

# **Kelly Hancock, MSN, RN, NE-BC**

**Executive Chief Nursing Officer, CCHS and Chief Nursing Officer, Main Campus at Cleveland Clinic**

Cleveland, OH, US

20-year veteran in healthcare and prominent nursing leader at a Magnet Status hospital

---

Kelly Hancock was named Executive Chief Nursing Officer of Cleveland Clinic health system in September 2012. As such, she is responsible for directing the daily clinical, academic and operational activities of the nursing staff, as well as the focus of nursing throughout the various institutes on the main campus. She administers and directs nursing operations, as well as the financial, regulatory and business activities of nursing. Ms. Hancock's 20 years of nursing experience began at Cleveland Clinic. She upholds a strong administrative and clinical atmosphere that promotes staff education, staff development and cohesion among all disciplines, professional nursing care and world-class patient care. Ms. Hancock obtained her MSN from Ursuline College, Ohio. She is a board-certified Nurse Executive through the American Nurse Credentialing Center, and a member of the American Organization of Nurse Executives, American Association of Critical Care Nurses, and Honor Society of Nursing - Sigma Theta Tau International. She is a recipient of the Bruce Hubbard Stewart Fellow Award and two-time recipient of the Abbie Porter Leadership Award, which highlights Nursing Leadership.

---

Keynote, Moderator, Panelist, Workshop

---

Health Care - Providers, Health Care - Facilities, Health and Wellness, Health Care - Services

---

Nursing Quality, Wellness, Patient Experience, Integration of Enterprise Nursing Workforce, Nursing Workforce, Transformational Leadership, Servant Leadership, Magnet and the Impact On Workforce, Nursing Recruitment and Retention

---

Cleveland Clinic, American Organization of Nurse Executives (AONE), American Association of Critical Care Nurses (AACN), American Association of Heart Failure Nurses (AHF)

---

## **Nursing Workforce**

In 2003, Cleveland Clinic earned Magnet Status, the highest national award for excellence in nursing. Ms. Hancock shares how this affects a nursing workforce in terms of quality of care, recruitment and retention. She also discusses the role Cleveland Clinic's 11,000 nurses play in patient experience and how transformational and servant leadership practices have helped improve nursing workforce metrics and enhanced the integration of nurses throughout Cleveland Clinic's entire health system.

---

**Ursuline College, Pepper Pike, Ohio**  
M.S.N. Nursing

---

### **2012 AACN Circle of Excellence Award**

The American Association of Critical-Care Nurses' Circle of Excellence awards recognize and showcase excellent outcomes in the care of acutely and critically ill patients and their families. The awards program is designed to align with the association's mission and vision focusing on outcomes responsive to professional and environmental issues in acute and critical care nursing.

---

[Please click here to view the full profile.](#)

This profile was created by [Expertfile.](#)