality leaders. A proven track record of improving publicly reported quality outcomes is also preferred. A background as a physician or advanced practice provider is required. A master's degree in public health, Healthcare Administration, Nursing, Quality, or related field, along with CPHQ or equivalent quality certification or improvement (e.g., CPHQ, Lean/Six Sigma, IHI certification) is preferred.

Organization Overview

Elliot Health System

Elliot Health System (EHS) is the largest provider of comprehensive healthcare services in southern New Hampshire, providing high quality, cost-effective programs across the continuum of care. EHS's innovative services cover approximately 105,000 lives in its network, as well as many other individuals in a large service area. The cornerstone of EHS is Elliot Hospital, a 296-bed acute care facility located in Manchester that offers southern New Hampshire communities caring, compassionate, and professional patient service, regardless of race, religion, national origin, gender, age, disability, marital status, sexual preference, or ability to pay.



Mary Elliot created Elliot Hospital, the first general hospital in New Hampshire, in 1890, based on her deep belief in community-based healthcare. Today, EHS is a full-service community resource made up of doctors' offices; primary and specialty care providers; inpatient and outpatient care; home health services; rehabilitation services; state-of-the-art neonatal, maternity, and pediatric care; community services and education; mind/body medicine; wellness programs; and many other services.

EHS has built a reputation for quality, state-of-the-art care, providing specialized services such as behavioral health, sleep evaluation, pain management, cardiology, wound care, rehabilitation, pulmonary rehabilitation, integrative and one-day surgery, and occupational health. It is home to Manchester's designated Level II Regional Trauma Center, Urgent Care, Elliot Physician Network, Elliot Breast Health Center, Elliot Senior Health Center, Elliot Pediatric Surgery, the Visiting Nurse Association of Manchester and Southern New Hampshire, and much more. Elliot Hospital is also a leader in inpatient geriatric psychiatric care, as well as home to critically needed inpatient behavioral health services for people suffering from mental illness. Through the Elliot Regional Cancer Center, Elliot Hospital coordinates all-inclusive services for cancer patients from across the state of New Hampshire.

Elliot Medical Group includes approximately 400 employed providers across a variety of disciplines. Currently, there are 92 FTE primary care providers practicing at 18 locations throughout the region, with nearly 300 specialists practicing across 40 sites within the service area.

Mission & Vision

"Elliot Health System strives to inspire wellness, heal our patients, and serve with compassion in every interaction. Our vision is to be your first choice to give and receive care."

"Care That is Built Around You"

"For more than 130 years, Elliot Hospital has existed for one purpose: To positively impact the health and well-being of the people we are privileged to serve. As part of the Southern New Hampshire community, we are dedicated to serving the health needs of our region's families and advancing the standard of medical care for this part of the country."

Signature Services – Elliot Hospital

Level II Regional Trauma Center

The Elliot Health System's Emergency Department is a 32-bed, full-service, Level II Trauma Center, providing the best possible care for patients and their families, managing more than 57,000 patient visits per year. The department delivers extraordinary coverage, consisting of board-certified/eligible emergency medicine physicians, nurse practitioners, physician assistants, and trauma and critical care surgeons. The trauma team is readily available, 24/7, to manage and treat the traumatic needs of any child or adult in the community by board-certified or board-eligible trauma and critical care surgeons.

Verified by the American College of Surgeons and specializing in the care and rehabilitation of the critically injured through comprehensive surgical and medical specialties, the department provides specialized trauma care around the clock in three state-of-the-art trauma bays, utilizing a team approach to care led by emergency physicians and board-certified trauma surgeons who consult with specialists from related fields, such as anesthesiology, neurosurgery and orthopedics.

Maternal & Child Services

Delivering the most babies in the region, Elliot's specialty-trained board-certified physicians and certified nurse midwives are experts at providing patients and infants with compassionate care and exceptional attention. As the only maternity center in the area with a full suite of labor and delivery rooms and postpartum rooms, Elliot has the expertise and flexibility to manage all patients' birthing needs.

Elliot Hospital's Women's and Children's services are comprised of a compassionate team committed to providing patients with personalized, family-centered care. Using state-of-the-art equipment and the latest advances in medicine, the organization's specialty trained physicians have expertise in obstetrics, pediatrics, maternal-fetal medicine, neonatal intensive care and pediatric specialties including surgery, gastroenterology, neurology and integrative medicine.

Neonatal Intensive Care Unit

The Elliot's NICU team is committed to providing superb care specific to the needs of patients and their babies. The Elliot's state-of-the-art facility houses 34 beds, where medical staff treat more than 600 critically ill and premature infants each year. In this nurturing environment, special patients receive comprehensive personalized care that allows them to thrive.

Recognized regionally for top-quality care since 1989, The Elliot's Level III NICU has touched the lives of thousands of families across the region and beyond. Few parents anticipate that their newborns will need intensive care. But when there is no time for doubt, patients can count on the Elliot's skilled team to ensure their baby receives expert care provided in a nurturing, family-oriented setting that's conveniently located close to home.

Pediatrics

Highly regarded for being at the forefront of pediatric medicine in New Hampshire, the Elliot has a dedicated Pediatric Emergency Department, a Level III Neonatal Intensive Care Unit (NICU), an expert interdisciplinary team of medical professionals, and an array of specialized pediatric medical and surgical services.

Solinsky Center for Cancer Care at The Elliot

Elliot Hospital was a pioneer in oncology, opening the first cancer center in New Hampshire in 1966. Today, the Solinsky Center for Cancer Care remains a leader in cancer care as it incorporates radiation oncology, medical oncology, state-of-the-art technology, skilled healthcare providers, and an accessible, aesthetically pleasing,

comforting environment together in one convenient location. All of these are important factors toward the goals of successful treatment and comprehensive care close to home.

Cardiology

The Cardiology Department offers comprehensive diagnostic testing, interventions, education, and rehabilitation for individuals with heart disease. The Elliot Heart and Vascular Center provides a full range of cardiology services to diagnose, manage, and treat heart conditions with precision and compassion. Elliot's cardiologists, interventional cardiologists, electrophysiologists, and cardio-oncologists collaborate to ensure seamless, integrated care. Whether patients are managing a chronic heart condition or seeking preventative care, Elliot's dedicated team offers expertise in every aspect of cardiovascular health.

Elliot launched a Cardiothoracic Surgery Program with open heart surgery services, which started in July of 2025. This critical step forward expands upon the existing expertise of The Elliot cardiovascular team, which provides patients with the latest technology and care.



Awards & Accreditations

ACS QVP Certified

In a national milestone for surgical excellence, The Elliot Health System has been verified as a Comprehensive Hospital by the American College of Surgeons Quality Verification Program (ACS QVP)—the only hospital in New England and just the second in the entire United States to earn this prestigious designation. This is the highest possible designation for delivering safe, high-quality surgical care. This recognition reflects The Elliot's success in meeting the ACS's most rigorous standards for surgical quality, safety, and patient outcomes.

DNV Healthcare Accreditation

DNV Healthcare delivers quality accreditation services focused on consistency, collaboration, and continuous improvement which provides healthcare organizations with a clear framework for required compliance of patient safety and quality of care.

DNV Healthcare Orthopaedic Center of Excellence Designation

Orthopaedic Center of Excellence designation affirms an organization's excellence in the provision of diagnostic services, surgical services, and therapies related to orthopaedic care. The DNV Orthopaedic Center of Excellence designation is obtained by achieving certification in at least three (3) orthopaedic service line programs based on requirements set forth by DNV and informed by the guidelines of the American Academy of Orthopaedic Surgeons.

DNV Primary Stroke Center Certification

Elliot Hospital received DNV certification as a Primary Stroke Center, affirming the hospital's readiness to handle a full range of stroke-related medical conditions.

American College of Radiology Accreditation

The ACR gold seal of accreditation represents the highest level of image quality and patient safety. The Elliot's facility and staff have undergone a comprehensive review to earn accreditation from the American College of Radiology (ACR), the largest and oldest imaging accrediting body in the United States.

Nationally Recognized for Excellence in Prostate Cancer MRI

The Elliot Hospital is proud to be designated by the American College of Radiology (ACR) as a Prostate Cancer MRI Center. This recognition reflects our commitment to providing advanced imaging technology, expert interpretation, and the highest standards of quality for prostate cancer diagnosis.

Get With the Guidelines® - Resuscitation – Gold

The Elliot Hospital is proud to be recognized by the American Heart Association for The Elliot's active involvement in Get With The Guidelines® -Resuscitation.

Get With the Guidelines® - Stroke – Silver

The Elliot Hospital is proud to receive the American Heart Association's Get With The Guidelines® Silver Award for Stroke and Target: Type 2 Diabetes Honor Roll, recognizing our commitment to following evidence-based care for stroke patients and improving outcomes for those with Type 2 diabetes.

Best of 603 Awards 2024, Manchester Radio Group

Elliot Health System announces that Elliot Hospital was voted as a leader in six medical categories from the Union Leader Readers' Choice Awards. Elliot Hospital was voted the Silver winner for Cardiac Care, Childbirth Facility, Emergency Care, Hospital, Physical Therapy Center, and Urgent Care Facility. Voters have now selected Elliot Hospital as a leader in this annual campaign from the Union Leader for multiple years.

Elliot Health System earned a total of six "Best of the 603" awards from Manchester Radio Group. These awards are based on votes from listeners throughout the greater Manchester area. More than 252,000 votes were cast in 2024.

Gold Winners:

- Hospital: Elliot Hospital
- Pharmacy/Drug Store: Elliot Pharmacy
- Cardiology: Elliot Cardiovascular Consultants
- Cancer Treatment Center: Solinsky Center for Cancer Care at The Elliot

Silver Winner: Orthopedic Surgeon: Elliot Orthopaedics

Bronze Winner: Doctor Johny Kuttab: Elliot Cardiovascular Consultants

Best of Business 2015-2021, 2025 – New Hampshire Business Review

"Best Large Hospital", May 2025. The cornerstone of the Elliot Health System – the largest provider of comprehensive health care services in southern New Hampshire – is Elliot Hospital, a 296-bed acute care facility in Manchester.

Family Favorite – 2011-2020

Elliot Health System has been selected by the readers of Parenting New Hampshire as a "Family Favorite" award recipient for the categories of:

Elliot Hospital

- Favorite Hospital/Medical Center

Elliot Urgent Care at River's Edge

- Favorite Urgent/Immediate Care Center

Elliot Orthodontics

- Favorite Orthodontist

Elliot Hospital Receives "A" Rating

Elliot Hospital has received an "A" Hospital Safety Grade from The Leapfrog Group in its Spring 2024 ratings.

ACR Designated Comprehensive Breast Imaging Center

Elliot Health System is proud to be named an American College of Radiology Designated Comprehensive Breast Imaging Center.

ACHC Accreditation for High Standards and Commitment to Excellence in Specialty Pharmacy Services

Elliot Health System is pleased to announce a new accreditation from the Accreditation Commission for Health Care (ACHC) for the quality of its specialty pharmacy services. Elliot Pharmacy at River's Edge provides specialty pharmacy services in partnership with Shields Health Solutions, to the community and patients.

Orthopaedic Advanced Certification – Total Joint Program (AAHC)

Elliot 1-Day Surgery is the first ambulatory surgery center to earn this prestigious certification in New Hampshire.

CHIME Digital Health Most Wired

The CHIME “Most Wired” Ambulatory Level 7 achievement was based on a survey conducted with nearly 48,000 organizations nationwide.

NAPRC Accredited Rectal Cancer Program

The Elliot is the first hospital in New Hampshire to achieve accreditation from the American College of Surgeons National Accreditation Program for Rectal Cancer.

Metabolic & Bariatric Surgery Accreditation and Quality Improvement Program

Elliot Hospital is accredited by the American College of Surgeons (ACS) Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP), in partnership with the American Society for Metabolic and Bariatric Surgery (ASMBS).

2025 *Forbes* Best-In-State Employer

Elliot Health System has been nationally recognized as a 2025 *Forbes* Best-In-State Employer, ranking #1 among healthcare organizations in New Hampshire and fourth overall statewide. Derived from one of the largest employee perception surveys in the country, this recognition highlights Elliot's position as an employer of choice and reinforces the organization's focus on cultivating a high-performing, mission-driven workforce. This recognition reinforces Elliot Health System's reputation as both a leading provider of care and a premier employer in the region, supporting its ability to attract and retain top clinical and administrative talent.

Position Summary

In an effort to carry out the Elliot Mission to *Inspire, Heal and Serve*, as well as its vision *To be Your First Choice to Give and Receive Care*, the Chief Quality Officer leads the Elliot Health System's effort to establish quality standards and to ensure that the care provided within the institution is optimal and that all team members have the tools, resources, training, and competencies needed to provide safe, high-quality, cost-effective and reliable care. The CQO defines strategic quality priorities and directs resources toward addressing them.

The CQO ensures that quality oversight, learning, and improvement are systematic, reliable, evidence-based, and consistently executed across all care settings. This role ensures that the quality infrastructure is aligned to and supportive of the Elliot Clinical Services Operating System, including maturing or redesigning as appropriate.

The CQO is accountable for aggregating case review findings into system-level insights, identifying trends and patterns, and ensuring learning and improvement actions are effectively cascaded through the Elliot Clinical Services Operating Boards and the broader quality infrastructure.

The CQO informs and strengthens system strategy by translating quality findings, benchmarking, and improvement outcomes into actionable insights and aligned annual quality plans. The role is directly accountable for driving improvement toward CMS 5-Star performance, Leapfrog Grade A, and other publicly reported quality benchmarks.

Reporting Relationships

Reporting to the Chief Medical Officer, the Chief Quality Officer provides leadership for the health system's quality assurance and quality improvement infrastructure.

The CQO directly oversees the Surgical Quality Officer and Medical Directors for Quality, establishing strong physician leadership, standardization, and accountability for quality at the section and service-line level. Through this structure, the CQO co-leads the quality assurance engine, including primary, secondary, and tertiary case review processes; standardized documentation; Clinical Specialty Review Committees (CSRCs); section-level quality improvement; and a comprehensive surgical quality program.

The CQO works in close partnership with patient safety, accreditation, regulatory, analytics, and operational excellence leaders to ensure an integrated and effective Quality Management System (QMS). The CQO role ensures that quality assurance, learning, and improvement are aligned with these functions.

Responsibilities

The successful CQO candidate will:

System-wide Quality Assurance Ownership:

- Have oversight over Elliot Health System's quality program.
- In collaboration with multidisciplinary quality partners, lead and oversee the enterprise Quality Assurance engine across all clinical settings.
- Create and review policies related to the improvement of the quality of the care delivered. Be responsible for building and maintaining the necessary infrastructure in which quality activities can be maintained.
- Generate, direct and monitor strategic quality tactics based on health system's strategic plan, health system specific data, peer-reviewed evidence, governmental regulations, regional and national trends as well as other factors. Support development of quality in operations for best practice.

- Ensure reliable primary, secondary, and tertiary case reviews are conducted consistently across the organization.
- Ensure that the Quality and Safety Committee(s) are integrating quality and safety, and are meeting regularly with consistent information delivery, and have up-to-date charters. Ensure that the Committee is driving accountability for local Quality Improvement and sustained, continuously improving the case review system.
- Establish and maintain clear standards for trigger development, case selection, escalation, and documentation.
- Ensure consistent execution of quality assurance processes across sections, services, and care settings.
- Provide direct leadership and accountability for the Surgical Quality Officer and Medical Directors for Quality.
- Ensure physician quality leaders are aligned, trained, and effective in executing quality assurance responsibilities.
- Ensure the quality program is in alignment with the Governing Documents of the Elliot Hospital Medical Staff (Bylaws).

Aggregate Learning, Insight, and System Action:

- Aggregate, synthesize, and interpret quality findings from the enterprise case review process.
- Identify system-level themes, trends, and patterns related to outcomes, variation, and quality risk.
- Participate in Section Meetings, Quality Meetings and other operational meetings to develop subject matter expertise and provide regular reports to the CMO.
- Present quality insights through Elliot Clinical Services Operating Boards and Center of Excellence (COE) operational meetings in a consistent and actionable format. This role works to ensure that quality is integrated into the Operating Boards and COE structure and maintains an effective flow of information and action.
- Ensure quality priorities are clearly translated into operating board strategies and unit-level objectives.
- Translate learning into prioritized quality improvement actions aligned with system goals.
- Track improvement actions through closed-loop follow-through and impact evaluation.
- Serve as executive steward of the STEEEP framework, ensuring it remains current, relevant, and operationally embedded. Leads measure selection, refinement, and prioritization.
- Align multi-year quality improvement plans with system strategy, regulatory expectations, and emerging national trends.

Quality Improvement and Clinical Review Leadership:

- Lead local and system-level quality improvement initiatives informed by quality assurance findings.
- Oversee the effectiveness and consistency of Clinical Specialty Review Committees across the organization. Develops new CSRCs as needed and provides support to front-line quality staff who are operating the committees.
- Guide and support section- and service-level quality improvement initiatives to ensure disciplined, evidence-informed implementation.

- Ensure quality review forums are clinically meaningful, action-oriented, and consistently applied.
- Maintain a comprehensive surgical quality program that includes registry participation, outcomes monitoring, and improvement initiatives.
- Direct and support the Surgical Quality Officer in surgical quality strategy, performance monitoring, and improvement execution.
- Ensure that all Quality Improvement activities are fully and appropriately documented.

Evaluation of Interventions and Impact:

- Evaluate the effectiveness of quality improvement interventions across clinical areas.
- Ensure improvement initiatives are measurable and appropriately benchmarked.
- Assess interventions for sustained impact over time and organizational learning.
- Use evaluation findings to scale effective practices and discontinue ineffective interventions.

Benchmarking and Quality Data Integrity:

- Ensure integrity, validity, and consistency of quality data used for assurance and improvement purposes.
- Establish appropriate benchmarking against peer organizations and national standards.
- Partner with analytics teams to ensure accuracy, credibility, and transparency of quality data.
- Utilize rate-based, benchmarked data to inform quality priorities and improvement strategies.

Publicly Reported Quality Performance:

- Drive sustained improvement toward CMS 5-Star Rating performance.
- Lead efforts to achieve and maintain Leapfrog Grade A performance.
- Align quality assurance and improvement initiatives with known drivers of publicly reported measures.
- Interpret publicly reported quality results for executive leadership, ECS Operating Boards and other forums as needed.

Certifications and Advanced Quality Credentials:

In partnership with a multidisciplinary leadership team:

- Support and shepherd clinical certifications, designations, and advanced quality accreditation programs across the system.
- Ensure certification efforts are strategically aligned with organizational priorities and clinical quality goals.
- Sustain certification programs through strong clinical leadership, operational excellence, and quality infrastructure.
- Serve as an executive clinical resource for certification-related quality expectations.

Quality Policy, Planning, and Integration:

- Regularly participate in the Operating Board's monthly meeting for Quality.
- Maintain and steward the organizational Quality Policy.
- Ensure alignment of the Quality Policy with organizational values, strategy, and external expectations.
- Lead the annual quality planning process in alignment with Elliot's strategic direction.
- Operationalize quality plans through ECS operating and management systems.
- Partner with Accreditation and regulatory leaders to align quality structures and processes with accreditation and regulatory expectations.
- Function as a liaison to the Medical Staff of the Elliot Hospital and produce reports to the Medical Executive Committee at least annually to review quality data as well as annual strategic aims.
- Convene clinically integrated services and support staff services including lab, radiology, finance, IT, HR and others as needed in order to support quality related tactics and strategies.
- Ensure the participation of all applicable section chiefs, chairs and medical directors in the quality infrastructure. Create accountabilities to ensure that cases are reviewed in a timely and complete manner and that trends and patterns of quality issues are investigated within the practice and or section.

Partnership and System Integration:

- Partner with the Patient Safety Officer to integrate safety principles into quality priorities and improvement planning. Lead within a Just Culture framework that balances accountability with psychological safety, fostering trust and transparency across the organization. Ensures safety signals including culture of safety survey results inform strategic priorities and improvement focus.
- Support standardized, timely root cause analysis processes through quality infrastructure and governance.
- Collaborate with Accreditation and regulatory leaders to support survey readiness through strong quality systems.
- Partner with Operational Excellence teams to ensure effective application of improvement science and standard problem-solving methods. Partners with Operational Excellence to integrate quality into Lean daily management, visual management, standard work, and tiered escalation. Ensures quality improvement methodologies (e.g., PDSA, A3 thinking) are consistently applied and sustained.
- Reinforce clear line-of-sight from frontline improvement work to system-level priorities.
- Provide support for compliance with CMS Conditions of Participation, including Quality Assessment and Performance Improvement (QAPI) requirements.
- Work in close partnership with Accreditation to maintain a current, accurate, and operationally meaningful Quality Manual. Ensure quality structures and processes are survey-ready and embedded in practice.
- Ensure alignment, coordination, and integration across quality, safety, accreditation, and improvement functions.
- Partner with safety, accreditation, regulatory, and operational excellence leaders to develop a model of High Reliability Organization (HRO) for the Elliot Health System.

- Partner with other leaders to develop the Elliot model for Evidence-based Practice and lead the System-wide Evidence-based Practice Committee.
- Work with the Chief Medical Information Officer, Chief Nursing Information Officer, and IT to optimize Epic for value- and evidence-based medicine best practices.
- Create opportunities to further integrate quality across the system and expand the scope of the quality infrastructure

Goals and Objectives

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

- Advance Elliot as a learning organization through disciplined quality improvement and reflective practice.
- Develop a servant leadership model to provide support for all providers, nurses and clinically integrated services staff.
- Facilitate cross-functional dialogue and alignment around quality performance and improvement priorities.
- Ensure quality learning is shared, scaled, and sustained across the organization.
- Leads system change management and facilitation for complex, cross-functional quality initiatives.
- Promote a culture of quality founded in transparency, non-punitive, Just Culture principles with the focus of improving the delivery of patient care.
- Continuously evolve the quality infrastructure to support system maturity and strategic growth.
- Attend conferences to continue to advance the quality programs.
- Provide educational lectures for the Section Chiefs, Medical Directors and front-line staff with respect to the importance of general quality infrastructure and process as well as section specific content.
- Educate section chiefs, medical directors, and frontline doctors, nurses, and staff on best-practice, condition-specific protocols and support their implementation.
- Educate appropriate staff regarding new regulatory requirements and newly created policies.

Candidate Qualifications

Education/Certification

- Appropriate licensure as a physician or advanced practice provider is required (MD, DO, PA, APRN or equivalent).
- A Master's degree in Public Health, Healthcare administration, Nursing, Quality, or related field is preferred.
- Doctoral degree (PhD, DrPH, DNP, MD/DO, DSc, or equivalent) preferred.
- CPHQ or equivalent quality certification or improvement (e.g., CPHQ, Lean/Six Sigma, IHI certification) is preferred.

Knowledge and Work Experience

- Minimum of five (5) years of progressive leadership experience in healthcare quality, safety, and clinical performance.
- Demonstrated experience leading quality assurance, quality management systems, and peer review systems.
- Proven track record of improving publicly reported quality outcomes. Direct experience with CMS QAPI standards, accreditation, and regulatory oversight as well as implementation of Evidence-based practice. Experience supporting research, IRB processes, and scholarly dissemination with rigor.
- Experience embedding quality into operating models, management systems, and frontline execution is preferred.

Leadership Skills and Competencies

- Healthcare quality and safety principles. IHI Whole System Quality and improvement science.
- Clinical registries and benchmarking practices. Quality improvement evaluation methods.
- CMS 5-Star and Leapfrog standards.
- Facilitation of physician-led quality and review forums.
- Strong project management skills, including prioritization, resource coordination, risk mitigation, and implementation monitoring.
- Executive clinical leadership and credibility. Change management and system design.
- Evaluation and impact assessment skills. Clear and effective communication with executive, operational, and clinical leaders.
- Coaching and capability development.
- Ability to synthesize complex quality information into actionable insight.
- Influence outcomes through accountability rather than direct authority.
- Translate quality assurance findings into measurable improvement. Sustain improvement toward top-tier quality performance, long-term transformation while delivering near-term results.
- Demonstrate an assurance-driven and improvement-focused leadership approach.
- Leads with clinical credibility, system alignment, humility, curiosity, and respect for people.
- Models transparency, psychological safety, and learning.
- Integrates across functions rather than operating in silos.
- Maintains accountability for results rather than compliance alone. Facilitates alignment across diverse clinical and operational perspectives.
- High adaptability and problem-solving skills to navigate evolving organizational needs, emerging priorities, and external market dynamics.
- Ensures reliability across decentralized clinical systems.

The Community

Manchester, New Hampshire

Manchester, New Hampshire is a New England city rich in history, offering a blend of urban excitement and natural beauty. Settled in 1722, Manchester has a rich history that you can explore through its many historic landmarks and museums. The Millyard Museum, for example, offers fascinating insights into the city's industrial past, and other venues like The Palace Theatre and the Currier Museum of Art feature works from European and American masters. The city also hosts numerous festivals and events throughout the year, ensuring there's always something exciting happening. Manchester boasts a robust economy with opportunities in various sectors, including technology, healthcare, and manufacturing. It's also known for its short commutes and walkability, making it easy to get around and enjoy everything the city has to offer.



If you love the outdoors, Manchester is perfect for you. The city is close to the White Mountains, offering some of the best skiing and snowboarding in the Northeast. In the warmer months, you can enjoy hiking, kayaking, and fishing. The Atlantic coastline is less than an hour away, with many picturesque beaches perfect for swimming, sunbathing, picnicking, or more exciting adventure sports. If spending time indoors at a restaurant, the city's food scene is surprisingly diverse and vibrant.

Home to several colleges and universities, Manchester provides ample opportunities for higher education and career advancement. The city's strong educational system is a big draw for families and young professionals alike. Compared to other cities in the region, Manchester offers a more affordable cost of living without sacrificing quality of life. You'll find diverse housing options that cater to different lifestyles and budgets.

Manchester enjoys a strategic position just under an hour from Boston, combining the accessibility of a major metropolitan area with the quality of life of a smaller community. The system is minutes from Manchester-Boston Regional Airport, which offers commercial service and streamlined travel, and is approximately one hour from Boston Logan International Airport, ensuring strong connectivity for both regional, national and international access.

With its perfect mix of urban amenities and natural beauty, Manchester, NH, offers a high quality of life that's hard to beat.

Procedure for Candidacy

All applications, nominations and inquiries are invited. Applications should include, as separate documents, a CV/resume and a letter of interest. Review of applications has begun and will continue until the position is filled.

Please direct all applications, nominations and inquiries to the WittKieffer consultants assisting with this recruitment, preferably via e-mail, to bamaral@wittkieffer.com or by phone, 781-564-2618.

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Elliot Health System 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 Elliot Health System 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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