



Jeffrey N. Doucette, DNP, RN,  
NEA-BC, FACHE, FAAN  
Chief Nursing Officer

As Press Ganey's Chief Nursing Officer, Jeffrey Doucette is responsible for providing clinical guidance to help clients transform the patient and caregiver experience. In this role, he works to develop nursing leadership at client organizations, improve quality and efficiency, and improve employee and caregiver engagement by playing an integral role in the company's workforce initiatives.

Jeff is a widely recognized and accomplished nurse leader with nearly 30 years of experience spent largely in leadership and executive nursing roles. Throughout his career, he has focused on enabling the delivery of exceptional patient and family experiences through innovation, education, and nursing excellence.

Most recently, Jeff served as senior vice president and chief nursing officer at Thomas Jefferson University Hospitals in Philadelphia. In this role, he led the strategic direction and leadership of the Division of Nursing and Patient Care Services

and played a critical role in cultivating and sustaining nursing excellence. Prior to joining Jefferson Health, Jeff served as president of the Magnet Recognition Program® and the Pathway to Excellence® Program at the American Nurses Credentialing Center.

Known as an engaging thought leader and dynamic presenter, Jeff speaks extensively around the world on topics of interest to nursing and health care leaders. He is a Robert Wood Johnson Executive Nurse Fellow, a Fellow in the American College of Healthcare Executives, and a Fellow in the American Academy of Nursing. He also serves on the editorial advisory board for *Nursing Management* and *The Journal of Nursing Administration*.

Jeff earned a master of science degree in health care administration and a bachelor of science degree in nursing from Marymount University, and a doctor of nursing practice degree from Old Dominion University.

## STATEMENTS

### **1. Statement describing the significant issues facing AONL and potential strategies to address them.**

The most pressing issues for the teams I work with around the country is the state of our nursing workforce. AONL plays a vital role in setting the national agenda and conversation which must be focused on engagement, turnover reduction, retention, well-being and fully developing segmented data on key part of our workforce such as nurse leaders and advanced practice providers. In addition, address nurse leader development issues for emerging/novice leaders, leaders who are underperforming, and coaching for advancement and succession planning must remain as key areas of work for AONL. Finally, AONL must solidify its place as THE professional home for nurse leaders and those who aspire to lead.

### **2. Statement describing the applicant's perspective of diversity, equity and inclusion and strategies AONL can take to demonstrate its commitment.**

I am committed to advancing health care practice environments in which access to well-being, resiliency and mindfulness resources are available to nurses and to the people they serve. I am committed to under-served populations who may be marginalized within the health care system by helping them build self-confidence and life skills to lessen the impact of these disparities. My passion and expertise for serving nurses and giving voice to those on the margins drive my desire to be an active contributor to AONL's diversity plan. As a member of a diverse group, I bring a unique perspective to the board and will work to help move AONL forward in it's commitment to DEI and building a more diverse organization.

