



Vice President, Chief Quality and Safety Officer

Leadership Profile

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The WittKieffer logo is displayed in a white, italicized, sans-serif font against a dark teal background. The logo is positioned in the bottom left corner of a large dark teal rectangular area that occupies the lower half of the page. A decorative graphic of thin, light blue lines forms a series of overlapping, curved shapes that flow from the left side of the page into the teal area, creating a sense of movement and depth.

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The Opportunity

The Vice President, Chief Quality and Safety Officer (CQSO) role with Southern Illinois Healthcare (SIH) represents an opportunity for an experienced, system-oriented healthcare executive to lead the organization's quality, safety, and performance improvement strategy across the enterprise. Reporting directly to the Senior Vice President, Chief Medical Officer, this individual will serve as a catalyst to advance enterprise quality and inspire a culture of continuous improvement and clinical excellence across SIH. In close partnership with clinical and operational leadership, the CQSO will drive the standardization of care, elevate quality and patient and staff safety, and enhance service excellence across the system. This is a unique opportunity to make a meaningful impact within a highly respected regional health system by strengthening performance, advancing outcomes, and supporting the delivery of high-quality care to the communities SIH serves.

SIH is an independent, not-for-profit health system with more than 4,000 employees and approximately \$800 million in net patient revenue. SIH operates four inpatient hospitals, along with a broad network of urgent care centers, specialty services, and a medical group of approximately 300 providers. The organization has a long-standing track record of financial stability and reinvestment in the system, including technology, service line growth, and strategic partnerships. As the healthcare landscape continues to evolve, SIH is focused on strengthening clinical performance, enhancing system integration, and positioning the organization for long-term sustainability.

The CQSO will play a central role in advancing these priorities through direct oversight of quality improvement, patient safety, regulatory compliance, and clinical performance across the system. Working closely with physician leadership, hospital executives, and operational teams, this individual will establish clear accountability for outcomes, ensuring performance meets or exceeds industry benchmarks. The CQSO will lead enterprise-wide initiatives to reduce variation in care, strengthen clinical processes, and deliver measurable improvements, leveraging data and analytics to guide decisions and sustain results.

This leader will also be instrumental in strengthening alignment across the clinical enterprise, building trust and collaboration with the medical staff, and fostering a culture in which quality and safety are embedded in daily operations. The CQSO will partner closely with operational and clinical leaders to enhance the patient experience and ensure compliance with all regulatory and accreditation standards. In addition, the role will focus on developing and mentoring a high-performing quality and safety team, emphasizing accountability, transparency, and continuous learning.

The ideal candidate will be a visible, collaborative, and highly credible leader with a strong track record in quality, patient safety, and clinical performance within a complex health system environment. They will bring a disciplined, data-driven approach to improvement, along with the ability to influence across diverse stakeholder groups and lead through change. This is an exceptional opportunity for a mission-driven executive to play a critical role in shaping the future of SIH, advancing clinical excellence, and improving the health and safety of the communities it serves.

Organization Overview

About Southern Illinois Healthcare

SIH is a not-for-profit health care system dedicated to promoting the health and well-being of all people in the communities it serves. The mission is guided by our values: compassion, collaboration, quality, stewardship, integrity, accountability, and respect.

SIH employs more than 4,000 individuals across four hospitals and a medical group of over 30 outpatient and specialty practices, supported by a clinical network of more than 670 employed and affiliated physicians and advanced practice providers representing over 60 specialties and subspecialties, including approximately 300 employed providers. SIH hospitals are located in Carbondale, Herrin, Harrisburg, and Murphysboro, Illinois. SIH also provides services in rural clinics and is a member of the BJC Collaborative, which includes some of America's best hospitals, improving our communities through our charitable community benefits programs.

Southern Illinois Healthcare is an A-rated organization by S&P and an A+ by Fitch, with a strong balance sheet and net revenues exceeding \$800 million. SIH has a large multi-specialty physician group with practice locations throughout SIH's primary service area.

Serving a broad geography accounting for more than 365,000 community members, SIH is driven to meet the health needs of the communities it serves.

Memorial Hospital of Carbondale



Memorial Hospital of Carbondale (MHC) is the flagship hospital for SIH and the regional referral center for the 17-county southern Illinois region. MHC serves as the regional leader in healthcare, offering advanced clinical services to the communities it serves. Physicians in nearly 45 different specialties practice here, bringing expertise and new procedures, but successfully tailoring them to the particular needs of a rural setting. MHC is licensed for 162 beds, oftentimes running close to capacity. With an active medical staff of over 300 providers staffed by a mix of independent and employed physicians, MHC is the market leader across the region. MHC is a Level II trauma center with a family medicine residency program and sports medicine fellows affiliated with the

SIU School of Medicine. SIH is typically able to offer employment to most residents after they complete their residency. The Southern Illinois University School of Medicine and SIH operate a 45,000-square-foot family medical clinic and teaching facility on the MHC campus. The clinic is home to family practice residents and the Physician Assistant program. MHC is also home to the region's only Level II Plus Special Care Nursery, providing advanced care for infants with intensive medical needs and supporting approximately 2,000 births each year.

Herrin Hospital

Herrin Hospital is known for its high-quality care and commitment to clinical excellence. As the longest-serving SIH hospital, Herrin is well known for its rehabilitation, orthopedic, and emergency services, including nationally recognized care for heart attack patients. Herrin Hospital is a 114-bed acute care facility with an average daily census of approximately 80 and is home to the region's first accredited Chest Pain Center and a Primary Stroke Center. Recent renovation and expansion projects improved efficiency, accessibility, and



patient comfort, including a three-floor addition that relocated outpatient services to the main level and upgraded patient rooms with private accommodations and flat-screen televisions. The expanded Emergency Department, advanced robotic-assisted surgery using the da Vinci Xi® system, and the region's only inpatient rehabilitation facility further reinforce Herrin Hospital's commitment to high-quality, patient-centered care.

Harrisburg Medical Center

Harrisburg Medical Center is the newest hospital to join the SIH system. Located in Harrisburg, Illinois, the hospital is an 85-licensed-bed acute care facility offering cardiology, medicine, neurology, psychiatry, pulmonology, surgery, and urology services, with surgical care spanning general, ENT, GI, gynecologic, ophthalmologic, and podiatry procedures. The hospital supports more than 12,000 emergency department encounters annually through a modernized ED, 24-hour hospitalist program, and designation as an SIH STAT Heart-activated and Acute Stroke Ready Hospital. Harrisburg Medical Center also provides comprehensive outpatient services, including rehabilitation and ambulatory infusion, and delivers mission-critical behavioral health care through an outpatient program and 31 inpatient adult and geriatric psychiatric beds at the SIH Mulberry Center.



St. Joseph Memorial Hospital

St. Joseph Memorial Hospital has been a fixture in the Murphysboro community for more than 50 years. The 25-bed critical access hospital serves the community as an inpatient facility for primary care and is the only SIH hospital with a Catholic affiliation, following its purchase from the Sisters of the ASC Health System. Staff take pride in the hospital's spiritual roots, reflected in a compassionate, patient-centered approach to care. An integral part of the SIH system, St. Joseph has evolved into a regional provider of specialized outpatient services, including an American Academy of Sleep Medicine accredited Sleep Disorders Center, outpatient infusion therapy, wound care with hyperbaric therapy, and geriatric counseling. The hospital also offers the Upswing Recovery Program, leads the area in outpatient endoscopic procedures, and supports a busy Emergency Department that participates in the SIH STAT Heart Network and operates as an Acute Stroke Ready Hospital.

Southern Illinois Centers of Excellence

Prairie Heart Institute



The core hospital for SIH's comprehensive, regional heart program, the Prairie Heart Institute in Carbondale, brings world-class cardiology services to Southern Illinois. Based in Springfield, Illinois, Prairie is one of the largest and most highly regarded cardiology groups in the Midwest. This Carbondale site is managed through a Joint Operating Agreement (JOA) with Prairie and is adjacent to Memorial Hospital, situated on the same campus. The group is comprised of 9 cardiologists and 8 APPs, all of which have a full-time clinic at the Carbondale site, but many of which also have outreach clinics

across Southern Illinois. Last year, the Prairie Heart Institute in Carbondale performed 150 open-heart procedures and 3300 cardiac cath procedures. With the recent addition of TAVR capabilities, the only service not provided by Prairie is transplant procedures. Prairie Heart Institute services include Cardiac Management Center, Cardiothoracic Surgical Services, Cardiovascular Diagnostic Center, Cardiovascular Pulmonary Rehabilitation, Heart Rhythm Services, Hybrid OR Services including TAVR and TEVAR, vascular services, and the STAT Heart Chest Pain Network, which connects with 10 area hospitals and EMS agencies for diagnostic and treatment protocols.

SIH Cancer Institute

The SIH Cancer Institute addresses a significant unmet need in southern Illinois as the region's first dedicated cancer treatment center. Physically located in Carterville, Illinois, the Cancer Institute operates as a service of Memorial Hospital of Carbondale and is housed in a 43,000-square-foot medical facility. Since opening, the Institute has experienced strong and sustained growth, prompting the recent completion of an additional 17,000 square feet to meet increasing demand. Medical oncology, pharmacy, and infusion services have expanded significantly, with the laboratory now serving approximately 90-110 patients daily. The infusion suite has grown from nine chairs at opening to 27 chairs and frequently operates at capacity. Early volumes exceeded projections, with notable growth in both medical oncology and hematology services. All cancer services, except breast diagnostics, are centralized in one location, allowing patients to receive comprehensive care close to home in a healing environment.

The SIH Cancer Institute is staffed by five medical oncologists and multiple employed advanced practice providers and is accredited by the Commission on Cancer for comprehensive cancer treatment.

SIH Brain & Spine Institute

The SIH Brain & Spine Institute serves as a regional referral center for the treatment of brain, spine, back, and neck conditions throughout Southern Illinois. Institute clinicians perform complex procedures using advanced diagnostic imaging and surgical technologies more commonly found in urban or academic medical centers. Memorial Hospital of Carbondale offers comprehensive neurodiagnostic testing for conditions such as stroke, brain injury, epilepsy, tumors, and spinal disorders, including the region's first 3T MRI, EEG testing, MR and CT angiography, and venography. Neurosurgeons utilize StealthStation™ surgical navigation and the O-arm™ O2 imaging system to deliver precise, minimally invasive cranial and spinal procedures, supported by dedicated nurse navigators to guide patients through care.

The Neuroscience Program includes neurosurgery, neurology, interventional pain management, and rehabilitation, along with Certified Primary Stroke Centers at SIH Memorial Hospital of Carbondale and SIH Herrin Hospital and Acute Stroke Ready Hospitals in Murphysboro and Harrisburg. Through collaboration with eight

regional hospitals and EMS partners, the SIH Brain & Spine Institute Stroke Network provides 24/7 neurology coverage via telemedicine, ensuring rapid access to life-saving stroke care. Additional services include advanced interventional pain treatments, comprehensive inpatient and outpatient rehabilitation, and coordinated care delivered by a multidisciplinary team of physicians, advanced practitioners, and rehabilitation professionals.

To learn more about SIH Brain & Spine Institute and patient stories - <https://www.sih.net/linda>.

Southern Illinois Healthcare Partnerships

SIU School of Medicine

Southern Illinois University School of Medicine Carbondale Family Medicine Residency Program has a primary affiliation with MHC. Eighteen residents rotate through a three-year program at MHC. MHC also has one fellow. SIU has seven full-time and one part-time faculty physician and two full-time physician assistants. The program has community-wide physician support, which allows for an educational benefit not enjoyed by many residency programs. SIU School of Medicine recently opened the Lincoln Scholars program. This program will have eight medical students complete aspects of their training locally. The hope is to grow the class size to 16 students over the next few years.

The BJC Collaborative

BJC HealthCare (St. Louis and Kansas City, Missouri), Memorial Health System (Springfield, Illinois), Phelps Health (Rolla, Missouri), Sarah Bush Lincoln Health Center (Coles County, Illinois), and CoxHealth (Springfield, Missouri) founded the Collaborative in October 2012 to improve the quality and efficiency of patient care in the region. Blessing Health System in Quincy, Illinois, joined the Collaborative in May 2013. SIH was the sixth Collaborative partner to join the group since its inception. Though they remain independent, the health systems in the BJC Collaborative have combined annual revenues of approximately \$10.2 billion, allowing them to jointly pursue initiatives that benefit from the aggregated size and scale of this affiliation. BJC Collaborative members will work together to improve access to and quality of medical care for patients, create additional efficiencies that will benefit our communities, achieve savings, and lower health care costs.

The BJC Collaborative is currently pursuing joint work efforts in the following areas:

- **Population Health Management** - population health information and assessment, physician recruitment and engagement strategies, including Accountable Care Organizations and medical home development.
- **Clinical and Service Quality** - performance improvement, staff development and training, including eLearning, management and leadership development, clinical skills training, clinical decision support, safety event reporting, and emergency preparedness.
- **Capital Asset Management** - supply chain relationships, facilities design, clinical engineering, technology evaluation, energy conservation, and facilities management.
- **Financial Services** - capital resource evaluation analysis, treasury options, revenue cycle, business intelligence, and actuarial expertise.
- **Information Systems and Technology** - meaningful use of health IT, data center management, data warehousing, software applications, hardware configurations, and emerging technologies, data security, and patient confidentiality.

The long-term vision of the BJC Collaborative is to:

- Enhance the delivery of clinical programs and services for their patients and communities

- Improve the quality and experience of care provided to patients
- Provide meaningful population health benefits
- Reduce the total cost of health care services

Mission, Values, and Vision

Mission

SIH is dedicated to improving the health and well-being of all the people in the communities they serve.

Values

- Respect
- Integrity
- Compassion
- Collaboration
- Stewardship
- Accountability
- Quality
- Safety

Vision

Creating a healthy Southern Illinois made stronger by acts of caring that transform lives.

For more information, please visit: [Why SIH? | Southern Illinois Healthcare](#)

Position Summary

Reporting Relationships

The Vice President, Chief Quality and Safety Officer (CQSO) at Southern Illinois Healthcare (SIH) reports directly to the Senior Vice President, Chief Medical Officer. This executive is responsible for leading the strategic and operational direction of the organization's quality, safety, and patient experience functions. The CQSO will oversee system-wide performance improvement initiatives, regulatory compliance, and the advancement of a high-reliability culture. Working in close partnership with senior leadership, including the SVP, Hospital Operations; SVP, Medical Group and Ambulatory Operations; CMO; CNO; CIO; and Risk Management, the CQSO will ensure the delivery of safe, high-quality, and patient-centered care. This role is instrumental in shaping the organization's approach to continuous improvement, transparency, and excellence in clinical outcomes and service.

The CQSO will be responsible for the System Director of Quality, Infection Prevention, Regulatory, Accreditation, Medical Staff Services, and Medical Group Quality.

Responsibilities

The successful Vice President, Chief Quality and Safety Officer candidate will:

- Oversee and direct all activities related to developing, implementing, and enhancing quality and safety initiatives across the healthcare system, including SIH hospitals and SIH MG ambulatory sites.
- Provide expert guidance on designing safe and effective systems, process improvement, and maintaining compliance with all regulatory and accreditation requirements.
- Establish both long-term and short-term objectives for quality and safety improvement, with emphasis on sustainable outcomes.
- Lead strategic efforts to improve Vizient Measurements, Leapfrog Hospital Safety Grades, and CMS Star Ratings, ensuring alignment with national benchmarks, regulatory standards, and sustained high performance.
- Collaborate with leadership in population health, managed care, and SIH Medical Group to advance patient care and maximize achievement of quality goals within managed care and PHO contracts.
- Foster a culture of continuous improvement through cross-functional collaboration, data-driven decision-making, and open, transparent communication.
- Champion an environment of transparency and proactive problem-solving, ensuring quality and safety issues are addressed promptly and communicated openly to stakeholders.
- Serve as the executive lead for the Board Quality Committee, partnering with the board to drive accountability, transparency, and continuous improvement in patient care.
- Provide effective leadership in change management within the team and organization, inspiring staff engagement and supporting optimal outcomes.
- Provide guidance on compliance with local, state, and federal regulations.

Goals and Objectives

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

- Champion the integration of High Reliability Organization (HRO) principles across all departments to proactively reduce harm, enhance safety behaviors, and build a resilient care delivery system.
- Lead enterprise-wide efforts to improve patient experience performance (e.g., HCAHPS), driving consistency in communication, service recovery, and culturally responsive care. Foster a compassionate and patient-centered environment across the system.
- Maintain continuous readiness for regulatory inspections and accreditation surveys (CMS, DNV, IL DOH). Develop and implement systems to monitor compliance, mitigate risk, and drive performance against national benchmarks.
- Design and execute strategic performance improvement plans that align with organizational priorities. Utilize advanced analytics, cross-functional collaboration, and continuous feedback loops to optimize clinical outcomes and operational efficiency.
- Cultivate a high-performing workforce through targeted coaching, mentoring, and professional development. Promote psychological safety, accountability, and shared ownership of quality and safety outcomes.
- Serve as a key advisor to executive leadership, providing insights and recommendations that integrate quality, safety, and experience into strategic planning, innovation, and resource allocation.
- Oversee root cause analyses, peer reviews, and grievance investigations to ensure transparency, accountability, and continuous learning. Translate findings into actionable improvements and system-wide education.
- Collaborate with senior leaders (SVP, Hospital Operations, SVP, Medical Group and Ambulatory Operations, CMO, CNO, CIO) to ensure quality and safety goals are embedded in operational plans, clinical pathways, and technology initiatives.
- Establish and maintain dashboards and reporting mechanisms to track performance across quality, safety, and experience domains. Use data to inform decisions, identify trends, and communicate progress to stakeholders.
- Provide strategic direction and operational oversight for quality management activities across the organization, ensuring alignment with enterprise priorities while promoting the identification of improvement opportunities and the spread of best practices.
- Partner with the CIO and informatics teams to optimize digital tools, data systems, and reporting platforms that support real-time decision-making, risk mitigation, and performance improvement.

Candidate Qualifications

Education/Certification

Graduate degree required in a healthcare-related field such as Healthcare Administration, Nursing, Medicine, or a related discipline (Master's or Doctorate: MD, DO, DNP).

Clinical experience is required, along with at least five years of hospital-based leadership in quality and safety.

Additional training in quality (such as Certified Professional in Healthcare Quality) or lean process improvement is preferred.

Knowledge and Work Experience

- Minimum ten (10) years of experience working in quality and safety leadership at a director or senior leader level.
- Demonstrated experience in leading quality and safety initiatives and leadership.
- Demonstrated competence in system strategy, operations, and technology, and the ability to assess trends and implement best practices.
- Experience leveraging the Vizient analytics platform, including interpretation and application of quality, safety, and performance measures to support benchmarking, performance improvement, and strategic decision-making.
- Possesses knowledge around national trends/issues in healthcare quality, safety, performance improvement, and regulation/accreditation/licensure.
- Proven ability to collaborate effectively throughout a matrixed environment.
- Models administrative and philosophical compatibility with the mission, vision, and values of SIH.
- Believes in exceptional patient care, education, research, and service to the community.
- Demonstrates excellent team building, coaching, and mentoring skills. Evidence of leader-cohesive, high-performing teams. Able to communicate expectations and hold staff accountable.

Leadership Skills and Competencies

- Demonstrates a strong sense of ownership and responsibility for outcomes. Establishes clear objectives and strategies aligned with organizational goals and consistently delivers results without the need for oversight. Maintains transparency in reporting and documentation and fosters a culture of accountability across teams.
- Leads and embraces innovation and transformation to enhance organizational effectiveness. Proactively identifies opportunities for improvement and inspires others to adopt new approaches. Serves as a catalyst for change, guiding teams through transitions with clarity, confidence, and resilience.
- Communicates with precision and purpose, ensuring alignment across all levels of the organization. Facilitates regular dialogue with staff to clarify priorities and foster engagement. Encourages open exchange of ideas and feedback, and models High Reliability Organization (HRO) communication principles to promote safety and trust.

- Exhibits strong financial stewardship by developing, monitoring, and managing departmental budgets. Analyzes expenditures for alignment with strategic objectives and identifies opportunities for cost containment and resource optimization. Ensuring fiscal decisions support long-term sustainability and operational excellence.
- Builds high-performing teams through effective recruitment, onboarding, coaching, and evaluation. Sets clear expectations, monitors performance, and provides timely feedback. Upholds HR policies and practices and drives a culture of continuous improvement and professional growth.
- Maintains expert-level understanding of regulatory standards, including DNV-GL, CMS, DOH, OSHA, and EEOC. Ensures departmental compliance with all applicable laws and policies and promotes a fair and just culture that encourages open reporting and learning from safety events.
- Leads system-wide performance improvement initiatives that enhance quality, safety, and efficiency. Utilizes data-driven methodologies and continuous quality improvement principles to identify gaps, implement solutions, and measure impact.
- Translates strategic priorities into actionable goals, with a focus on measurable outcomes such as patient satisfaction. Anticipates future needs and aligns departmental efforts to support long-term success.
- Invests in the growth and development of staff through mentoring, training, and knowledge-sharing. Clarifies roles and expectations and creates opportunities for advancement and skill development. Cultivates a learning environment that empowers individuals and teams.
- Promotes a culture of safety rooted in transparency, trust, and continuous learning. Encourages open communication about safety concerns and events and reinforces behaviors that support a fair and just environment.
- Provides visionary and operational leadership to align departmental initiatives with the organization's strategic plan. Monitors performance, drives innovation, and ensures that quality, safety, and experience remain central to all decision-making.

The Community

Southern Illinois, often referred to as Little Egypt, is a region that is geographically Midwestern but culturally aligned with the Upland South. Two primary centers of commerce anchor the area: the St. Louis, Missouri, metropolitan area, serving roughly 2.8 million people, and the Carbondale-Marion-Herrin-Harrisburg corridor, home to approximately 356,000 residents. The region has experienced significant economic growth, with gross domestic product increasing by more than 25 percent over the past three years, driven largely by strong healthcare and manufacturing sectors.



At the heart of Southern Illinois is Carbondale, widely regarded as the region's cultural and educational center. This eclectic college town is surrounded by scenic natural resources, including more than 500 miles of trails, 12 public lakes, 10 state parks, and extensive forestland and wildlife preserves. The area hosts more than 50 annual festivals and is home to a growing destination wine and craft beverage industry, featuring 15 wineries, numerous vineyards, and breweries. These amenities support an active, outdoors-oriented lifestyle and contribute to the region's quality of life.

Carbondale is home to Southern Illinois University Carbondale (SIU), a public research institution founded in 1869 and the flagship campus of the Southern Illinois University System. SIU Carbondale is one of only 21 universities nationwide to hold both Carnegie Research 1 and Opportunity College designations, reflecting its combination of world-class research activity and broad student access. The University offers approximately 120 undergraduate degrees, 80 master's programs, and 40 doctoral programs, and enrolls students from all 50 states and more than 100 countries. SIU also serves as a cultural hub for the region, presenting concerts, theatrical productions, and art and history exhibits throughout the year.

Carbondale's business district includes major retail centers, such as University Mall, as well as a vibrant downtown featuring locally owned shops, restaurants, coffeehouses, and entertainment venues. Supported by Carbondale Main Street, the downtown area reflects the diversity and creativity of the community. The city's large student population contributes to a wide variety of dining options and a lively arts and music scene, reinforcing Carbondale's role as the unofficial capital of Southern Illinois and a central gathering place for the region.



For additional information, please visit:

www.southernillinoisnow.org

<http://www.carbondalechamber.com>

<http://www.explorecarbondale.com>

<http://www.carbondaletourism.org>

<http://www.carbondalechamber.com/carbondale-schools>

<http://siu.edu>

Procedure for Candidacy

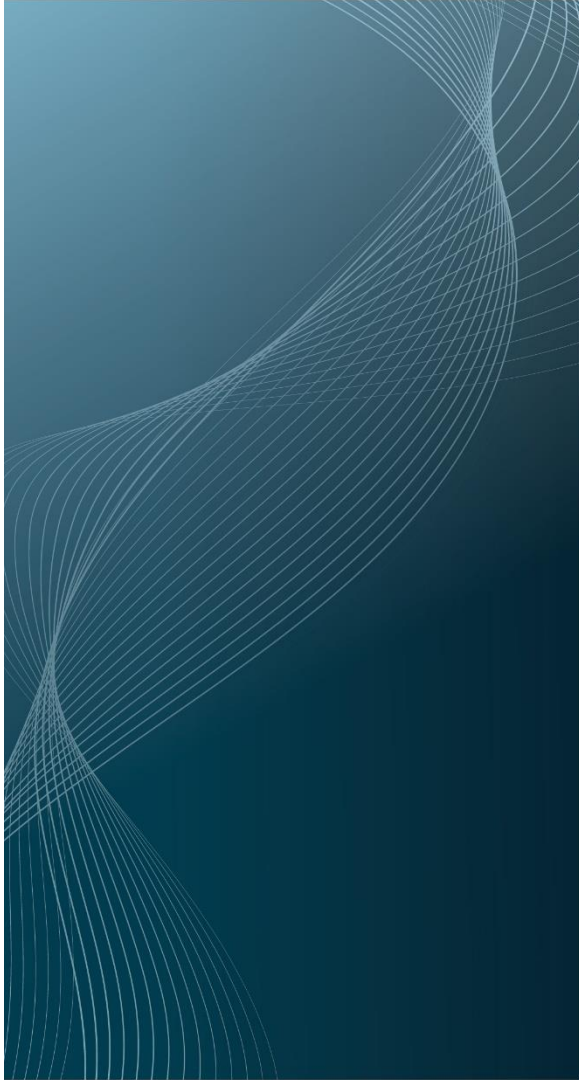
Please direct all applications, nominations, and inquiries to the WittKieffer consultants assisting Southern Illinois Healthcare with this recruitment, preferably via e-mail, to courtneym@wittkieffer.com.

Michael Raddatz Senior Partner (630) 247-4941	Jennifer Sonneland Consultant (314) 680-3474	Courteny MacKinnon Senior Associate (502) 644-2566
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SIH 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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