

South Shore Hospital

Director of Technology

S. Weymouth, MA

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 generate 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. When the additional 60 bed expansion is completed in December 2012, licensed bed capacity will be 378.

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. This will be 24/7/365 in August.
- **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 through the MASSCOME Trial.
- **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 and 205 licensed beds to care for adults with acute and chronic medical conditions and is adding 60 additional beds by December 2012.
- **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 and is ranked among the top 25% nationally. 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 to achieve this 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).

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- 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.
- Information Week Innovation Award, Top 500 Companies in US.
- Evaluated for HIMSS Level 6 Certification achieved by less than 4% of all hospitals in country.

The Position

Reporting to the Vice President of Information Systems/CIO, the Director of Technology will be responsible for South Shore Hospital's entire technical infrastructure. The Director is charged with all computer systems associated with core business functions such as internal and external customer support, network infrastructure, telecommunications and technical support. The department consists managing the Customer Support Center and the Technology Support Services. The position has peers consisting of Director Clinical Information Systems, Director Health Information Exchange, Director Information Center, Director Business Information Systems and a Program Manager. This person will ensure:

- High availability computer environments for all clinical and critical business systems
- Network core infrastructure bandwidth enhancement
- Controlled WAN infrastructure
- Network security improvements using firewalls, encrypted network, intrusion protection systems, and proxy appliances
- Datacenter infrastructure improvements to provide high availability for environmental resources
- Implementation and monitoring of EMR system
- The development of virtual server farm
- Hardware maintenance plans that are cost effective
- A strategy of aggressive refreshing of servers on a schedule to keep application performance at its highest performance
- Implementation and maintenance of data de-duplication backup processes
- Ongoing assessment of costs relating to clinical data storage
- JCAHO and other regulatory requirements are met

- The establishment of positive relationships with all vendors while evaluating cost/benefit of capital equipment

The Director will be a resource to the department. He/she shall keep abreast of changes in the field of healthcare technology and communicate that information to staff and management. He/she must be current on all privacy, HIPPA, and security information and standards in addition to local, state and federal regulations. System solutions must comply with these standards.

The Candidate

The ideal candidate will have a Bachelors Degree, five to eight years experience in business and information technology and at least three years in a leadership role.

He/she must possess the following personal and professional attributes:

- Is a visionary, looking toward the future
- Has a thorough knowledge of systems and components
- Is an excellent negotiator with vendors
- Is responsive, follows up on requests and promises
- Is precise, organized and pays attention to detail
- Easily communicates with everyone at all levels within the organization
- Enjoys challenges and is a facile problem solver
- Makes people feel engaged, provides positive feedback
- Has an appreciation for customer service
- Is very organized, process oriented and knows how to prioritize
- Has high standards and an admirable work ethics
- Is friendly, approachable and understanding
- Is a good time manager with project management expertise
- Has designed systems to measure and track performance in an IT department
- Always follows through with assignments and promises

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 SSHDirectorTechnology1994@ZurickDavis.com. For additional questions please contact **Annette Cooke** or **Myranne Janoff** at 781.938.1975. Contact with our office will remain confidential.