



The **Office of the Assistant Under Secretary for Health for Operations** welcomes David Isaacks to the role of Network Director for Veterans Integrated Service Network (VISN) 8, effective October 9, 2022. Mr. Isaacks most recently served as Executive Health System Director of the North Florida/South Georgia Veterans Health System since July 2021. As one of the nation's leading VA healthcare systems it is also identified as the largest and most complex.

His previous appointment was Executive Director at the Kansas City VA Medical Center where through his leadership during the COVID-19 pandemic response led the facility to be recognized with a Distinguished Service Award from the Missouri Hospital Association. Mr. Isaacks also led the transformational culture change which enabled the facility to be recognized as the 8<sup>th</sup> most improved facility in VHA. Prior to that, David served as the Executive Director for the Harry S. Truman Memorial Veterans' Hospital in Columbia, Mo., where he was instrumental in the modernization of that medical center's facilities and leading his team in the adoption of high reliability practices. Also, under his leadership at the Truman VA, the center was ranked No. 1 nationally for three consecutive years by the VA for achieving the highest employee satisfaction. Mr. Isaacks joined the VA in 2006 and has served in several other leadership roles including deputy network director for both the VA Sunshine Healthcare Network in St. Petersburg, Fla., and the VA Heartland Network in Kansas City, Mo. He also served as director of the VA Central Plains Consolidated Patient Account Center in Leavenworth, Kan.

Mr. Isaacks has more than 15 years of healthcare experience, with all of it committed to Veterans Health Administration (VHA) mission in offering the highest quality health care to our Veterans. Prior to joining the Veterans Health Administration, Mr. Isaacks served 8 years as a United States Marine. David is a subject matter expert in the adoption of high reliability, operationalizing high reliability, building a culture of Trust and has published on original concepts such as Reliability Divide, Multi-directional HRO adoption, and Activity Based High Reliability.

Mr. Isaacks is a Fellow of the American College of Healthcare Executives, an Excellence in Government Senior Fellow, a graduate of the Walter and Leonore Annenberg Leadership Institute - Class of 2008, the 19th Annual Prince Williams Regional Chamber of Commerce Valor Award winner from 2005, a 2003 U.S. Marine Corps Institute Graduate Of the Year, and a certified LEAN Black Belt. Most recently David was recognized in March 2021 with the ACHE VA Regents Senior Healthcare Award and recognized in July 2021 with the Ninth Annual Secretary's Diversity & Inclusion Excellence Award.

Mr. Isaacks knows that cultural change is fundamental. First, beginner's mind; his thirst for knowledge and his approach to opportunity through learning ensures he doesn't lead by past tradition or preconceived notions, but through innovation and excellence. Second, idea broker/communicator; he works to position himself to balance learning and collaborating so that he can serve as a conduit for fresh ideas. Third, firsthand experiences; he has been accountable for the lives of others through decision making and been responsible for managing multi-billion-dollar budgets. Mr. Isaacks strives to observe and understand the nuances from the frontlines, which keep him in tune with what really matters.

Mr. Isaacks received an Associate degree in business from Park University, a bachelor's degree in business administration and management from Southern Illinois University and a master's degree in organizational management and a post graduate certification in Human Resource Management from the University of Phoenix.

Please join us in welcoming Mr. David B. Isaacks to our mission of serving Veterans in this important role.

RimaAnn Nelson