

## Raising The Standard Of Healthcare

An Interview with Kerri Scanlon, RN, FAAN,  
Senior Vice President, Northwell Health and President, Glen Cove, Planview, and Syosset Hospitals

**EDITORS' NOTE** Kerri Scanlon has been an integral member of Northwell Health for more than 25 years, serving in progressive leadership positions including associate executive director, patient care services and chief nursing officer at North Shore University Hospital (NSUH) and associate executive director of quality and chief nursing officer at Long Island Jewish Medical Center. Along with her responsibilities at NSUH, Scanlon was Northwell's deputy chief nursing officer and a leader on Northwell's Nurse Executive Council, where best practices are established and implemented hospital and health system-wide. Scanlon, a graduate from the Academy GE Fellows Program for Nurse Executives, has published and presented locally, regionally, nationally, and internationally on quality and the nursing profession. In 2018, she was inducted as a Fellow into the American Academy of Nursing and she has received several prestigious awards, including the 2009 Nursing Spectrum regional and national Nursing Excellence award. Long Island Business News named her to its 40 Under 40 list in 2009, and she was a participant in the Robert Wood Johnson Transforming Care at the Bedside Project and the original American Nurses Association Time Motion Study. She holds bachelor's degrees from Manhattanville College and Columbia University, as well as a master's in nursing as an adult nurse practitioner from Columbia.



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these institutions stand as Destination Centers of Excellence in key areas – surgery, medicine, and acute rehabilitation. Glen Cove Hospital received a 5-star rating from the Centers for Medicare and Medicaid Services and achieved The Leapfrog Hospital Safety Grade A – both a clear indication of continued efforts to provide exceptional healthcare services. Additionally, Glen Cove Hospital has earned its place among the best, ranking 24th in the nation for Acute Rehabilitation by *U.S. News and World Report* – solidifying it

as a premier destination for rehabilitative care. Similarly, Plainview Hospital has also excelled, achieving The Leapfrog Hospital Safety Grade A for excellence in patient safety. Furthermore, it has been ranked in the Top 50 nationally for Diabetes and Endocrinology and in the Top 26 for Best Metro Hospitals by *U.S. News and World Report* reflecting its commitment to innovative treatments and compassionate care for patients. Lastly, Syosset Hospital has profoundly distinguished itself by being ranked 7th in the nation for its outstanding Orthopedics Program by *U.S. News and World Report*. This achievement is a direct result of its dedication and commitment to being a center of excellence in orthopedic care.

What truly makes these hospitals remarkable is not just their accolades, but the incredible team behind them. All three hospitals rank in the top 3 for employee engagement within our health system, boasting an impressive engagement rate of greater than 92 percent.

### How important is it to align these community hospitals' local visions with the Northwell Health vision?

In an age where healthcare is evolving at an unprecedented rate, we must recognize that our objectives, goals, and values must not only resonate within our immediate community, but also harmonize with the aspirations of a leading healthcare system. Northwell is not simply an industry leader; it is a beacon of innovation, quality, and compassion in healthcare. To align our local vision with that of Northwell is to embrace a future where we can deliver exceptional care to our patients, enhance our operational efficiencies, and create an environment that fosters collaboration and growth. This alignment serves as a powerful catalyst for change – one that can elevate our services, improve patient outcomes, and build trust within our community. By synchronizing our

strategic vision with Northwell Health, we are not just adopting best practices; we are committing ourselves to a shared mission – one that prioritizes patient-centered care, advances research, and promotes health equity. This alignment empowers our staff and clinicians, providing them with a clear sense of purpose and direction as they navigate the complexities of modern healthcare delivery. When everyone within our organization understands how their efforts contribute to a larger vision, we cultivate a culture of excellence where every member feels valued and inspired to make a difference.

### You have been with Northwell Health for 30 years. What has made the experience so special for you?

I am filled with a deep sense of gratitude and pride as I reflect on my journey with Northwell, a journey that spans 30 years. What makes this experience so special is not just the length of time I have spent here, but the profound connections I have forged along the way. Northwell is more than just a healthcare organization – it is a family. From the very first day, I felt welcomed into a community that values innovation, collaboration, and teamwork. I have had the privilege of working alongside dedicated professionals who share a common goal – to provide the best possible care for our patients and their families. The spirit of Northwell extends beyond our work environment – it resonates in the support we offer one another during challenging times, the laughter we share in moments of joy, and the collective commitment we have to our communities. Together, we celebrate our successes, learn from our challenges, and continually strive to improve the lives of those we serve. As I look back on these past 30 years, I am reminded that it is this sense of belonging, this unwavering support, and this shared purpose that truly defines my experience at Northwell. I want to take a moment to acknowledge the exceptional executive leadership that has helped shape my experience at Northwell. Under the tenure of our remarkable leadership team, including our visionary CEO, Michael Dowling, and our dedicated COO, Mark Solazzo, I have truly felt valued and supported in all my roles. Their unwavering commitment to our mission and their genuine care for each team member creates an environment where we can thrive. Their mentorship, guidance, and wisdom have not only helped me grow professionally, but have also inspired me to strive for greatness. I am proud to be part of the Northwell family, and I look forward to many more years of growth, learning, and making a difference together. ●

### Will you discuss your role and area of focus?

I, along with the team, set the strategic vision and operational infrastructure for three hospitals. My role revolves around being the driving force behind their success.

A successful healthcare environment is built on the foundation of teamwork and trust among all team members. I have worked diligently to create a culture that values each individual's contributions, recognizing that our collective strength lies in diverse perspectives and skills. This collaborative approach not only enhances problem-solving but also fosters a sense of belonging, which is crucial for employee satisfaction and retention. It also enhances the care we provide to the communities we are privileged to serve.

### Will you provide an overview of Glen Cove, Plainview and Syosset Hospitals?

All three institutions are community hospitals which have consistently demonstrated their commitment to excellence in healthcare. Each of