

RUDISH HEALTH

Leadership Profile

Director, Critical Care Services

PARRISH® HEALTHCARE

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Position	Director, Critical Care Services
Organization	Parrish Healthcare
Location	Titusville, FL
Website	parrishhealthcare.com

Opportunity

Parrish Healthcare, the premier health system along Florida's sunny and famed Space Coast, is seeking its next Director of Critical Care Services.

Reporting directly to the Chief Nursing Officer, the Director of Critical Care Services provides strategic oversight for clinical operations, staffing, budgeting, quality performance, and professional development across Parrish's ICU (a 12-bed closed unit for medical, surgical, and cardiac admitting patients); respiratory therapy; and inpatient dialysis services.

Key near-term priorities for the incoming Director are to (1) develop an understanding of patients admitted to the unit; (2) work collaboratively with peer directors of the ER, OR, and Med-Surg units on admissions and throughput; and (3) partner closely with Parrish's physician intensivists in the day-to-day leadership of critical care services. The Director will also promote shared governance and evidence-based practice with leadership visibility through interdisciplinary councils including the Code Blue Committee to ensure care and response standards are upheld while advancing patient safety, regulatory readiness and continuous improvement initiatives. The Director will be supported by a team of experienced care coordinators and nurses.

Parrish Healthcare



Parrish Medical Center
Titusville, FL

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

- *Parrish Medical Center (PMC):* 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 31 years.
- *Parrish Medical Group (PMG):* 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 208 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 can 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 Statistics[1]

System Net Patient Revenue: $214M
Inpatient Admissions: 4,888
Total Outpatient Visits: 92,551
ED Visits: 32,000
Licensed Beds: 208
ICU Beds: 12
Employed Providers: 42 (physicians, APRNs, PAs)
Parrish Medical Group Staff: 166

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



Sunrise over Melbourne, FL

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.

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

This leader reports to the Vice President of Nursing Administration and Chief Nursing Officer of Parrish Healthcare.

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 26 years of community hospital experience and 18 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 oversees the ICU, respiratory therapy, and inpatient dialysis (a contracted service with Davita) and is supported by two clinical coordinators. The ICU is a 12-bed closed unit that handles medical, surgical, and cardiac patients staffed exclusively by an intensivist group with RNs around the clock at a 2:1 ratio as well as a rapid response nurse team. The unit also runs CRRT at a 1:1 staffing ratio. The incoming leader will inherit a stable team with zero openings.

Position Summary

The 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 Critical Care services (ICU, Respiratory, Inpatient Dialysis) operations have the proper resources, metrics, and talent in place to effectively fulfill our mission to provide Healing Experiences for Everyone all the Time® and achieve organizational strategic (Game Plan) goals. The Director assumes 24-hour responsibility, authority, and accountability for assigned functional areas.

Primary Duties and Responsibilities

Healing Communities | Growth:

- Leads and directs strategic planning within assigned functional areas to anticipate current and future service solutions; influences the innovation, development, and growth of service strategies; assures the achievement of departmental dashboard metrics within each strategic pillar (People, Service, Quality, Growth, Finance); takes immediate and effective steps to assure national benchmarks are achieved or sustained.
- Leads and directs development and maintenance of systems, processes, policies and procedures that result in assigned care partners always providing excellent, healing patient, family, visitor and internal customer experiences as measured by HCAHPS and/or other national best-practice benchmarks.

Healing Experiences | Service:

- Leads and directs development and maintenance of systems, processes, policies, and procedures that result in assigned care partners always providing excellent customer service as measured by HCAHPS and/or other national customer service best-practice benchmarks.

System Reliability | Quality & Safety:

- Develops, leads, directs and/or maintains systems, processes, policies, and procedures that result in a continuous improvement environment within which assigned care partners always achieve national best/leading-practice standards for quality and excellence as measured by HIPAA, CMS, Joint Commission, 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.

Care Partner Engagement | People:

- 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, mentoring aspiring 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.
- Performs other duties as assigned.
- Knows fire, disaster and safety procedures and regulations as pertains to the work area.

Candidate Qualifications

Education and Certifications

- Bachelor's degree required in Nursing or other relevant clinical fields of study.
- Master's degree preferred in Nursing, Healthcare Administration, or related field.
- Clear/Active State of FL RN License required, or ability to transfer.
- BCLS and ACLs through The American Heart Association required.
- Current Six Sigma Green Belt certification, or required within one (1) year of employment.

Experience, Knowledge, Skills and Abilities

- **Experience:** Greater than 7 years of relevant experience with 3 or more years of leadership experience. Demonstrated ICU leadership experience required.

- **Complex Decision Making:** Supervision to review established departmental objectives. Independent judgment to recommend departmental objectives, evaluate new approaches to problem solving, and assess changing facts or conditions.
- **Problem Solving:** Ability to determine what the problem is requires individual effort and/or assistance from others within or outside PMC. A high degree of analytical ability and inductive thinking is required to solve highly complex problems. Must be able to develop new and nonstandard approaches.
- **Directing Others:** Responsible for supervision of multiple departments, with full responsibility for effective, high-quality operations and overall departmental performance.
- **Operational Planning:** Formal plans that exceed one year, but not three years beyond normal operational planning.
- **Relationships:** Requires regular contacts to discuss issues of moderate importance and to respond to inquiries. Also requires ongoing contacts with officials at higher levels on matters requiring cooperation, explanation, and persuasion.
- **Advanced Professional Skills**: Extensive knowledge of professional discipline, a working knowledge of and the ability to integrate information from related fields, and/or skill found in thorough knowledge of business management.
- **Systems:** Use of Windows and Microsoft Office, Meditech, NetLearning, etc.

Compensation

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

Contact

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