

South Shore Hospital

S. Weymouth, MA

Service Line Director of Cardiovascular and Diagnostic Imaging

The Organization

South Shore Hospital (see www.sshosp.org) is the leading regional provider of acute, outpatient, home health and hospice care to the approximately 725,000 residents of Southeastern Massachusetts. South Shore Hospital (SSH) is a subsidiary of South Shore Health and Educational Corporation. Both are charitable, not-for-profit, tax-exempt organizations, governed by a volunteer board of directors. South Shore Hospital's home health care division includes South Shore Visiting Nurse Association, Hospice of the South Shore and Home & Health Resources. South Shore Health and Educational Foundation generates philanthropic support for South Shore Hospital and its not-for-profit programs.

South Shore Hospital's main campus is located 16 miles south of Boston, Massachusetts, on a site of approximately 10 acres in South Weymouth, at the intersection of Route 18 (Main Street) and Fogg Road — one mile south of Route 3, the major route between Boston and Cape Cod.

South Shore Hospital was founded in 1922 as the 20-bed Weymouth Hospital and has been in continuous operation in South Weymouth since then. In 1945, the hospital's name was changed from Weymouth Hospital to South Shore Hospital to reflect its regional scope of care and services.

South Shore Hospital's 888-member medical staff represents all leading medical specialties, from allergists to urologists. The hospital requires that all active medical staff members be board-certified within seven years of completion of an approved residency or fellowship program. A total of 94 percent of the hospital's affiliated physicians are board-certified and six percent are board-eligible. South Shore Hospital is the only hospital in Southeastern Massachusetts with employed physician leaders of emergency, obstetrics/gynecology, surgery, internal medicine, pediatrics, critical care medicine, infectious disease, and cardiovascular medicine.

South Shore Hospital employs 3,793 people, with a \$185 million annual payroll. South Shore Hospital's volunteer services department organizes the activities of more than 600 volunteers in the hospital, in private homes, and in the community. The hospital has the largest volunteer team in the region: volunteers are an integral part of the hospital's team, providing support to hospital staff, physicians, patients, families, visitors, and community residents. In fiscal year 2009, hospital volunteers contributed more than 80,000 service hours in the community and at the hospital — the equivalent of \$2.0 million. South Shore Hospital offers a comprehensive range of health care services to meet diverse community needs, including the following:

- **Emergency care:** South Shore Hospital's emergency department is the third busiest in Eastern Massachusetts and the fourth busiest in the Commonwealth, with more than 82,000 patient visits each year.

- **Trauma care:** South Shore Hospital is licensed by the Commonwealth of Massachusetts Department of Public Health as a Level II trauma center. American College of Surgeons approved.
- **Acute care:** The hospital provides acute medical, surgical, obstetrical/gynecological (OB/GYN), pediatric, cardiovascular, and cancer care. The hospital's critical care units are staffed by an intensive care physician 24 hours a day.
- **Maternal and newborn care:** South Shore Hospital's maternal/newborn program is licensed by the Commonwealth of Massachusetts Department of Public Health as a Level III provider, in recognition of the advanced care provided to mothers and infants.
- **Pediatric care:** South Shore Hospital's 15-bed inpatient pediatric unit features a nursing team expert in caring for children. The hospital's pediatric emergency service is the only one of its kind in the region, staffed by board-certified pediatric emergency physicians affiliated with both South Shore Hospital and Children's Hospital.
- **Surgical care:** South Shore Hospital's surgical team is the region's largest, with 120 board-certified surgeons, 24 board-certified anesthesiologists, 28 certified registered nurse anesthetists, and more than 245 nurses, technicians and other perioperative staff members who perform about 15,000 surgeries each year.
- **Cardiovascular care:** Cardiovascular complications are a primary reason why patients seek care at South Shore Hospital. The hospital's cardiovascular center — the only one of its kind in the region — are offered in clinical affiliation with Brigham and Women's Hospital. Among their many services is providing emergency angioplasty.
- **Cancer care:** South Shore's Cancer Care program, in clinical affiliation with Dana Farber Cancer Center and Brigham and Women's Hospital, is accredited by the American College of Surgeons. Only 25 percent of US hospitals earn the Commission on Cancer approval.
- **Medical care:** South Shore Hospital has seven inpatient nursing units to care for adults with acute and chronic medical conditions.
- **Outpatient service:** The hospital offers multiple outpatient services to meet community needs.
- **Home health services:** South Shore Visiting Nurse Association cares for patients with serious illness and complications. The hospital's Medicare-certified Hospice of the South Shore cares for terminally ill patients and their families.
- **Community services:** The hospital offers dozens of community education and health programs and screenings for people of all ages.

South Shore Hospital has been recognized for excellence in patient care and safety by receiving the Gold Seal of Approval from the Joint Commission. Additional accomplishments and awards are:

- Achieving Magnet Recognition[®] from the American Nurses Credentialing Center. South Shore Hospital is one of only seven acute care hospitals in Massachusetts to receive the award — and only the second organization in the state with a home care division.
- Earning accreditation by the Association for the Accreditation of Human Research Protection Programs (AAHRPP) in recognition of their commitment to the highest standards in human research.
- Ranking in the nation's top 25 percent of home care agencies, according to HomeCare Elite, a compilation of the nation's most successful home care providers by Outcome Concept System (OCS).
- First hospital in Massachusetts to earn full, three-year Cycle II accreditation by the Society of Chest Pain Centers.

- Earning Quality Respiratory Care Recognition (QRCR) from the American Association for Respiratory Care.
- Earning certifications from the American Stroke Association, American Diabetes Association and American Association of Cardiovascular and Pulmonary Rehabilitation for the quality of care provided to patients with these conditions.
- Receiving maximum, two-year accreditation by the College of American Pathologists (CAP) for the hospital's respiratory care department and laboratory.
- Continuing their role as a Mentor Hospital by The Institute for Healthcare Improvement. South Shore Hospital is among a select group of hospitals that other health care institutions can turn to for advice and information about best practices. Specifically, the hospital's mentor designation covers three areas that have previously achieved accolades: prevention of surgical site infections; central line infections; and ventilator-associated pneumonias.
- **South Shore Hospital has been named a "Top Places to Work" in Massachusetts in 2010.**

Diagnostic Imaging

South Shore Hospital's staff of board-certified radiologists is the largest in the region and includes specialists in interventional radiology, nuclear medicine, neuroradiology and pediatric radiology. The hospital offers a full range of diagnostic imaging services, including in three offsite locations; one of these is a women's diagnostic imaging center. A fourth location is being planned. SSH's comprehensive diagnostic imaging program includes Computed Tomography, Interventional Radiology, Magnetic Resonance Imaging (MRI), Mammography, Needle biopsy, Nuclear Medicine, Ultrasound and PET Scan via contract.

The Cardiovascular Center

The Cardiovascular Center is specifically designed to work with patients, providing care that meets each individual's needs. The Center includes:

- The region's largest staff of board-certified cardiologists
- The state's only accredited Chest Pain Center
- A comprehensive cardiovascular diagnostic lab
- The region's busiest cardiac catheterization laboratory
- The region's only cardiac electrophysiology lab
- Extensive disease management and rehabilitation programs

The Position

This position reports to Vice President, Clinical, Home & Outpatient Services and Vice President, Nursing/CNO. He/she will be responsible for the efficient operations of the Cardiovascular & Diagnostic Imaging service lines. The Director will work closely with the COO, CMO, CFO and SVP of the Physician & Network Development. This person will collaborate with the respective service line Chiefs, as well as, clinical and nursing leadership to ensure successful completion of service line deliverables.

The Director will build the service line. He/she will work collaboratively to effectively analyze and manage physician relationships and referral patterns to maximize the growth opportunity of the Cardiovascular & Diagnostic Imaging line. This entails working with the Chiefs and CMO to maintain an

environment committed to the highest standards of quality care, patient safety and customer service by identifying and implementing innovative approaches to improving care. The Director will participate in the recruitment of physicians and key leaders within the service lines. He/she will identify, pursue and execute service line improvements that result in improved clinical quality, patient service, employee satisfaction, operational efficiency and service line contribution margin. It is important that the Director develops a collaborative relationship with the local healthcare community and physicians to better support and promote the organization's overall short and long term goals.

This leader will develop and retain an inclusive team that shows respect to each other, takes pride in their work and serves the community. He/she will see to it that the level of service in the department exceeds expectations and sets the standard in the health care industry. The Director will be an advocate for continuous process improvement to ensure excellent quality outcomes and patient satisfaction scores. The incumbent will work to assure solid financial performance through accountability, integrity and the resourcefulness to provide the necessary means to achieve the service line goals.

This Director will be responsible for building a trusting partnership with the Chief(s) and nursing leadership within the service line. This leader will direct the coordination of the service line development plan, which includes patient flow, process of care and space utilization across the line. He/she will be responsible for growth and expansion of the Cardiac and Imaging service lines to become the region's health care leader and provider of choice.

Specific duties include the following:

- Develop quarterly reporting mechanism inclusive of patient satisfaction, operations, financial and growth metrics.
- Serve as liaison between hospital management and both the cardiology and radiology medical staff. Attends Department Directors meetings and appropriate Department of Cardiology and Department of Radiology functions.
- Operationalize and manage the Cardiovascular & Diagnostic Imaging programs developing operation metrics (quality and safety goals).
- Coordinate the Cardiovascular & Diagnostic Imaging budgets.
- Develop the Cardiovascular & Diagnostic Imaging service line growth targets.
- Advocate for securing and managing resources necessary for the development of service lines.
- Participate in hospital operations committees.
- Manage the capital planning relative to the Cardiovascular & Diagnostic Imaging service line, in collaboration with each clinical Vice President, department leadership and Chief.
- Conduct financial feasibility studies and develop proposals for new business opportunities within imaging services.
- Serve as a member of appropriate SSH groups focused on Strategy Development including program growth, network strategy and outreach.
- Facilitate the development of the Cardiovascular & Diagnostic Imaging service line strategic plans every other year and as necessary.
- Work with existing marketing resources, develop and lead a community marketing strategy and execution plan that results in continuous growth for all modalities within the imaging service line.
- Provide strategic direction, oversight of relevant data, and market intelligence in support of payer contracting and collections team.

The Candidate

The ideal candidate has a Bachelor degree in Business or related discipline with five to seven years of progressively responsible management experience in health care organizations.

In addition, the candidate will have:

- Excellent communication and critical thinking skills.
- The ability to work with people at different levels of understanding and to motivate them to change/focus to ensure department success.
- The ability to work effectively with cross functional groups and participate in problem solving process.
- Strong initiative to learn and teach and be a self motivated professional.
- Demonstrated knowledge of business planning methods, marketing concepts, research and data collection processes, as well as, strong project management skills.
- A solid understanding of financial and budget analysis, requiring software proficiency skills.
- The sensitivity to foster a culture of safety through personal ownership and commitment to a safe environment.
- Judgment, maturity and integrity, coupled with a skillful, straightforward and transparent communication style.
- Knowledge about technological solutions, and the ability to foster their adoption into work processes and practices.

The Community

Weymouth, Massachusetts is a community of approximately 55,000 people, just minutes south of Boston. The town is part of a larger region known as the South Shore. Throughout the South Shore, historic sites abound, while miles of coastline offer natural beauty. Weymouth and its neighboring communities offer a variety of comfortable and pleasant neighborhoods and strong public and private schools. Rapid transit offers easy links to Boston and its cultural and educational institutions. For vacations or day trips, Cape Cod is less than one hour to the south, and the White Mountains are less than two hours north. More information on Weymouth and other South Shore communities may be found at www.southshorechamber.org.

For More Information

We appreciate and value all referrals. Interested parties send resume and cover letter to SSHDirectorImaging1965@ZurickDavis.com. For additional questions please contact **Beth Ross** or **Myranne Janoff** at 781.938.1975. Contact with our office will remain confidential.