Tallahassee, Florida

Service Line Administrator, Surgical Services

*Tallahassee Memorial HealthCare has retained Tyler & Company for an exciting search for a Service Line Administrator, Surgical Services in Tallahassee, Florida*

**THE CLIENT:** Tallahassee Memorial HealthCare (TMH) is the seventh largest hospital in the state and is the leading healthcare system in the region serving 17 counties in North Florida and South Georgia. Accredited by The Joint Commission, TMH is a 772-bed, nonprofit, multispecialty teaching hospital that serves as a safety net hospital for a 100-mile radius. TMH is comprised of an acute-care hospital, psychiatry hospital, rehabilitation center, multiple specialty care centers, three residency programs, 27 affiliated physician practices, and partnerships with Doctor’s Memorial Hospital, Florida State University, UF Health, and Weems Memorial Hospital. Founded in 1948, TMH is committed to transforming care, advancing health, and improving lives with an ultimate vision of leading the community to be the healthiest in the nation.

Providing innovative technology and a broad spectrum of services, Tallahassee Memorial holds a number of important distinctions. TMH is home to the area’s only state-designated Trauma Center and the Big Bend’s only accredited community hospital cancer program. TMH is recognized by the Society of Chest Pain Centers as an Accredited Chest Pain Center with PCI. In addition, TMH has the only Level III Neonatal Intensive Care Units.

**Surgical Services** at Tallahassee Memorial provides a complete range of surgical procedures. TMH offers the most experienced surgical team in the region. More than 16,000 procedures are performed annually, and TMH surgeons utilize revolutionary technology and techniques to provide patients with the best possible care, including the most advanced robotic surgery system.
Cancer Services are provided at the all-new Cancer Center that offers outpatient services for patients undergoing cancer and blood disorder treatments in a soothing and welcoming environment. Radiation therapy, chemotherapy and hormone therapy are available to patients under the leadership of TMH’s compassionate physicians. The medical team includes nurses, radiation therapists, physicists, dosimetrists, navigators, social workers, technicians, and dietitians. TMH is home to the longest continuously accredited community hospital cancer program in Florida, and the only such program in the Big Bend Region.

The Children’s Center’s is home to the most experienced pediatric staff in the region, including a child life specialist and clinical educator. Since hospital visits can be scary for young patients, the center is committed to reducing patient anxiety with engaging distraction methods, reduced needle pain, and treatment tools specific to children.

The Clinical Genetics Center focuses on the use of genetics to prevent, diagnose and treat a variety of illnesses, including heart disease and cancer. Through the expert knowledge of a geneticist and clinical genetics counselor, the center offers services for adult and pediatric patients and is the only center of its kind in the Big Bend region.

The Diabetes Center focuses on providing education, individual counseling and support to both adults and children with diabetes. The center offers nurses and dietitians certified as diabetes educators to inform patients about blood sugar testing, healthy food choices, and insulin therapy, as well as lead support groups for local diabetes patients and their families.

Emergency & Trauma Services offer the region’s only trauma center and an urgent care facility for minor injuries and illnesses, to a new full-service, freestanding emergency center. Nowhere else in the region is there a more comprehensive emergency and urgent care system to meet patient needs. The Bixler Trauma and Emergency Center has 60 treatment areas and is a certified stroke center and an accredited chest pain center. TMH’s newest emergency facility, the Tallahassee Memorial Emergency Center - Northeast, has 36 treatment rooms and special accommodations for seniors and children, including specialized clinical training, separate entrances and waiting rooms, an iPad bar in the kids' area, and light dimmers in each room.

The Family Medicine Residency Program has provided quality family care - from childbirth through adulthood for more than 40 years. In addition to offering primary care services to adults and children, the Family Medicine Residency Program offers specialized care from obstetrics and pediatrics to health maintenance and treating chronic diseases. The program also provides outpatient services through the clinic and inpatient services through TMH.

Heart & Vascular Services is home to all board-certified cardiologists and a vast array of specialties. The Tallahassee Memorial Heart & Vascular Center offers the most comprehensive cardiac care in the region. The state-of-the-art facilities include a pre- and post- procedural unit, a new hybrid diagnostic and interventionalal suite for both vascular and cardiac catheterization procedures, two cardiovascular labs, one neurovascular, and two electrophysiology labs. Specialty services include a hypertension clinic, wound healing center, and cardiopulmonary rehabilitation program.
The Internal Medicine Residency Program is a partnership with Florida State University College of Medicine. This program provides primary care to adults in the Big Bend region through the outpatient clinic located within Tallahassee Memorial Hospital and care for conditions requiring a hospital stay through inpatient care. The program specializes in caring for complex medical conditions and offers longer appointment slots to ensure physicians and patients have time to learn about each other, ask questions and discuss any concerns.

The Lipid Center is designed to provide consultation to medical professionals and assist with complex lipid disorders. The center also provides education, advanced testing, medication management, and nutrition counseling for patients with lipid disorders on a referral basis.

The Behavioral Health Center offers mental health services in an inpatient and outpatient setting through a collaborative team of psychiatrists, psychologists, nurses, social workers and other healthcare professionals. Together, the medical team cares for chemical dependency, mood disorders, anxiety disorders, and a more through customized program involving patients and their families.

The Neuroscience Center provides a broad range of neurological services and includes a dedicated neurological intensive care unit, a Joint Commission accredited stroke center, a state designated brain and spinal cord injury center, a Parkinson's Center, a Concussion Clinic, a Memory Disorder Clinic, and a Sleep Center offering comprehensive services for the diagnosis and treatment of sleep disorders.

Orthopedics is provided by orthopedic surgeons who provide high-quality orthopedic care in the form of sports medicine, minimally invasive surgery, aquatic therapy and a full range of rehabilitation services including outpatient pediatric rehabilitation services.

Rehabilitation Services are provided at TMH’s 53-bed sub-acute nursing facility, which offers a full range of medical and rehabilitation services, including dynamic physical, occupational, speech, nursing and respiratory therapies. The Rehabilitation Center's services are designed to assist patients in attaining an optimal level of independence and returning home in the most expedient time frame. Specialty services include outpatient stroke rehabilitation and lymphedema therapy.

TMH Physician Partners is a community based, multi-specialty group affiliated with TMH and more than 27 practices and 130 physicians.

The Bariatric Center provides both surgical and non-surgical treatment options for overweight or obese patients, including weight-loss surgery, nutrition counseling, meal replacement plans and behavioral counseling.

The Women's Pavilion is the proud leader of maternity services in the region delivering more than 75 percent of babies born in the Big Bend region. The facility is dedicated to providing family-centered care to patients. With 19 labor and delivery rooms and 50 private family care
rooms, it is the only birth facility in the region designated as a Level III Neonatal Intensive Care Unit. Through the Women's Pavilion, TMH also offers lactation services, including Milk with Mommy, a free breastfeeding support group, breast pump purchasing and rentals through the Mommy Market, as well as a breast prosthesis boutique.

**Facts & Figures:**

- Beds: 772
- Physicians: 597
- Employees: 4,457
- Volunteers: 600
- Inpatient Admissions: 29,328
- Outpatient Visits: 133,046
- Annual Emergency Visits: 72,236
- Annual Urgent Care Visits: 34,550
- Annual Births: 3,773
- Annual Surgeries: 16,555

**THE POSITION:** Service Line Administrator (SLA), Surgical Services will report to the Chief Operating Officer of TMH and have a dotted line reporting relationship to the Chief Nursing Officer. He/She will oversee 226 total FTEs. The SLA will provide operational, financial, and strategic direction for inpatient and outpatient surgical services. He/She will be accountable for growing market share, volume, and revenue gross targets within surgical services. Furthermore, the SLA will work closely with the surgeons and anesthesiologists to redesign process and procedures to ensure highly organized, effective and efficient operations within the operating rooms, inpatient units and ambulatory care centers.

The SLA will also partner with the leadership team on the construction of a new $150 million surgical tower, which will increase the number of operating rooms from about 18 to 36. He/She will ensure the delivery of quality, cost-effective care that meets medical standards of practice and complies with all regulatory requirements. In addition, the SLA will participate in the long-term planning process and will support the TMHs strategic direction. Moreover, he/she will support organizational goals by providing quality customer service, participating in performance improvement efforts, and demonstrating a commitment to team work and cooperation.

Additional responsibilities include:

- Monitor the quality of service by all departments encompassing the service line, insuring that each achieves its stated goals and that patient care standards are met.
- Enhance and contribute to a safe environment for all patients, families and colleagues.
- Set clear expectations for colleagues by developing job-specific customer expectations and behaviors for each position supervised.
- Develop effective working relationships with the surgeons and anesthesiologists.
- Support Patient-Family Centered Care.
- Participate in Interdisciplinary Shared Governance.
- Clearly communicate information in a timely manner, utilizing appropriate channels to insure
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that his or her subordinate staff and superiors are kept informed of issues/items that may protect them, or may be of importance to them, and/or the organization.

- Oversee the successful implementation of the performance management program within the division in order to link individual performance to organizational goals and direction.
- Direct the administration, operational, and financial performance of the service line to align with the TMH strategic plan and strategic partnerships for surgical services. Develop and implement business and organization plans consistent with and appropriate to the accomplishment of the short and long-term established objectives.
- Manage departmental budgetary responsibilities in a manner that is consistent with expectations and desired outcomes, which includes meeting budget, demonstrating cost savings, and generating projected revenues.
- Prepare and assist with all regulatory reviews, insuring compliance and adherence to hospital and departmental policies, objectives, and operational procedures by department heads.
- Demonstrate an understanding of diversity at all times and in a manner that is effective and appropriate.
- Demonstrate sound problem solving with solutions and recommendations that are sound, practical, efficient, economical, and reasonable.

THE CANDIDATE: The chosen candidate will be a strong operational and strategic nurse leader who possesses a minimum of five years experience as a Service Line Administrator, Vice President or Director of Surgical Services in a large hospital or health system. He/She will have demonstrated experience successfully developing and implementing effective and efficient surgical service line operations. In addition, the preferred candidate will have experience leading or managing a surgical building or construction project.

The selected candidate will possess the ability to develop excellent working relationships with surgeons and anesthesiologists. He/She will have a strong background in developing surgical staff, and an appreciation of quality, services and operational metrics. The preferred candidate will also be familiar with general surgery residency programs. The ideal candidate will be passionate about the vision of TMH and possess strong organizational, communication, team building, analytical and business development skills. He/She will hold a Bachelor of Science in Nursing from an accredited School of Nursing; a Master’s degree is preferred.

Additional characteristics sought in candidates include:

- Team oriented;
- Loyal;
- Leads by example;
- Committed to safety;
- Proactive;
- Hard working;
- Approachable and visible;
- Strategic thinker;
- Transformational leader;
- Calm demeanor;
- High energy; and
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- Transparent leadership style.

THE COMMUNITY:  Best known as Florida's capital city, Tallahassee shares a deep-rooted history and culture with unparalleled natural adventure and an upbeat vitality. Tallahassee is a refined Southern town with friendly people, gorgeous rolling hills, and oak-canopied roads. Tallahassee is the county seat and only incorporated municipality in Leon County. The 125th largest city in the United States, Tallahassee is home to more than 181,000 residents and 375,000 residents call the metro area home.

The New Capitol building is located at the center of Tallahassee's downtown with a gallery atop the 22-story building that provides sweeping views of the hilly city and its tree-lined streets. A 10-block historic district preserves the town's gracious old homes along a linear park with a historic inn, bars and restaurants patronized by legislators, students, residents and visitors.

A fusion of cosmopolitan flair and charming personality defines the spirit of Tallahassee. From world class nature-based experiences deep history and heritage sites, to arts and film festivals and unique shopping and dining, residents enjoy what they are looking for. The Tallahassee area is full of sights including one of the world’s deepest freshwater springs, a wildlife habitat, fascinating museums of history, sprawling plantations, highly acclaimed fishing and hunting adventures, masterfully designed golf courses, biking, nearby beaches and more. Tallahassee serves up an excellent selection of restaurants that range from homemade country dishes and melt-in-your-mouth steaks to wild game and seafood fresh from the Gulf.

Tallahassee is proud of its local educational opportunities. A college town, Tallahassee is home to two public universities; Florida State University and Florida A&M University as well as Tallahassee Community College. The Leon County Schools prepare 33,000 students in 48 school and program sites from pre-kindergarten through high school. The Leon County Schools enjoy an excellent reputation with strong commitments from teachers, parents, the community and local businesses.

Tallahassee includes popular lakes and state parks including Lake Talquin, Lake Jackson Mounds, Alfred B. Maclay Gardens, and Wakulla Springs State Park. Lake Talquin offers outdoor activities such as kayaking on its 10,000-acre lake for all ages. In addition, Lake Talquin offers outstanding freshwater fishing and a 650-foot boardwalk that provides breathtaking panoramic views. Lake Jackson Mounds includes four temple mounds, with two available for viewing by the public. Lake Jackson offers numerous opportunities for wildlife and bird watching. The Alfred B. Maclay Gardens includes gorgeous ornamental gardens featuring a picturesque brick walkway, secret garden, reflection pool, walled garden and hundreds of camellias and azaleas. The Wakulla Spring State Park is home to one of the largest and deepest freshwater springs in the
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world. Daily guided tours allow visitor up-close views of an abundance of wildlife including alligators, turtles, deer, and birds.

From its Southern charm, rich history, performing arts, cosmopolitan flair, educational opportunities, and outdoor activities, Tallahassee offers something for everyone. For more information, please visit: http://www.visittallahassee.com/ or https://www.talgov.com.

COMPENSATION: An attractive base salary, bonus, benefits package and relocation allowance will be provided.

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