


NICOLE STEFAN, CNMT, MBA, CPPS, CPHRM

Regional Quality, Safety, Risk, & Experience Program Director

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 810-624-7476

PROFESSIONAL SUMMARY

Accomplished quality, safety, risk, accreditation and patient experience professional. Skilled in strategic planning, analytics, and enhancing operations through innovative solutions and critical thinking.

EXPERIENCE

McLaren Health Care

Director Clinical Risk & Patient Safety

1/2025-present

- Led hospital-wide and ambulatory patient safety programs increasing culture of safety scores by 35%
- Facilitated CCAs, RCAs, and FMEAs
- Directed initiatives to reduce serious safety events by 65%
- Established Just Culture framework
- Increased safety event reporting by 60% over one year

Corewell Health

Regional Quality, Safety, & Patient Experience Program Director

07/2024 - 12/2024

- Drives the Quality, Safety, and Experience (QSE) program and develops strategies to improve quality performance
- Partners with senior leadership to develop organizational strategies to achieve high performance standards
- Interprets analytics to support and recommend solutions to solve complex problems
- Demonstrates effective management skills to foster trust and credibility

Trinity Health Livonia

Manager, Risk Management/Patient Safety

12/2021 - 07/2024

- Directed quality, patient safety, risk management program, plan, and objectives
- Managed unexpected events and conducted common cause analysis (CCA), root cause analysis (RCA), and failure modes effects analysis (FMEA) to direct quality process improvement initiatives across the organization
- Used advanced analytics to identify vulnerabilities and apply proactive innovative solutions to increase patient and employee safety
- Managed patient relations, risk, and safety staff
- Subject matter expert for critical events and emergency management responses, 24/7 coverage
- Managed malpractice claims, insurance, and loss prevention

EDUCATION

Walsh College

Master's degree: Business Administration

Madonna University

Bachelor's degree: Healthcare Administration

Ferris State University

Associate degree: Nuclear Medicine Technology

SKILLS

- Strategic planning
- Organizational leadership
- Operations oversight
- Analytics
- Problem solving
- Creativity

CERTIFICATIONS

- Certified Nuclear Medicine Technologist, CNMT
- Certified Professional Patient Safety, CPPS
- Certified Professional Healthcare Risk Management, CPHRM

- Mentored departments through project management activities
- Implemented patient safety program

**Trinity Health Livonia
Accreditation Leader**

01/2021-12/2021

- Responsible for monitoring compliance with regulatory agencies and current standards of best practices
- Performed risk assessments and developed policies, procedures, and protocols to improve care processes to attain to proven practices and regulatory standards
- Subject matter expert for maintaining accreditation for regulatory agency (Joint Commission, State of MI, Center for Medicare/Medicaid Services, MI Department of Civil Rights, and OSHA) requirements
- Led regulatory surveys and organizational alignment

**McLaren Health Care
Corporate Manager Clinical Risk & Patient Safety**

08/2018 – 12/2020

- Developed and implemented the risk and patient safety program for McLaren Health Care (14 Hospitals/150 McLaren Medical Groups (MMG))
- Reviewed incident reports across the system and analyzed trends to initiate improvement plans and develop best practices across the health system
- Subject matter expert for unexpected events, 24/7 coverage
- Facilitated RCAs with executive leaders across McLaren Health Care
- Developed high reliability dashboard for McLaren Health Care
- Led regulatory surveys and implemented risk mitigation strategies to ensure adherence to desired outcomes
- Identified organizational hazards and developed emergency preparedness plans
- Project manager for large scale system initiatives
- Developed system standardized universal protocol to reduce wrong site surgeries and procedures, successfully driving to zero occurrences
- Managed, mentored, and trained risk professionals for health system

**Tenet Healthcare/DMC/Detroit Receiving Hospital
Patient Safety Officer**

01/2018 – 08/2018

- Responsible for developing facility-wide safety/risk programs and performance outcomes
- Mentored leaders and departments on risk mitigation activities
- Facilitated CCAs, RCAs, and FMEAs with DMC leadership team
- Managed incident reporting systems and led organizational actions
- Facilitated disclosure meetings with families and patients
- Responsible for leading regulatory surveys and compliance plans
- Led system wide performance improvement initiatives with senior leadership
- Significantly reduced medication errors, falls with injury, behavioral risks, hospital acquired conditions, and strengthened operative safety measures
- Administrator on call to manage urgent operational concerns

Tenet Healthcare/Harper University Hospital (DMC)

Manager Quality

01/2017 – 01/2018

- Managed 15 quality/safety professionals
- Responsible for improving hospital quality outcomes
- Managed Collaborative Quality Initiatives (CQI): Percutaneous intervention (PCI), Vascular Surgery, Cardiothoracic Surgery, Left Atrial Appendage Occlusion (LAAO), and carotid interventions for DMC
- Administrative peer review facilitator for cardiovascular service line
- Developed strategic operational plan, budget, and goals for cardiovascular service line
- Developed quality metric dashboards and set goals for improvement
- Mentored leaders on performance improvement initiatives
- Facilitated root cause analysis for unexpected adverse events
- Responsible for leading TJC, CMS, and regulatory surveys
- Administrator on call to manage urgent operational concerns

Tenet Healthcare/DMC/Sinai Grace Hospital Clinical Improvement Coordinator Quality

2015-2017

- Accountable for the hospital safety and quality program
- Responsible for leading regulatory surveys, meeting conditions of participation
- Managed incident reporting system, RCA investigations, and action plans
- Developed and facilitated the Safety Coach program
- Provided leadership training for Just Culture across the organization
- Facilitated peer review for multiple service lines
- Abstracted quality measures and led performance improvement initiatives
- Increased performance to primary stroke measures, patient safety indicators, and hospital acquired conditions

Tenet Healthcare/DMC/Sinai Grace Hospital Clinical Coordinator Cardiovascular Imaging, Invasive Cardiology

2012 - 2015

- Project Manager for implementation of cardiovascular data management system
- Trained and mentored Cardiologists and staff on hemodynamic systems
- Managed cardiovascular operations
- Wrote crystal reports for data analysis and led quality improvement initiatives
- Implemented key performance indicator boards to increase operational throughput and increase staff/patient satisfaction
- Leader for performance improvement initiatives across multiple service lines
- Led performance improvement initiative in operative services to reduce turnaround time, first case on time starts, and lower cancellation rates

Trinity Health St Mary Mercy Hospital Certified Nuclear Medicine Technologist

2006 - 2012

- Mastered clinical process flow and maintained Nuclear Regulatory Commission compliance

- Specialized in medication compounding using radioactive substances to diagnose and treat illnesses in patients
- Performed specialized procedures to evaluate organ function

PROFESSIONAL ASSOCIATION

Michigan Health and Hospital Association, Chair Risk/Safety Committee MHA
Keystone Center

Michigan Society Healthcare Risk Management, Co-Chair Education
Committee