



Senior Vice President and Chief Quality Officer

Leadership Profile

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The Opportunity

NKC Health, an independent regional health system in North Kansas City, Missouri, seeks a bold, data-driven enterprise leader to serve as its next Senior Vice President and Chief Quality Officer (SVP/CQO). This is a high-impact opportunity to shape quality, safety, clinical outcomes, regulatory performance, analytics, and transformation across the full continuum of care.

With more than 4,700 team members, over 600 physicians, 35 care locations, approximately 451 beds, and 2024 revenues of \$2.9 billion, NK Health offers the scale, strength, and independence for a transformational leader to make a lasting mark. The next SVP/CQO will build on strong clinical, safety, service line, workplace, and community performance by creating a more integrated, accountable, and data-informed quality function.

Reporting to the President and Chief Executive Officer, with dotted-line accountability to the Senior Vice President and Chief Operating Officer, the SVP/CQO will partner closely with the CMO, CNO, physician leaders, operations, and other senior executives to elevate performance enterprise wide. This leader will set clear priorities, strengthen governance and dashboards, and translate strategy into disciplined execution.

Organization Overview

NKC Health is an independent, tax-exempt, Joint Commission-accredited regional health system based in North Kansas City, Missouri. Formerly North Kansas City Hospital and Meritas Health, NK Health brings hospital, physician, and specialty care together under one system identity while preserving its strong civic connection to the Northland.

For nearly 70 years, NK Health has served patients and families with high-quality, compassionate care close to home. Today, more than 4,700 team members, including over 600 physicians, deliver care across 35 locations, supported by a 451-licensed-bed hospital and a growing ambulatory network.

The organization offers a broad continuum of care, with Centers of Excellence in cardiac care, cancer, orthopedics, emergency care, and women's health, along with advanced inpatient, outpatient, and specialty services designed for a growing region.

NKC Health pairs clinical strength with a deep commitment to community health, sponsoring 50 charitable and community organizations last year and reaching more than 17,000 people through Community Health & Wellness programs.

NKC Health is led by Stephen Reintjes Sr., MD, President and CEO, a respected neurosurgeon and physician executive with more than 30 years of connection to the organization and the Kansas City healthcare community. Since becoming CEO in 2020, he has guided strategy, growth, clinical performance, and community commitment.

Hospital operations are led by Kerri Jenkins, Senior Vice President and Chief Operating Officer, an experienced healthcare executive with more than 30 years of leadership across nursing, operations, population health, care management, system leadership, infrastructure, and financial performance.

Mission, Vision, and Values

NKC Health's mission and values reinforce a culture grounded in excellence, teamwork, respect, kindness, and service to the Northland community.

Mission

Empowering hope and healing in every life we touch.

Values

Pursue excellence, Work together, Respect everyone, Make a difference, Be kind, and Spark positivity.

History

NKC Health began as a grassroots community hospital initiative in the 1950s and opened in 1958 as an 80-bed facility. Since then, it has grown with the Northland into a regional medical center built on access, quality, and community trust.

Today, NK Health's 69-acre campus includes the main hospital, patient care and outpatient facilities, physician office buildings, the NorthCare Hospice House, and additional space to support future behavioral health services. Strategic off-campus investments further extend care into the growing Northland community.

Major expansions over time, including the Pavilion project and Emergency Department growth, have increased capacity and strengthened the organization's ability to serve a region that continues to grow.

NKC Health's quality recognitions reinforce its commitment to safe, reliable, compassionate care. The organization includes a Magnet® designated hospital, Joint Commission-accredited programs, and locally and nationally recognized clinical, service, and workplace achievements.

Affiliations and Partnerships

NKC Health's affiliations and partnerships extend its reach across the Northland and strengthen the full continuum of care, from prevention and primary care to specialty services, advanced hospital care, hospice, community health, and workforce development.

As a founding member of the Northland Health Alliance, NK Health works with community partners to identify priority health needs and align resources where they can make the greatest impact for residents of Clay and Platte counties.

The NK Health Medical Group anchors this reach with more than 185 physicians across more than 30 clinics, making it the largest physician network in the Northland and a key platform for continued growth.

Strategic relationships with the Mayo Clinic Care Network, Centrus Health of Kansas City, Children's Mercy Hospital, Samuel U. Rodgers Health Center, NorthCare Hospice & Palliative Care, Midwest Transplant Network, and academic partners expand access, coordination, specialty expertise, end-of-life care, organ and tissue donation, and future workforce development.

As a member of the Mayo Clinic Care Network, NK Health providers have access to Mayo Clinic expertise, research, diagnostic resources, eConsults, eBoards, and professional education while NK Health remains an independent, community-based health system.

Together, these relationships reflect NK Health's commitment to delivering high-quality care close to home while partnering broadly to improve the health and well-being of the Northland.

More information on the organization can be found at <https://www.nkchealth.org>.

Position Summary

The Senior Vice President and Chief Quality Officer (SVP/CQO) will lead NKC Health's enterprise quality, safety, outcomes, regulatory, and performance transformation agenda across the hospital, ambulatory network, and physician enterprise.

This is a build opportunity for a highly capable executive who can modernize quality from a largely retrospective and compliance-oriented function into a more predictive, operational, and data-informed system for clinical excellence. The SVP/CQO will create clearer priorities, stronger governance, more actionable analytics, and shared accountability for measurable improvement.

Working closely with the CEO, COO, CMO, CNO, physician leaders, operations, finance, information technology, and the medical staff, this leader will connect quality, safety, clinical variation, value-based performance, service line accountability, and financial sustainability in ways that strengthen care and position NKC Health for continued growth.

The ideal candidate will be visible, collaborative, and credible with physicians, executives, clinicians, and frontline teams. They will bring significant healthcare quality or performance transformation experience, strong business and clinical judgment, comfort with data and contemporary improvement methods, and the ability to translate strategy into disciplined execution. A clinical background is strongly preferred but not required; the highest priority is a leader who can build trust, influence across the enterprise, and deliver measurable results.

Reporting Relationships

Reporting to the President and Chief Executive Officer, with dotted-line accountability to the Senior Vice President and Chief Operating Officer, the SVP/CQO will serve as a key enterprise leader and strategic partner to the Chief Medical Officer, Chief Nursing Officer, physician enterprise leadership, operations, finance, information technology, medical staff leaders, and the executive leadership team.

Direct and matrix reports include:

- Medical Director – Case Management
- Vice President, Quality and Care Optimization
- Director, Quality and Care Optimization
- Director, Infection Prevention
- Director, Performance Improvement

Responsibilities

The successful SVP/CQO candidate will:

Enterprise Quality Strategy and Transformation

- Develop and execute an enterprise quality strategy that supports NKC Health's goal of being a high-performing independent regional health system.
- Redesign the quality function into an integrated system for clinical excellence, patient safety, outcomes improvement, physician accountability, and operational performance.
- Establish clear priorities, measurable goals, executive dashboards, governance structures, and accountability models to support sustained performance improvement.

- Lead change in a deliberate and transparent manner that reinforces learning, improvement, caregiver support, and organizational trust.

Clinical Outcomes, Safety, and Performance Improvement

- Advance measurable improvement in mortality, serious safety events, complications, readmissions, length of stay, patient experience, maternity outcomes, cardiovascular outcomes, ambulatory access, and other priority measures.
- Strengthen patient safety systems, including infection prevention, falls prevention, medication safety, surgical reliability, maternal safety, handoff quality, and event review.
- Ensure regulatory quality performance, accreditation readiness, quality reporting integrity, and effective response to external requirements.
- Focus the organization on a disciplined set of high-impact measures that are meaningful, actionable, and aligned with enterprise priorities.

Physician Quality, Clinical Variation, and Service Line Accountability

- Partner with physician leaders to establish credible and transparent systems for evaluating outcomes, practice variation, evidence adoption, and service line performance.
- Support physician-led quality councils and dyad leadership models that connect clinical standards with operational execution.
- Identify unnecessary variation, excess testing, complication outliers, care gaps, and non-adherence to evidence-based standards.
- Promote physician ownership of quality as a shared commitment to clinical excellence, patient safety, and organizational performance.

Data, Analytics, AI-Enabled Quality, and Performance Intelligence

- Build quality analytics capabilities that support real-time visibility, predictive insight, and operational action across care settings.
- Partner with information technology, finance, clinical leaders, and operations to integrate data from the medical record, claims, financial systems, staffing, patient experience, and other relevant sources.
- Advance responsible use of AI-enabled clinical intelligence, including predictive deterioration, sepsis risk, maternal risk, readmissions forecasting, variation detection, adverse event patterns, and staffing strain.
- Ensure AI and analytics tools are governed, clinically validated, and connected to clear escalation and improvement workflows.

Value-Based Performance, Financial Alignment, and Market Competitiveness

- Align quality performance with value-based care, payer expectations, employer transparency, network competitiveness, and financial sustainability.
- Partner with finance, managed care, population health, and physician enterprise leaders to connect outcomes improvement with cost, reimbursement, access, and growth priorities.
- Support transparent service line scorecards, data availability, and progressive accountability models that mature over time.

Executive Leadership, Communication, and Culture

- Serve as a senior executive advisor to the CEO, COO, executive leadership team, board committees, medical staff, and operational leaders on quality, safety, outcomes, and clinical performance.
- Build and lead a high-performing quality organization with the expertise, credibility, and accountability needed to influence across the enterprise.
- Model a culture of transparency, non-punitive learning, physician ownership, operational accountability, and continuous improvement.
- Communicate complex quality and performance issues clearly to executive, board, physician, leader, and caregiver audiences.

Goals and Objectives

In the first 12 to 18 months, the SVP/CQO will be expected to:

- Build trust and credibility with the CEO, COO, senior leadership team, medical staff, nursing, quality leaders, frontline teams, the Board, and the Board Quality Committee.
- Establish a clear enterprise quality agenda with focused priorities, measurable goals, transparent governance, and shared accountability across hospital, ambulatory, and physician enterprise settings.
- Assess and modernize the quality, safety, regulatory, analytics, and performance improvement infrastructure so it is proactive, integrated, and actionable.
- Strengthen regulatory readiness, accreditation performance, quality reporting integrity, and disciplined response to external requirements.
- Advance measurable improvement in clinical outcomes, safety, patient experience, service line performance, and value-based measures using meaningful benchmarks and dashboards.
- Develop and mentor the quality leadership team, strengthening its credibility, influence, and ability to drive sustained improvement across the organization.

Candidate Qualifications

Education/Certification

- Advanced degree in healthcare administration, business administration, medicine, nursing, public health, or a related field required or strongly preferred based on overall experience.
- Clinical background as a physician, nurse, pharmacist, or other licensed clinician strongly preferred but not required.

Knowledge and Work Experience

- Ten or more years of progressive healthcare leadership experience, including significant enterprise-level responsibility for quality, safety, clinical outcomes, operations, or transformation.
- Demonstrated success leading large-scale transformation in a complex healthcare environment. Strong understanding of inpatient, outpatient, and physician practice quality performance.
- Experience building accountable teams, governance structures, dashboards, and performance improvement systems.
- Ability to work effectively with physicians, executives, board members, operational leaders, clinical teams, and external partners.
- Experience with value-based care, quality analytics, clinical intelligence, AI-enabled improvement, or enterprise data strategy strongly preferred.

Leadership Skills and Competencies

- Transformational leader who can modernize systems while preserving trust and culture.
- Strategic and operationally disciplined, with the ability to translate vision into measurable execution.
- Credible with physicians, clinicians, executives, and frontline leaders.
- Data-oriented and comfortable using analytics to drive decisions and improvement.
- Clear, concise communicator who can engage diverse audiences around complex performance issues.
- Committed to patient-centered care, clinical excellence, safety, transparency, data availability, and continuous improvement.

The Community

The Northland, Missouri

Located in the heart of the metro, North Kansas City is located just north of downtown and is a short 20-minute drive from anywhere in metropolitan Kansas City.

Just north of downtown Kansas City lies the "Northland," which consists of communities north of the Missouri River. This includes North Kansas City, Parkville, Liberty, Gladstone, Claycomo, Riverside, Weatherby Lake, Lake Waukomis, and Smithville. It extends as far north as Platte City, Weston, Kearney, and Excelsior Springs.



The Northland encompasses both Platte and Clay Counties, with a large part within the city limits of Kansas City, Missouri. The population in the Northland has doubled since the early 1990's and currently represents over 320,000 residences in Clay and Platte counties. This upward trajectory has extended to housing, retail developments, and businesses and is based upon the ability to reach both national and international markets in a cost-effective manner through travel, shipping, receiving, and commuting.

Through a strong sense of urban renewal, North Kansas City has transformed its former industrial district to invite more progressive, interactive, and innovative businesses, and is home to over 900 businesses spanning professional, manufacturing, healthcare, education, retail and more. This strong and stable economic base keeps taxes low and municipal services high in quantity and quality.

The Northland has built a reputation for being business friendly and for catering to future generations. Major businesses include: Helzberg Diamond's corporate headquarters, a Ford Motor Plant, Dairy Farmers of America, and more.

The Northland is proud to have some of the finest schools in the Kansas City Metro Area and includes the Park Hill, North Kansas City, West Platte, Platte R-II, and Liberty public school districts. The Northland Catholic Schools (including St. Pius X High School), Northland Lutheran Schools and Oak Hill Day School are also found North of the River. Higher education includes William Jewell College, Park University, Grantham University, and Maple Woods Community College.

There are many amenities that make the Northland so vibrant. The extensive parks and trails make the Northland shine with places like E.H. Young Park in Riverside, English Landing in Parkville, and the award-winning Line Creek Trail. There is also access to a variety of outdoor recreational activities including the Gorman Pool, fishing and camping on Smithville Lake, golfing on beautiful public courses, and water attractions for families of all ages at Northland Community Centers. Of note is Worlds of Fun and Oceans of Fun, a 235-acre amusement and waterpark featuring more than 100 family rides, thrill rides, waterslides, shows and attractions, including seven world-class roller coasters.

Additionally, The National Golf Club of Kansas City is located a short distance away in Parkville. Designed by champion golfer Tom Watson, a Kansas City native, this exclusive club has twice hosted the Senior PGA's Bayer Advantage Golf tournament.

There are three riverboat casinos between Clay and Platte counties: Ameristar, the Argosy, and Harrah's. Directly across the bridge, Isle of Capri provides an additional gaming option.

As an integral part of Excelsior Springs' hotel history, The Elms Hotel & Spa is renowned for beautifully appointed accommodations, lavish amenities, and standard-setting service. Throughout its storied history, it has been frequented by celebrities, politicians, and notorious people alike.

The Kansas City Airport, twenty minutes away from the Northland, currently has two terminals and is well recognized for its efficiency. It is typically free of traffic and completed its expansion in 2023.

Greater Kansas City Area

The Kansas City metropolitan area is a bi-state metropolitan area anchored by Kansas City, Missouri. Its 14 counties straddle the border between the U.S. states of Missouri and Kansas. With a population of more than 2.1 million people, it is the second-largest metropolitan area centered in Missouri and is the largest metropolitan area in Kansas, though Wichita is the largest metropolitan area centered in Kansas. Known as the "City of Fountains," there are more than 200 fountains gracing Kansas City's landscape.

There are over 135 miles of boulevards and parkways that wind their way through and provide green connections for Kansas City's "city within a park." The George Kessler-designed system balances the need to move traffic while maintaining Kansas City's reputation as the "Paris of the Plains." The crown jewel of the KC Parks system is Swope Park, which, at 1,805 acres, is one of the largest municipal parks in the United States.

Cultural attractions include:

- Union Station, which opened in 1914, is Missouri's second-busiest train station and boasts theaters, ongoing museum exhibits, and attractions such as the Science City at Union Station, the Irish Museum and Cultural Center, and the Todd Bolender Center for Dance and Creativity.
- The National World War I Museum, which was opened to the public initially in 1926, is now a 32,000-square-foot facility dedicated to "remembering, interpreting and understanding the Great War and its enduring impact on our global community." The grounds were also designed by George Kessler and serve as an extension of his architectural vision for the city.
- The Nelson-Atkins Museum of Art is known for its encyclopedic collection of art from nearly every continent and culture, and especially for its extensive collection of Asian art. Its new Block Building has been named by Time Magazine as one of the "10 Best (New and Upcoming) Architectural Marvels" in 2007.
- The Negro Leagues Baseball Museum (NLBM) is the world's only museum dedicated to preserving and celebrating the rich history of African American baseball and its impact on the social advancement of America. The privately funded, 501c3, not-for-profit organization was established in 1990 and is in the heart of the City's Historic 18th & Vine Jazz District. The historic 18th and Vine Jazz District, which was resurrected in the late 1990s, is also home to the American Jazz Museum and the Gem Theater.
- The Country Club Plaza is the City's premier retail, dining and entertainment destination, offering 100 shops and dozens of fine restaurants nestled within old-world architecture.
- The Kansas City metropolitan area has more than 100 barbecue restaurants, a number of which are nationally recognized, including a local favorite, Joe's Kansas City Bar-B-Que. The area is home to several large barbecue cooking contests, most notably the Great Lenexa BBQ Battle and the American Royal World Series of Barbecue - the largest barbecue competition in the world.

- The city is well known for its music; its rhythm and blues, its swing and big bands, and most of all, its jazz. There are many great clubs and joints to hear great jazz music in Kansas City. This includes The Phoenix in downtown's old "Garment District," The Blue Room, The Majestic Restaurant, and the Green Lady Lounge.
- Amidst the skyscrapers and fantastic art deco buildings can be found a vibrant, new energy in the heart of the city which has been ranked as one of "America's Ten Best Downtowns" by Forbes. Most notable is the eight-block Power & Light District, an entertainment hub with more than 50 bars, restaurants and shops, including KC Live! - the district's covered outdoor courtyard which hosts over 130 free events annually.
- Across the street is the T-Mobile Center, one of the country's busiest arenas, and connected via the Grand Lobby is the two-floor and 41,500-square-foot College Basketball Experience, a world-class entertainment facility that houses the National Collegiate Basketball Hall of Fame.
- Near the Power & Light District is the Kauffman Center for the Performing Arts, home to the Kansas City Symphony, the Lyric Opera of Kansas City, and the Kansas City Ballet.
- The Kansas City Zoo is a great attraction for those young and old alike. Spread over 200 acres with habitats for over 1,300 animals, it attracts visitors from around the world due to its world-class exhibits and exceptional programs.
- The Starlight Theatre is a 7,958-seat outdoor theatre in Kansas City, Missouri, that presents Broadway shows and concerts. It is one of the two major remaining self-producing outdoor theatres in the U.S. and Starlight's Cohen stagehouse also permits it to present many national Broadway touring shows.
- Kansas City is a top-tier sports town and between Royals baseball and Chiefs football to Sporting KC soccer and NASCAR at the Kansas Speedway, there is always a game to catch.



For more information on the community, please visit:

<http://www.nkc.org/>

<https://www.northlandchamber.com/>

<https://www.visitkc.com/northland>

Procedure for Candidacy

Please direct all inquiries, nominations, and resumes to Jason Petros and Trey Wilson through the office of Stacy Lind via email at: slind@wittkieffer.com

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NKC Health 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.

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