



capitalhealth
Minds Advancing Medicine

Vice President of Quality, Regulatory & Patient Safety

Leadership Profile

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WittKieffer

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The Opportunity

Capital Health seeks a dynamic, distinguished executive to serve as its next Vice President of Quality, Regulatory and Patient Safety (VP Quality). The health system is comprised of two hospitals, an outpatient facility, a satellite emergency department, and numerous primary and specialty care practices. Over the past decade, Capital Health has successfully driven significant growth, expanded key service lines, and built a robust medical group of more than 600 providers to meet the needs of patients across Central New Jersey and Lower Bucks County.

Capital Health serves as a Level II regional trauma center, comprehensive stroke center, regional perinatal center (including a Level III NICU), and emergency mental health screening center. Capital Health also offers the region's first and most experienced Pediatric Emergency Department and most recently, New Jersey's first Autism-Friendly Pediatric Emergency Department. Capital Health takes great pride in the system's innovative programs such as our Capital Institute for Neurosciences; nationally accredited Center for Comprehensive Breast Care; Center for Digestive Health; Marjorie G. Ernest Joint Replacement Center of Excellence; award-winning Cancer Center; and our Heart and Vascular Institute, which includes the region's first accredited Chest Pain Center.

The VP Quality provides leadership to the strategic direction, implementation and oversight of quality improvement and regulatory compliance across the health system to ensure the delivery of safe, effective, and patient-centered care. The incumbent is responsible for leading a comprehensive quality program encompassing all divisions across Capital Health and achieving organization goals.

This leader will be responsible for driving clinical excellence and quality improvement with a focus on ensuring that clinical outcomes meet or exceed industry benchmarks, improving patient safety, and leading performance improvement initiatives across the organization. This role works closely with clinical and administrative leaders to align clinical operations with the organization's strategic goals, optimize care delivery, and ensure compliance with regulatory standards.

The ideal candidate will have ten years of progressive leadership experience in clinical performance, quality improvement, or clinical operations within a healthcare system. This individual will have comprehensive knowledge of healthcare regulations, clinical governance, and accreditation processes and strong leadership and team-building skills, with demonstrated ability to lead, collaborate, and build consensus across diverse professional teams, fostering a culture of accountability and high performance. The successful candidate will possess expertise in quality improvement methodologies and data analytics for clinical performance tracking. Both physicians and non-physicians are encouraged to apply. Candidates with clinical backgrounds are preferred.

Organization Overview

Capital Health is the region's leader in providing progressive, quality patient care with significant investments in the health system's exceptional physicians, nurses, and staff, as well as advanced technology. Comprised of two hospitals (Capital Health Regional Medical Center in Trenton and Capital Health Medical Center – Hopewell), the Hamilton outpatient facility, a satellite emergency department (Capital Health at Deborah – Emergency Services), and various primary and specialty care practices across the region, Capital Health is a dynamic health care resource accredited by the DNV.



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Mission

"To improve the health and well-being of the populations we serve in urban and suburban communities."

Values

Integrity: Adheres to an appropriate and effective set of core beliefs, including honesty and serving the greater good. Does not blame others for his/her own mistakes or misrepresent him/herself for personal gain or protection. Perceived by others as a direct, truthful individual and is widely trusted, with the ability to present the truth in an appropriate and helpful manner.

Excellence: Provides the most efficient and effective work processes to meet the needs of patients and other customers, which leads to the highest quality services. Makes sound decisions based upon knowledge, judgment, and experience. Is sought out by others for advice and solutions to issues and problems.

Compassion: Demonstrates caring and concern for the welfare of others, assisting wherever necessary. Uses understanding and insight when dealing with patients or other customers in all aspects of care or service delivery.

Teamwork: Displays a professional and collaborative spirit in fulfilling responsibilities and assisting others. Helps to create and maintain positive morale with his/her team, sharing in success, working through problems. Fosters open dialogue and works toward creating an atmosphere where outcomes and successes are beneficial to the team and/or the organization at large.

Vision

Capital Health will provide safe, equitable, and high-quality health care as the region's provider of choice. Through collaboration and community building, we will promote the broader well-being of our neighbors by emphasizing education, innovation and accessibility.



Capital Health Regional Medical Center is a medical center with a long history of serving the region. The hospital includes Capital Health's state-designated comprehensive stroke center (part of the Capital Institute for Neurosciences), the Level II Bristol-Myers Squibb Trauma Center, and Mercer County's designated Emergency Mental Health Services Center. Capital Health Regional Medical Center also provides inpatient and outpatient radiology services, dialysis, and numerous other medical services.

The Capital Institute for Neurosciences accepts emergency transfers at Capital Health Regional Medical Center for complex emergency cases that require specialized neurologic and neurosurgical care unavailable at other area

hospitals. As a state designated comprehensive stroke center, they offer 24/7 advanced care for patients with strokes and other cerebrovascular emergencies. The Regional Medical Center offers inpatient neurosciences units for both intensive and intermediate care, advanced diagnostics, the latest in neurosurgical techniques and access to research in the area of neurovascular care.

The Bristol-Myers Squibb Trauma Center at Capital Health Regional Medical Center is a state-designated level II trauma center and one of only 10 designated trauma centers in New Jersey. It is the regional referral center for severely injured patients in Mercer County and adjacent parts of Somerset, Hunterdon, Burlington, and Middlesex counties as well as nearby areas of Pennsylvania.

Capital Health Medical Center – Hopewell opened in 2011, is located on a 165-acre parcel of property situated on the east side of Scotch Road in Hopewell Township. Designed to optimize patient care, the hospital features all private rooms for greater comfort and improved care. The hospital is linked by an atrium to a building that houses physician offices, allowing patients easy access between physician offices and the hospital.

Some of the specialized medical services offered at the hospital include:

- [Cancer Center](#)
- [Capital Institute for Neurosciences](#)
- [Center for Digestive Health](#)
- [Orthopaedic Surgery](#)
- [daVinci® Robotic Surgery](#)
- [Heart & Vascular Institute](#)
- [Metabolic & Weight Loss Center](#)
- Plastic & Reconstructive Surgery
- [Specialized Emergency Pediatric Care](#)
- [Interventional Radiology & Radiology](#)
- Adult Emergency Services
- [Josephine Plumeri Birthing Center](#) (including maternal fetal medicine, level III neonatal intensive care, labor and delivery, postpartum, and other maternity services)



The hospital and attached medical office building have an environmentally friendly design based on the U.S. Green Building Council's Leadership in Energy and Environmental Design Green Building Rating System™ (LEED). In 2012, Capital Health Medical Center – Hopewell was awarded LEED Gold certification by the U.S. Green Building Council and verified by the Green Building Certification Institute. This design includes roof gardens that recycle rainwater, technologies that reduce heating and cooling requirements and patient rooms with ample sunlight and beautiful views.

Every part of Capital Health Medical Center – Hopewell was built with the patient experience in mind.

Capital Health Awards and Recognition



Quality & Patient Safety

Capital Health's entire network of health care professionals is committed to delivering patient-centered care—care that is safe, timely, effective and respectful of and responsive to individual patient preferences, needs and values. This is achieved through collaboration between the medical staff and all other members of the care team, including nurses, patient care staff, and most importantly, the patients. The Capital Health team continuously measures quality outcomes based on nationally recognized best practices and focuses on safety, maintaining a therapeutic environment and continuous improvement.

Capital Health performs retrospective, concurrent and prospective reviews of the organization to identify potential and actual risk issues and problem areas. Capital Health also promotes a patient safety culture that allows any employee to report identified risks. Once an actual or potential risk is identified, the organization uses established methods to assess the situation, which may include intense review, surveys, assessment for application of established clinical guidelines, and ongoing compliance monitoring.

Congestive Heart Failure Program

Capital Health offers a program that supports congestive heart failure patients at both hospitals by providing them with optimized care while they are admitted—including education about their unique needs and providing a post-discharge plan for when they return home. Based on medical best practices outlined by the American Heart Association's Get With the Guidelines®-Heart Failure program, this program is meant to provide patients shorter lengths of stay, fewer trips to the ER, and the educational tools they need to make healthy choices after their stay with Capital Health.

Infection Prevention

To make hospitals safer for patients, hospital staff, and visitors, Capital Health's Infection Prevention Program is hard at work to develop strategies to reduce or eliminate the risk of infection. This program utilizes a collaborative, multidisciplinary approach based on principles and evidence-based literature developed by the Centers for Disease Control and Prevention, the Occupational Safety and Health Administration, and the New Jersey Department of Health and Senior Services that support improvement programs in the reduction of infection transmission.

The Infection Prevention personnel closely monitor all of the Capital Health locations to identify risks through daily reports, admission records, and direct communication with hospital staff. They conduct investigations when trends in infections are identified in our community.

At Capital Health, the team has placed a high priority on doing everything possible to prevent infection during a patient's hospital stay. Wherever possible, patient rooms and bathrooms are private. Special equipment and techniques are used to minimize the spread of germs. Our team will carefully monitor patient antibiotics and make sure they are started and stopped on time.

The Joint Commission Advanced Certification in Disease-Specific Care Primary Stroke Center

Capital Health Medical Center – Hopewell and Capital Health Regional Medical Center have earned The Joint Commission's Advanced Certification as Primary Stroke Centers. The Joint Commission's Primary Stroke Center Certification Program was developed in collaboration with the American Heart Association/American Stroke Association (AHA/ASA). The Certificate of Distinction for Primary Stroke Centers recognizes centers that make exceptional efforts to foster better outcomes for stroke care.

Private Rooms for Safer Patients

To make hospitals safer for patients, hospital staff and visitors, all patient rooms at Capital Health Medical Center – Hopewell and most of the rooms at Capital Health Regional Medical Center are private to help prevent the spread of healthcare-associated infections (HAIs) and promote a healing environment. By integrating best practices from across the country, and by borrowing from Clemson University's "patient room of the future," project designers and architects formulated a room that is designed for patient safety, comfort and care.

For example, a typical room at Capital Health Medical Center – Hopewell has:

- The exact same configuration as every other room in the hospital in order to promote efficiency among staff and help ensure patient safety.
- The head of the bed on an angled wall with the patient facing exterior windows.
- The bed situated so that nurses can view the patient from the doorway as they walk by.
- The bathroom in each room on the same wall as the bed so patients can use the wall to steady themselves to prevent falls. In addition, bathrooms are specially designed with no lips on the floor to make them even safer for those at risk for falls.



Surgical Care Improvement Projects

Capital Health participates in the Surgical Care Improvement Project (SCIP), which is sponsored by the Centers for Medicare & Medicaid Services in collaboration with the American Hospital Association, Centers for Disease Control and Prevention, Institute for Healthcare Improvement, The Joint Commission, and a number of other national partners. The goal of the SCIP is to help reduce the number of preventable surgical complications across the country. At Capital Health, our surgeons, anesthesiologists, nurses and patients all play important roles in lowering the number of surgical problems.



Position Summary

The VP Quality provides leadership to the strategic direction, implementation and oversight of quality improvement and regulatory compliance across the health system to ensure the delivery of safe, effective, and patient-centered care. This executive is responsible for leading a comprehensive quality program encompassing all divisions across Capital Health and achieving organization goals.

Reporting Relationships

The VP Quality reports directly to the Chief Physician Executive.

Direct reports include:

- Senior Director, Quality and Patient Safety
- Director, Regulatory Affairs
- Manager, Infection Prevention
- Director, Patient Experience and Guest Relations (matrixed report)

Responsibilities

The successful Vice President of Quality, Regulatory and Patient Safety candidate will:

- Develop and implement quality strategic priorities ensuring quality initiatives align with organizational goals and regulatory requirements. This involves evaluating, developing, and maintaining institutional programs for continuous quality service improvement.
- Develop and implement systems for tracking, reporting, and analyzing clinical performance metrics across the healthcare system. Collaborate with data analytics teams to leverage clinical data in identifying performance gaps and areas for improvement. Use performance data to guide decision-making, set improvement targets, and drive accountability across clinical teams.
- Lead system-wide quality improvement programs focused on enhancing patient safety, reducing medical errors, and improving clinical outcomes. Collaborate with the quality teams to monitor and address key quality metrics, including infection rates, readmission rates, and mortality rates. Champion the use of data-driven methodologies, and process improvement frameworks, to improve clinical workflows and patient outcomes.
- Ensure timely and accurate external quality reporting - Leapfrog, CMS Stars, etc.
- Serve as contact administrator for complaints and grievances.
- Be responsible for tracking key performance indicators, analyzing data, and reporting on quality performance to relevant stakeholders.
- Serve on the health system's Board Quality Committee.
- Serve as the Policy and Procedure Executive Sponsor: Oversee the creation and implementation of policies and procedures across the organization.
- Stay up to date on regulatory requirements and ensure that the hospital is in compliance with all applicable regulations.

- Facilitate organizational survey preparedness and oversee the accreditation process, ensuring all departments and clinical services maintain compliance and receive necessary certifications.
- Assume the role of the Patient Safety Officer overseeing patient safety programs, managing risk, and responding to adverse events.
- Serve as the hospital leader for campus related occurrence reporting and safety events.
- Serve as the High Reliability Organization (HRO) Executive Delegate in partnership with system leadership.
- Foster a culture of quality patient safety, and caregiver/staff satisfaction.
- Lead efforts to establish and maintain clinical governance structures that support quality care, accountability, and risk management. Collaborate with Risk Management to identify, assess, and mitigate clinical risks, ensuring a safe environment for patients and staff. Develop and enforce policies related to clinical documentation, patient safety, and medical ethics.
- Partner with other Vice Presidents, Directors, Managers and other leaders of the health system to ensure collaboration related to all quality, safety and regulatory readiness is a collaborative effort.
- Collaborate with community partners, payers, and other external stakeholders to align clinical initiatives with broader health improvement efforts.
- Represent Capital Health at professional conferences, industry forums, and community events to promote its commitment to clinical excellence.
- Regularly communicate clinical performance results, trends, and improvement strategies to executive leadership, board members, and other key stakeholders.

Goals and Objectives

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

- Establish oneself as a collaborative, relationship-oriented member of the senior leadership team of Capital Health; one who not only brings a fresh and contemporary perspective on quality, safety, performance improvement and patient experience and how those functions support the goals of Capital Health but also serves as an executive voice on all important matters facing the institution.
- Develop credibility, respect and approachability across the organization, such that this executive is seen as an organizational expert on quality and safety, and a willing and transparent resource to physicians, nurses and other clinical leaders, and all staff across Capital Health.
- Develop a comprehensive understanding of the organizational structure of Capital Health and the intersection of quality with operational units to engage the clinical leadership in quality improvement. In collaboration with Capital Health leadership, coordinate the development, advancement and integration of the quality and safety agenda that is proactive rather than reactive.
- Assess the current quality, safety and performance improvement infrastructure, processes and resources. Develop and implement contemporary quality scorecards, metrics and dashboards for utilization across Capital Health.
- Plan and implement continuous improvement initiatives to achieve clinical and service excellence across the continuum that demonstrates an overall standard of high-quality outcomes as characterized by best practices, evidenced based guidelines and objectively measured against national benchmarks. Develop and champion a strategy to elevate Capital Health's rankings in publicly reportable standards such as Leapfrog scores and CMS star ratings.
- Promote and enhance Capital Health's regional and national standing and reputation as a sophisticated and leading healthcare delivery enterprise, offering reliable and consistent healthcare delivery, providing exceptional patient experience and ultimately exemplary outcomes.
- Develop relationships with the leaders of the clinical departments and service lines and align their activities to help ensure that the medical staff is engaged in improving the quality of the care patients receive in both the inpatient and ambulatory arenas. Engage the medical staff and implement the necessary modifications to improve Capital Health's Peer Review process.
- Ensure that workflows and processes support the quality goals, making changes where necessary.
- Develop and mentor direct reports to reach their full potential as successful leaders.

Candidate Qualifications

Education/Certifications

- Master's degree in healthcare administration, business administration, or related field required.
- Clinical licensure as applicable.
- If a physician, then appropriate board certification in clinical specialty is required.

Knowledge and Work Experience

- Ten (10) years of progressive leadership experience in clinical performance, quality improvement, or clinical operations within a healthcare system.
- Comprehensive knowledge of healthcare regulations, clinical governance, and accreditation processes.
- Strong leadership and team-building skills, with demonstrated ability to lead, collaborate, and build consensus across diverse professional teams, fostering a culture of accountability and high performance.
- Expertise in quality improvement methodologies and data analytics for clinical performance tracking.
- Excellent communication and presentation skills, with the ability to effectively convey complex information to diverse audiences.
- Strategic thinker with strong decision-making abilities and a focus on continuous improvement.
- Financial acumen, with experience managing budgets and aligning clinical performance with financial objectives.

Leadership Skills and Competencies

- **Communicates Effectively.** Is an active listener who seeks ideas and input from others; encourages open, timely, and transparent communication, and the dynamic exchange of ideas; is adept at representing the organization with any audience.
- **Focuses on Quality, Safety, and Patient Satisfaction.** Demonstrates a commitment to high-quality clinical care and the tireless and consistent pursuit of clinical excellence.
- **Inspires and Motivates.** Serves as an aspirational guidepost of the organization; finds a way to connect and provide personal leadership to a distributed, diverse, and committed organization; has demonstrated abilities to mobilize an organization around focused goals and objectives, while improving team member experience and engagement.
- **Advances Innovation and Transformation.** Creates and fosters an environment that encourages innovation, transformation, and calculated risk-taking; demonstrates unwavering commitment to improvement.
- **Leverages Strong Financial Acumen.** Understands and appreciates financial planning and management; is capable of thinking strategically about financial implications and alternatives as they relate to business planning and strategies.
- **Drives Results.** Consistently achieves desired results, even under challenging circumstances; leads and drives high performance (financial operations, quality/safety, satisfaction, etc.), change, and innovation through people, and accountability structures.

The Community

Trenton, Mercer County, and Neighboring Bucks County, New Jersey

Located along the Delaware River, Trenton serves as New Jersey's capital and a historic connector between the New York and Philadelphia metropolitan regions. It anchors Mercer County, a diverse community of more than 392,000 residents as of 2024, known for its extensive parks, preserved open space, major employers, and higher-education institutions including Princeton University, The College of New Jersey, and Rider University. Across the river, Bucks County, Pennsylvania, one of the Commonwealth's oldest and most populous counties with over 650,000



residents, adds a complementary mix of preserved farmland, historic towns, suburban centers, and vibrant cultural destinations such as New Hope and Doylestown.

Trenton remains the civic and cultural heart of this cross-county region, home to major state institutions, historic landmarks, museums, theaters, and a growing network of nonprofits and small businesses. Its diverse neighborhoods, public art, and celebrated mural program contribute to a strong cultural identity that pairs naturally with Mercer County's broad recreational amenities and Bucks County's extensive park systems, heritage sites, and arts communities. Together, the three communities form a cohesive river-corridor region offering year-round outdoor recreation, rich history, and an increasingly interconnected cultural landscape.

Strategically positioned between major East Coast cities, the Trenton–Mercer–Bucks region benefits from robust transportation networks, including the Northeast Corridor rail line, I-95, and I-295, supporting mobility, business growth, and workforce connectivity. With strong schools, top-tier universities, and ongoing public-private investment in revitalization and economic development, the area continues to strengthen its identity as a dynamic, accessible, and culturally rich Mid-Atlantic hub.

For more information on Trenton please visit:

- **Trenton:**
[Trenton, NJ | Official Website](#)
[Trenton | VisitNJ.org](#)
- **Mercer County:** [\[mercercounty.org\]](#)
- **Bucks County:** [\[buckscountyida.com\]](#)

Procedure for Candidacy

Please direct all nominations and applications to Keshia Harris, Dan Dimenstein, and Brittany Amaral through the WittKieffer Candidate Portal or via email to bamaral@wittkieffer.com. Candidates can find this portal via the WittKieffer website at www.wittkieffer.com and selecting the "Become a Candidate" button.

<p>Keshia Harris</p> <p>Principal, Search</p> <p>(678) 302-1555</p>	<p>Dan Dimenstein</p> <p>Principal, Search</p> <p>(240) 644-6032</p>	<p>Brittany Amaral</p> <p>Associate, Search</p> <p>(781) 564-2618</p>
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The base salary range for this position is \$310,000-370,000. In addition, this executive will be eligible for an annual incentive bonus, retirement plan, and additional benefits. The salary of the finalist selected for this role will be determined based on various factors including but not limited to level of experience, education, accomplishments, internal equity and budget.

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 Capital Health 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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