



**Mr Mark Zacka**

### Current role[/s]

<b>NSLHD, Executive Director Clinical Governance and Patient Experience</b>	October 2019 – present
<ul style="list-style-type: none"> <li>• The Director is responsible for establishing, directing and managing the clinical governance function of the Local Health District (LHD) to promote and support patient safety, clinical excellence and enhance patient experience within the District.</li> <li>• The Director provides high level expert advice to the Chief Executive on all clinical governance issues and works collaboratively with other members of the LHD Executive and key stakeholders to analyse, maintain and improve patient safety and clinical quality systems across the District.</li> <li>• Key accountabilities             <ul style="list-style-type: none"> <li>• Develop and lead the clinical governance operational plan to ensure the NSW Patient Safety and Clinical Quality Program is implemented, and reported on at all levels of the District.</li> <li>• Ensure effective identification, investigation, management, monitoring and reporting of clinical safety risks and adverse patient events within the District.</li> <li>• Oversee the LHD incident reporting and complaints handling systems and investigate concerns/complaints regarding clinicians, working with line managers to facilitate fair and speedy resolution.</li> <li>• Work collaboratively with and support clinical staff of the LHD to ensure rigorous review and audit of patient outcomes and clinical variation with effective uptake of safety initiatives (e.g. deteriorating patient, medication safety).</li> </ul> </li> <li>• Lead, oversight and manage the Health Information Service, the Infection Prevention and Control (IPAC) service for the District</li> <li>• Lead, oversight and manage the Voluntary Assisted Dying statewide hosted services and the local support services.</li> </ul>	

## Recent experience

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<b>St Vincent's Health Network Sydney (SVHNS)</b> Executive Director, Clinical Governance	Dec 2016 to Sep 2019
<b>South Western Sydney Local Health District (SWSLHD)</b> Executive Director, Clinical Governance	Sep 2011 to Nov 2016
<b>Clinical Excellence Commission</b> Program Leader, Quality Systems Assessment	Sept 2009 to Aug 2011
<b>Independent Commission Against Corruption (ICAC)</b> Executive Officer	2008 - 2009
<b>Sisters Of Charity Health Service</b> A/Executive Officer	2007 - 2008
<b>Justice Health</b> <ul style="list-style-type: none"> <li>• A/Director of Governance</li> <li>• Patient Safety and Clinical Risk Manager</li> <li>• Clinical Services Manager (Policy &amp; Planning)</li> </ul>	2002 - 2007
<b>AIDS Dementia and HIV Psychiatry Service (ADAHPS)</b> Service Coordinator	2000 - 2002
<b>Northern Sydney AHS (1998-00)</b> Manager - Physiotherapy Department, Ryde Hospital <b>Darlinghurst Physiotherapy</b> Private Physiotherapist Practitioner	1998 - 00
<b>Central Sydney AHS</b> Physiotherapist and researcher, RPA Hospital	1991-98

## Education and qualifications

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- **Master of Health Administration** 2003  
University of New South Wales
- **Bachelor of Applied Science (Physiotherapy)** 1991  
University of Sydney

## Awards [optional can be deleted]

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- Australian College of Health Service Executives Prize. 2002