



RUDISH HEALTH

Leadership Profile

Executive Director, Quality



Position
Organization
Location
Website

Executive Director, Quality
Parrish Healthcare
Titusville, FL
<https://www.parrishhealthcare.com/>

Opportunity

Parrish Healthcare, the premier health system along Florida's famed Space Coast, is seeking a transformational executive as its Executive Director of Quality.

As a key member of the nursing and clinical leadership team, this executive assumes system-wide responsibility, authority, and accountability for quality, infection prevention, and patient safety across Parrish Medical Center and Parrish Medical Group. They will provide the leadership, direction, and rigor needed to advance performance and position Parrish among the nation's highest-performing organizations for quality and safety.

With a deep drive and passion for excellence, Parrish is committed to achieving and sustaining the highest marks in quality and patient safety — a LeapFrog "A" Patient Safety Grade, a CMS Five-Star Rating, a HEDIS Five-Star Rating, and continued Joint Commission excellence. This highly visible leader will set the strategy and lead the disciplined work required to reach these benchmarks. Key priorities include (1) driving the quality reporting and critical regulatory deadlines that anchor CMS, LeapFrog, and other performance ratings; (2) leading performance improvement across the full scope of quality—infection control, readmissions, wound care, CAUTI, and CLABSI; and (3) advancing a data-informed culture in which the team can independently interpret and report the metrics that move results.

As a not-for-profit public hospital, Parrish holds itself to the highest standard of stewardship and care for the community it serves. This leader inherits a strong, collaborative leadership team and a mature performance improvement culture. Partnering closely with the Chief of Staff and Chief of Medicine, the medical staff, and nursing leadership, the ideal candidate is a vocal, hands-on, and highly organized leader who thrives on accountability, works independently against demanding timelines, and has the drive and passion to lead Parrish's next chapter of quality excellence.

Parrish Healthcare

Parrish Healthcare's collaborative network of hospitals, providers, insurers, and other allied health, social, and community-based service partners are effectively removing duplication of services and applying shared evidence-based best practices to achieve real integrated healing care for patients, families, and communities. Within sight of the launch towers of Kennedy Space Center and throughout their nearly 70-year history serving Brevard County, Parrish Medical Center has earned a national reputation as one of America's Finest Healing Environments®.



Parrish Medical Center
Titusville, FL

Parrish Healthcare is a regional integrated network of collaborative health service providers in Florida including:

- **Parrish Medical Center:** An award-winning, nationally recognized 208-bed, five-story, public hospital serving the entire North Brevard community with an array of wellness and healthcare services. PMC is the proud recipient of numerous patient safety and quality certifications and accreditations that place them among the nation's very best. And, despite the medical center's special taxing district status, Parrish is doing so with zero tax dollars levied for more than 29 years.
- **Parrish Medical Group:** North Brevard County's largest group practice spanning primary care, specialty, and sub-specialty practices of employed providers, certified by the National Commission on Quality Assurance. A growing network of Parrish Healthcare Centers are now located in Titusville, Port St. John (Cocoa), and Port Canaveral.
- **Parrish Health Network:** A large, collaborative regional network of hundreds of independent physicians and providers, multiple insurance companies, The Children's Center, Jess Parrish Medical Foundation, and community-based service partners working together to provide high-quality care, share best practices, and reduce healthcare costs for employers and employees. PHN is a managed care system that facilitates employee health care plans as well as a provider network.

History

North Brevard County Hospital District, dba Parrish Medical Center (PMC), was founded in 1958 by the state of Florida. Parrish has been in continuous operation in the North Brevard area of Florida's Space Coast since 1958 and has been designated by NASA as an official medical receiving facility.

- PMC opened as a single-story, 28-bed hospital set within an orange grove on the banks of the Indian River.
- In 1963, PMC expanded health services and grew to 210-beds and a full complement of ancillary health services.
- In 2002, PMC transformed healthcare delivery within the community and worldwide with the opening of its 371,000-square-foot, five-story replacement hospital. The replacement hospital was among the first of its kind to be wholly designed and constructed using evidence-based healing design earning PMC national recognition as One of America's Finest Healing Environments®.

PMC has since served as a leader in providing therapeutic healing environments as part of their person and family-centered model of care, including adopting the healing design concept within each of their outpatient centers. This design concept is now recommended by CMS as the preferred design approach for all hospitals.

Healthcare for Everyone.

Our Locations, Partners, Programs, and Services

Parrish Medical Center
 Parrish Healthcare Centers
 Parrish Cardiovascular Center
 Parrish Oncology Center
 Parrish Occupational Health Centers
 Parrish Health & Wellness Center
 Parrish Senior Consultation & Solutions Center (Geriatric Care)
 Parrish Sleep Disorders Center
 Parrish Wound Healing & Hyperbaric Medicine Center
 The Children's Center
 Jess Parrish Medical Foundation (JPMF)

Parrish Medical Group

Primary Care
 Behavioral Health
 Cardiology
 Endocrinology
 Gastroenterology
 General Surgery
 Urology
 OB/GYN
 Oncology
 Orthopedics
 Sports Medicine & Athletic Training
 Podiatry

Parrish Health Network
 Space Coast Healthcare Centers
 Skill Nursing Facility Partners
 Dialysis Centers
 Hospice Partners
 Independent Providers
 Insurers

Programs and Services

Acute Care
 Emergency Care
 Geriatric Care
 Maternity Care
 Care Navigation
 Cardiac Rehabilitation
 Diagnostic Imaging
 Diabetes Care
 Lung Screening
 Interventional Cardiology
 Interventional Radiology
 Physical Therapy
 Occupational Therapy
 Speech Therapy
 Surgical Services
 Robotic-Assisted Services
 Infusion Services
 Healing in Motion Van
 Parrish Early Care and Pre-K

Cleveland Clinic Connected Member

After passing a rigorous review of Parrish Medical Center's operations, quality and service excellence, Cleveland Clinic accepted Parrish Medical Center as the first domestic member of Cleveland Clinic Connected. As a Cleveland Clinic Connected member, Parrish clinicians are able to access educational opportunities either at Cleveland Clinic or through distance learning as well as best practices and protocols that are used at Cleveland Clinic locations worldwide.

Mission, Vision, and Values

With a deep connection and love for the patients and community they have the honor to serve, Parrish maintains an unwavering commitment to their mission, vision and values:

Mission: Healing Experiences for Everyone All the Time®.

Vision: Healing Families—Healing Communities®.

Values: Safety, Loyalty, Integrity, Compassion, Excellence, Stewardship

Fiscal Year 2025 Key Statistics¹

<i>System Net Patient Revenue: \$214M</i>	<i>Licensed Beds: 208</i>
<i>Inpatient Admissions: 4,888</i>	<i>Employed Providers: 42 (physicians, APRNs, PAs)</i>
<i>Total Outpatient Visits: 92,551</i>	<i>Parrish Medical Group Staff: 166</i>
<i>ED Visits: 32,000</i>	

1. Source: North Brevard County Hospital District [Financial Statement 2025](#).

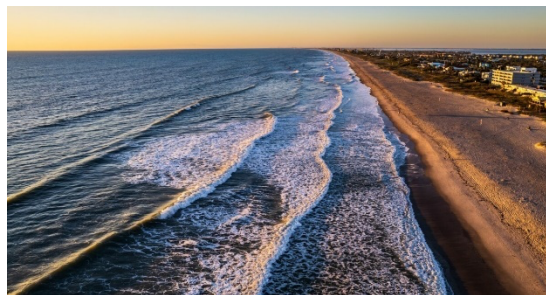
Awards and Recognition

Parrish Healthcare and providers are recipients of numerous quality awards and other types of recognition, including the illustrative designations below.



Northern Brevard County, Florida

Old-world Floridian charm meets cutting-edge, low-tax communities along the spectacular Space Coast of northern Brevard County. Set along the shores of the mighty Atlantic Ocean, Brevard County offers residents a playground paradise of natural wonder. Hang out with the local manatees or just let the weekend slip by on the glorious beaches of the Space Coast. Fishing, boating, flowing grassland walks: it's all in Brevard County, where life is lived outdoors 365 days a year.



Sunrise over Melbourne, FL

Of course, there's more to Brevard County than just its magnificent natural environment. Small-town charm is abundant in the city of Titusville, home to innovative restaurants, boutique shops, and excellent public and private educational facilities. And just across the causeway, watch rockets begin their intrepid journeys to distant worlds from the Kennedy Space Center at Cape Canaveral.

Requisite to the position, this leader will have the pleasure of residing within the geographic boundary of the hospital's North Brevard County district. Watch your career blast off while experiencing the balanced best of everything Florida has to offer: uniquely diverse cultures and ecologies, low taxes, and days of warm unending sunshine.

Reporting Structure

The Executive Director of Quality reports to the Vice President of Nursing Administration and Chief Nursing Officer of Parrish Healthcare, and will work closely with the Assistant Vice President and Chief Nursing Information Officer.

Lisa Dickerson, RN, BSN, MBA

Vice President of Nursing Administration and Chief Nursing Officer

Lisa Dickerson has served as CNO of Parrish Healthcare since 2023. She is a transformational results-driven nurse executive with 23 years of community hospital experience and 15 of those years in leadership roles.

Dickerson has a strong track record of exceeding patient experience expectations and cultivating a safe, healing work environment that is dedicated to exceptional clinical care. Prior to joining Parrish Healthcare, Dickerson served as Chief Nursing Officer at Taylor Regional Hospital and held a number of leadership positions at Southeast Georgia Health System.

Of her leadership style, Dickerson describes herself as a servant leader focused on coaching, mentoring, engagement and development of clinical professionals and the next generation of nurse leaders.

Dickerson earned her Master of Business Administration (MBA) in Healthcare Administration from Brenau University, Gainesville, GA; and her Bachelor of Science in Nursing (BSN) from Armstrong Atlantic State University, Savannah, GA.

Supervisory Role

This leader is responsible for Quality and Risk Management Department with system-wide scope for hospital and medical group quality, infection prevention and patient safety, overseeing a team of six.

Position Summary

The Executive Director is responsible for promoting and demonstrating Parrish Healthcare's Culture of Choice®; ensuring strategic goals and objectives are met or exceeded by providing the leadership, direction, and oversight necessary to ensure assigned functional area(s)—Parrish Medical Center and Parrish Medical Group quality, infection control, patient safety—have the proper resources, metrics and talent in place to effectively fulfill our mission to provide Healing Experiences for Everyone all the Time® and to achieve organizational strategic (Game Plan) goals, including but not limited to achievement of CMS Five-Star Rating, LeapFrog Group "A" Patient Safety Grade, HEDIS Five-Star Rating, TJC standards for excellence. The Executive Director assumes 24-hour responsibility, authority, and accountability for assigned functional area(s). This position reports to the Chief Nursing Officer and works closely with the Assistant Vice President and Chief Nursing Information Officer.

Primary Duties and Responsibilities

Healing Communities | Growth:

- Leads and directs strategic planning within assigned functional area(s) to anticipate current and future service solutions; influences the innovation, development and growth of quality, infection control, and patient safety strategies; assures the achievement of organizational and departmental dashboard metrics within each strategic pillar (People, Service, Quality, Growth, Finance); takes immediate and effective steps to assure national benchmarks (e.g. CMS Star Ratings; LeapFrog Patient Safety Grade, TJC, HEIDS Star Ratings, etc.) are achieved or sustained.

Healing Experiences | Service:

- Leads development and maintenance of systems, processes, policies and procedures that result in assigned Care Partners always providing excellent, healing person and family-centered, experiences as well as excellent visitor and internal customer experiences as measured by HCAHPS and/or other national best-practice benchmarks.

System Reliability | Quality & Safety:

- Develops, leads, direct and/or maintains systems, processes, policies, and procedures that result in a continuous improvement environment within which assigned care partners/functional areas always achieve national best/leading-practice standards for quality and excellence as measured by CMS, LeapFrog, Joint Commission, HEDIS and other regulatory agencies pertinent to areas of responsibility; holding self and others accountable for actions and outcomes.
- Develops, leads, and/or directs policy formulation, implementation, and

adherence. Responsible for the adherence to all Parrish Healthcare policies and procedures as well as regulations and codes established by federal, state, and local governments affecting professional practice and industry regulations. Leads necessary certification, accreditation, and audit procedures; and ensures that reports required by regulatory agencies are prepared and submitted within established timeframes.

- Responsible for the hospital's and medical group's progress on quality, infection prevention, and patient safety score cards/Game Plan metrics; coordinating quality performance improvement activities across the system to achieve performance goals; educates and coaches others to understand the correlation between performance improvement initiatives and achieving CMS/HCAHPS/LeapFrog/HEDIS and other benchmarks; and holds self and others accountable to perform established best-practices as designed/directed.
- Leads, develops directs and/or maintains systems, processes, policies and procedures that result in an inclusive, collaborative, healing work environment within which national best/leading-practice standards for employee engagement are achieved as measured by effective performance management, problem-solving and conflict resolution, educating, coaching and mentoring Care Partners; leading effective orientation, onboarding, recognition, training and professional development initiatives; and inspiring Care Partner commitment to our mission, vision, values and safe care pledge.
- Maintains skills and knowledge within professional practice of self and within assigned functional area(s); able to step in and serve as back up to assigned Care Partners to cover staffing needs as necessary.

Community Investment | Finance:

- Develops, leads, directs and/or maintains systems, processes, policies, and procedures that result in effective planning and administration of annual budget(s); productive, cost efficient and effective operations; and corrective actions for any operating expenses that deviate from budget.

Candidate Qualifications

Education

- Bachelor's Degree required, in Nursing or related clinical healthcare field.
- Masters preferred.
- Lean Six Sigma Green Belt Certification required (Black Belt preferred)
- Certified Professional in Healthcare Quality (CPHQ) preferred or willing to obtain within two years of hire.

Experience, Knowledge, Skills and Abilities

- **Progressive leadership:** More than seven years of progressive leadership experience in a complex healthcare environment.
- **High reliability:** Demonstrated success achieving and maintaining High Reliability Organization (HRO) status.
- **Regulatory survey experience:** Direct experience with TJC surveys, as well as AHCA complaint investigations and surveys.
- **Quality and rating expertise:** Thorough knowledge of CMS, LeapFrog, NCQA, NDNQI, and QualityNet, including CMS rating requirements and best practices to achieve top ratings.
- **Proven results:** Results-driven senior leader with a track record of partnering with multidisciplinary teams across a system to develop and implement safe care protocols that deliver exceptional CMS/HEDIS ratings and patient safety grades.
- **Leadership presence:** Strong leadership balanced with genuine empathy.
- **Clinical expertise:** Expert knowledge of medical and clinical procedures, nursing best-practice, health care policies and regulations, and health care technology.
- **Capability building:** Skilled in training and developing multidisciplinary teams.
- **Personal effectiveness:** Flexibility, attention to detail, critical thinking, and the ability to multitask in a fast-paced environment.
- **Communication:** Exceptional interpersonal and communication skills across clinical, executive, and board audiences.
- **Analytical rigor:** Strong analytical and abstract reasoning skills that support data-informed decision-making.

Compensation

An attractive compensation, benefits, and relocation package will be offered commensurate with the candidate's experience.

Contact

Rudish Health

www.rudishhealth.com



Jessica Cousino

Director

Telephone: (937) 733-9720

E-mail: jessica.cousino@rudishhealth.com



Megan Kolodgy

Vice President

Telephone: (734) 276-3253

E-mail: megan@rudishhealth.com