The President and CEO of Kansas City Hospice & Palliative Care (KCH&PC) recently announced her intention to retire after nearly 25 years of service. As such, the organization is conducting a national search to identify the successor to lead KCH&PC as it continues to provide invaluable services to patients and families as they cope with one of life’s most profoundly difficult experiences.

The Opportunity
The role of President and Chief Executive Officer (CEO) is vital to the continued success of Kansas City Hospice & Palliative Care (KCH&PC), the largest hospice and community-based palliative care organization in the Kansas City Metropolitan area. KCH&PC is a 501(c)(3) and a Medicare-certified agency.

Together with its non-profit subsidiary NorthCare Hospice & Palliative Care (NorthCare Hospice), KCH&PC serves the needs of patients and their loved ones across a 10-county area on both sides of the Kansas/Missouri state line. The KCH&PC reach is extended through significant partnerships with a top academic medical center and leading area hospitals along with selected nursing facilities and community agencies.

The mission of KCH&PC is to bring expert care, peace of mind, comfort, guidance and hope to people who are affected by life threatening and life-limiting illness. This is an opportunity for a proactive, vibrant and proven health care leader to direct the financial, clinical, quality and philanthropy efforts of a multi-location organization with an annual operating budget of $35 million. The organization is stable and well-positioned to continue its excellence in service thanks to the strong leadership team and Board of Directors, an amazing staff, dedicated volunteers and outstanding community partnerships.

This position is responsible for all business and clinical operations, strategic planning, fiscal accountability, philanthropy, compliance and safety oversight and quality initiatives for both KCH&PC and NorthCare Hospice. The successful candidate will be passionate about sharing the benefits of KCH&PC throughout the community and cultivating relationships that strengthen the organization’s mission.

KCH&PC provides a competitive salary and benefits package commensurate with experience and will assist with relocation expenses.

The Organization
KCH&PC was founded in 1980 by a number of area hospitals dedicated to providing a better way to care for the dying. It is a growing, successful, not-for-profit entity that is financially and organizationally sound. Today, KCH&PC is a multifaceted organization with approximately 450 employees, 600 volunteers and a combined average daily census of approximately 380 patients. Care is augmented with a meaningful array of counseling services offered to patients, their families and the community at large.
While the Kansas City hospice market is diverse and highly competitive with 40 providers, KCH&PC is recognized as the area’s leading hospice. Its team of caring and trained clinical professionals is considered the leader and innovator in palliative and end-of-life care in this region.

KCH&PC was the first hospice in the area to recognize the need for on-staff, physician expertise and, together with NorthCare Hospice, currently employs five physicians and six advanced practice nurses. In addition, this was the first organization to establish an inpatient facility, which is recognized for its beauty, atmosphere and expert care. Both KCH&PC and NorthCare Hospice are recipients of national “Hospice Honors” with KCH&PC also receiving “Home Health Honors” for its palliative home care program. For more information, visit kchospice.org.

**Services**

Setting KCH&PC apart is the recognition that all patient needs and circumstances are not all the same. Rather than offer a “one-size-fits-all” model for care, KCH&PC provides a continuum of community-based services tailored to the specific needs of patients and families:

- **Hospice Home Care and Hospice in the Nursing Facility** provided by caring multidisciplinary teams to help with physical, emotional and spiritual concerns of the patient, loved ones and other caregivers.

- **Palliative Home Health Care** provides interdisciplinary, “hospice-like” care to individuals who have a life threatening diagnosis but are not eligible for hospice due to treatment goals or other reasons. Palliative Home Health Care can be provided concurrent with medical treatment aimed at cure or remission.

- **Kansas City and NorthCare Hospice Houses** are two welcoming locations for patients and families when medical problems are too serious to be managed at home.

- **Advanced Illness Support** for patients not needing or desiring full home health or hospice support but can benefit from assessment, advice and guidance from Nurse Practitioners specialized in hospice and palliative care.

- **Carousel Pediatric Hospice and Palliative Care** specifically for infants and young adults who have a serious illness, congenital or other life-limiting conditions.

- **Palliative Medicine** consultations by physicians and advanced practice nurses to complement the care being provided by the patient’s attending physician.

- **Grief Counseling and Related Programs** to provide grief support to families that have been or will be affected by death including specialized children’s camps.

- **Solace House** to convene age-based grief and healing support groups and individual counseling in a free-standing, comforting location.

- **Passages Counseling Program** provides therapy to help individuals cope with difficult transitions, new diagnosis, care planning, complicated grief and other emotional issues associated with illness, death or grief.

- **Heart Matters** to meet the needs of cardiac patients with advanced disease.
The **Kansas City Hospice Foundation** was formed in 1998 to raise and manage philanthropic dollars. These funds enhance the work of KCH&PC by annually supporting $2 million dollars of program expense that requires ongoing subsidy. Philanthropic support in 2015 topped $1.5 million.

*Each entity (KCH&PC, NorthCare Hospice and the Kansas City Hospice Foundation) maintains its own Board of Directors.*

**Requirements/Experience/Personal Attributes**

Working in close collaboration with the Board of Directors and executive leadership team, the incoming President and CEO will drive continued **clinical excellence**, **financial strength**, **operating efficiencies**, **philanthropic growth**, **quality** and **safety** across the organization. Because of its depth of clinical services, significant partnerships and bi-state operations, KCH&PC is a highly complex organization requiring strict adherence to constantly changing clinical developments, regulatory and reimbursement issues.

The successful candidate will be a forward-thinking leader who demonstrates the ability to effectively ask questions and communicate with varying internal and external audiences about a wide range of topics – including those focused on clinical treatment. To be considered for the President and CEO position, candidates must also have the following qualifications:

**Education:** Master’s degree in business administration, health care administration preferred, or bachelor’s degree plus equivalent experience. Degrees must be from accredited college.

**Experience/knowledge:** Minimum of eight years of progressively more responsible experience in health care and management with hospice, home health, palliative care or community-based health care services experience preferred. Other desired experience:

- **Knowledge of operational, regulatory and reimbursement issues** necessary for successful operation of the organization’s services
- **Demonstrated ability to work in collaboration** with the Board(s) of Directors and other members of the leadership team to advance clinical, financial, quality and philanthropic efforts
- **Knowledge and skills required to improve patient referrals, admissions and daily census** including experience creating strategic community partnerships
- **Experience enhancing volunteer and philanthropic efforts** to complement care and funding
- **Thorough understanding of the delivery of care in the community setting** (e.g., hospice, home health and community-based palliative care services)
- **Familiarity with the delivery and financing of health care**, in general
- **Knowledge of wide-ranging and strategic business functions** necessary to oversee a complex organization including developing and executing strategic plans
- **Effective written, verbal and non-verbal communication skills** at the highest level within the health care and philanthropic community
- **Leadership skills to promote effective teamwork** between all departments
- **Capability to relate to all levels of staff** in carrying out the mission and purpose of the organization while mentoring and developing talent
- **Experience using business-focused technology tools** in the regular course of business (e.g., documents, spreadsheets, social media, analytics, project management, etc.)
Personal Attributes

- **A seasoned, self-confident health care executive** who has highly developed analytical and project management skills, with a proven track record in operations and meeting organizational goals.
- **Accountable, results-oriented executive** who is adept at winning through influencing others.
- **Strong culture and values fit.** A person of unquestioned integrity and moral character; an individual that the organization and the community can trust without reservation.
- **An energetic and inspirational leader** with a commanding yet genuine presence and a personal style that builds relationships based on team play, trust, honesty, reliability, openness and confidence.
- **A management style that is inclusive but demands accountability.** A self-motivated, highly intelligent, secure individual who is team-oriented and has a passion for clinical, financial, quality and service excellence.
- **A straightforward, fair and open style** with a track record of mentoring, developing and empowering staff and building a team.
- **A consummate team builder** who takes pride in team accomplishments and not their own accomplishments.
- **An efficient fiscal manager** who enjoys the challenge of creating value in a resource-constrained environment.
- **An open-minded person capable of seeing the value of new ideas and willing to try new approaches** to care delivery and leadership. Someone with the courage to stand by his/her convictions yet is self-confident enough to take feedback from all levels of the organization.
- **Executive demeanor and presence;** candidates must present a strong, executive image and gravitas that exudes trust and confidence.

Responsibilities

The overarching responsibility of the President and CEO is to assure that the ongoing functions of Kansas City Hospice and Palliative Care, the Kansas City Hospice Foundation and NorthCare Hospice are strategically planned, designed, organized, promoted, directed, evaluated and modified, as needed. Key areas of responsibility are:

- Board and Organizational
- Programming
- Human Resources
- Fiscal Management and Technology
- Marketing, Community, Professional and Public Relations
- Foundation and Development
- Educational
In addition to those responsibilities routinely handled by a C-level health care executive, the President and CEO:

- **Drives change and catalyzes innovation** to achieve a high level of organizational performance within the strategic platforms of Market Leadership, Highest Quality and Safety, Best Patient Experience/Patient Centered Care, Philanthropic Support and Financial Strength.
- **Provides leadership and guidance in the development of marketing and public relations strategies** to facilitate the organization’s growth in both professional relationships and patient census.
- **Nurtures talent by providing leadership, mentoring and coaching** that encourages and creates opportunities for development and advancement. Drives a high level of associate and physician engagement.
- **Coordinates strategic planning, new program development and operating plan development.** Working with the Board of Directors and Leadership Team, develops and manages annual operating and capital budgets.
- **Administers and maintains all department services** in accordance with standards and criteria established by state, local, and federal agencies to ensure compliance.
- **Serves patients and families by exemplifying and driving the organizational mission** to bring expert care, peace of mind, comfort, guidance and hope to people who are affected by life threatening and life-limiting illness.
- **Engages with the community** and represents the KCH&PC mission and values across a broad range of target audiences.
- **Facilitates the long-range strategic plan** by way of analysis, forecasting trends, anticipating organizational changes, and recommending alternative strategies to ensure state-of-the-art operational and clinical excellence.
- **Acts as a liaison in various local, regional, and national professional organizations** and committees to improve health care services.
- **Remains current in theory and practice of hospice and palliative care** and serves as a role model for staff, Board and volunteers.
- **Directs fiscal planning and oversight** under the direction of the Board of Directors.
- **Plans, provides, and evaluates orientation, training, continuing education programs or other opportunities for learning** as developed for staff and volunteers.

**Direct reports to the President and CEO include** the Chief Operating Officer, Chief Financial Officer and key directors and managers.
The Community
If you’re not familiar with the Greater Kansas City metro area, what you’ll find may surprise you – a vibrant city and flourishing suburban communities, rolling hills and tree-lined boulevards, a thriving economy driven by thousands of small businesses, tech start-ups, medical research and headquarters of companies like Cerner, Garmin, Hallmark and Sprint.

Kansas City boasts of cultural amenities, acclaimed dining (particularly our BBQ) and affordable living. Most importantly, it’s a community with a heart – friendly, easy-going, and forward-thinking. That’s why Kiplinger Magazine and other publications have rated Kansas City as one of the 50 Smart Places to Live!

Many outsiders are confused that there’s a Kansas City, Kansas and a Kansas City, Missouri. Simply put, we are one big metropolitan area that happens to have a state border down the middle. Each side has its bragging rights but we Kansas Citians treat it as one.

Source: Greater Kansas City Chamber of Commerce

Learn more about this great community:

Visit KC | Kansas City Overview
Visit KC | Ignite KC Video

What makes KC a hot topic? Try health care, April 8, 2016

Procedure for Consideration
If you or someone you know would like to be considered, please forward a letter of interest and resume via email to CEOSearch@kchospice.org by June 15, 2016. Your resume should provide evidence of how you meet each minimum and preferred requirement listed. All inquiries/materials will be treated as confidential.

It is the policy of Kansas City Hospice & Palliative Care to provide equal employment opportunity (EEO) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law.

The KCH&PC Search Committee thanks all applicants for their interest but we will only respond to those candidates selected for interviews.