



Marcy Jack, JD, BSN, CPHRM, CPHQ Vice President and Chief Quality Officer

Marcy Jack is Beebe Healthcare’s Chief Quality Officer and oversees the departments of Quality Commitment (including Accreditation and Regulatory Readiness) and Infection Prevention.

After receiving her Bachelor of Science in Nursing from Delaware State University, Ms. Jack began her healthcare career as a cardiac care nurse at various hospitals including Beebe Healthcare, Christiana Care Health System (Newark, Delaware), and Kaiser Permanente (Hollywood, California). Subsequently, Ms. Jack completed a Juris Doctor degree at Widener University School of Law and became a member of the Delaware Bar. From August 2004 to May 2005 Ms. Jack practiced law for the regional defense litigation law firm of Marshall, Dennehey, Warner, Coleman and Goggin. Her primary focus of practice was personal injury, while also assisting senior partners with medical malpractice, contract law, property damage, and asbestos litigation. In May 2005, Ms. Jack was appointed Director of Risk Management at Beebe Healthcare and handled risk management, patient safety, and claims management. In that role, she expanded the Risk Management Department to incorporate Enterprise Risk Management concepts and improved patient safety at the Organization by developing proactive risk management plans, providing education and training centering around High Reliability and Zero Harm, and facilitating process improvement initiatives throughout the Organization. In December 2013, Ms. Jack was promoted to Chief Quality and Safety Officer overseeing Risk Management, Quality Commitment, Infection Prevention, Public Safety and Security, and Emergency Preparedness. She also handled the Organization’s General and Professional Liability Claims.

Ms. Jack is a Certified Professional in Healthcare Risk Management (CPHRM), Healthcare Quality, CPHQ) and is Lean Six Sigma Greenbelt certified. She has presented risk management topics before the Delaware Affiliation of Medical Staff Services (DAMSS), the Maryland Association of Healthcare Executives (MACHE), Infusion Nurses Society (INS) and Rocky Mountain Chapter of the Infusion Nurses Society. Ms. Jack also served as a speaker for the Delaware Healthcare Association regarding the topic of wellbeing in health care.

Ms. Jack served as Secretary of the Health Law Section of the Delaware Bar Association from 2011 to 2013 and as a board member with Prevent Child Abuse Delaware from 2014 to 2020. In February 2019, Ms. Jack was appointed by Delaware Governor John Carney to the Delaware Economic and Financial Advisory Council (DEFAC) Health Care Spending Benchmark Subcommittee and continues to serve as a member. In October 2020, Ms. Jack was the recipient of the AHA Grassroots Champion Award for the State of Delaware, for effectively educating elected officials

about Workplace Violence in Healthcare and receiving bipartisan support for the Delaware “Workplace Violence Bill” which was signed into law in June 2022. Ms. Jack currently chairs Beebe Healthcare’s Well-being Committee, and in March 2022, became a member of the Delaware Division of Public Health’s Children in Disasters Committee.