

Susan Sullivan RN, MS
Chief Performance Improvement & IT Officer
Community Nurse & Hospice Care

To work in home care is to take on a 24 hour a day 7 day a week job. To work with and see Susan Sullivan's commitment, results and passion firsthand is to know there must be far more than 24 hours in her day and far more than 7 days in her week. The quality of her work reflects the care Community Nurse & Hospice Care brings to our patients – it is of the highest quality, it is the most compassionate and it is truly comprehensive. With dedication, deep knowledge and a tireless work ethic, Sue has played an integral role in the successful evolution of this agency to the regionally recognized and award winning organization it is today.

Since Sue joined Community Nurse & Hospice Care in 2001, her role has grown with the agency. She began as Director of Performance Improvement and then after eight years the demanding responsibility of Information Technology Manager was added to her roster. In 2011, to reflect the true nature of her work, her contributions and her role at the agency she was named Chief Performance Improvement and IT Officer.

Managing staff in two seemingly unrelated yet crucial departments would be a challenge for most, but the symbiotic relationship was readily evident to Sue. She leads these two groups with skill and straightforwardness, making her dual role at our agency seem effortless.

Sue has done an exceptional job mentoring her staff, empowering each of them to rely on their knowledge and decision-making skills to get the job done while always making herself available to communicate and effectively handle any issues as they arise. She achieves a balance with staff that most managers only aspire to achieve. Sue continually inspires her team to work hard and reach their full potential while keeping them laughing through her congenial leadership style and ability to manage stress with humor. Sue is compassionate, fair and, according to the staff she manages, a true pleasure to work for.

Quality in the care we deliver to our patients is of paramount importance to our agency. Sue provides the guidance and the metrics through which we gauge and assess our successes. She is a strong navigational force for our entire staff. She is called upon to communicate our high agency standards of care to clinical staff through process improvements, staff education and the monitoring of benchmarks. It is Sue's ability to anticipate the need for and then develop strategies for improvement that has kept Community Nurse & Hospice Care innovative and responsive to our patients' and staffs' most urgent needs.

Throughout her tenure, Sue's leadership has led to exceptional results in the areas of clinical outcomes, patient satisfaction, timeliness of record review and comprehensive OASIS training. Because of Sue's expert direction and oversight, this year our hospice and home care programs easily received deficiency free distinctions.

Sue has lead us through many challenging undertakings – from the implementation of our point of care documentation system, establishment of electronic medical records, wireless technology and a new agency-wide phone system to the upgrade of a new server. Most recently she led our agency to efficiency, increased productivity and documentation excellence through the coordination and oversight of our transition to a new electronic medical record software at our agency. This was an enormous undertaking and she executed the transition without a decrease in

referrals or staff performance – quite a feat! These projects may not be tangible or visible to our patients but their significance can be felt everyday in the high quality of care they receive.

Sue has always been an advocate for home care at the local, state and federal levels and has her finger on the pulse of our industry – identifying future challenges and impending hurdles. She has an incredible knowledge of home care/hospice governance and regulation. Most importantly, she is able to share her wisdom in a way that everyone can understand. This makes her a sought after member of various local, regional and state-wide committees and initiatives amongst them the Home Care Alliance, MassPro, STAAR, the Southcoast's Community Cross Continuum Collaborative and the University of Massachusetts College of Nursing.

Sue has been a nurse for over 40 years and has worked in the home care setting since 1986. Community Nurse & Hospice Care has been fortunate to have her as part of *our community* since 2001 and we look forward to her continuing tenure with us. Regardless of what the future may hold in store, without a doubt, we know that Sue will meet and exceed our expectations.