

NQP Welcomes Robert Hettenbach as Executive Director

Robert (Bob) Hettenbach has been named Executive Director of NQP and is responsible for the management of the overall activities and decision-making of the organization. Mr. Hettenbach will play a key role in driving success in achieving DSRIIP milestones related to project performance, promoting patient and provider engagement, overseeing the development of workforce strategy and cultural competency, and building partner and stakeholder relationships.

Mr. Hettenbach has held several senior management positions including President of PSCH, Inc., a non-profit, New York City and Long Island-based, behavioral health agency that serves 15,000 individuals annually. He also served as Executive Director of Northwell Health's Forest Hills Hospital; Vice President and Chief Operating Officer of Behavioral Health Services at Northwell Health; New York City Regional Director for the New York State Office of Mental Health; and was Chief Executive Officer of Bronx Psychiatric Center, Kings Park Psychiatric Center, and interim CEO at Central Suffolk Hospital.

Throughout his career, Mr. Hettenbach has focused on the issues that impact access to and delivery of quality care for underserved and ethnically diverse populations. He has created models for medical leadership, enhanced staff performance through training, empowerment, and accountability, and increased patient safety and satisfaction by creating mechanisms for greater patient and family involvement.

Mr. Hettenbach takes over for Gilbert Burgos, MD, MPH, who was serving in a dual role of Interim Executive Director, and Medical Director of NQP. As Medical Director, Dr. Burgos will continue to focus on defining the overall clinical vision and direction of NQP. We thank Dr. Burgos for his leadership, and welcome Mr. Hettenbach.