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## Heather Herlyn

Heather Herlyn is the director of quality and safety at the Good Samaritan Society. She oversees all aspects of the quality program, including quality measurement, performance improvement, accreditation and infection prevention. She and her team work closely with regional leadership and directly with locations to help prioritize and improve quality metrics and survey outcomes.

Herlyn earned a bachelor's degree in nursing from South Dakota State University and a master's degree in health care administration from the University of South Dakota. She began her nursing career at Sioux Valley Hospital, now Sanford Health, in the ICU in 2000. Since that time, she has held various positions in clinical and operational leadership roles in the public and private sector. She returned to Sanford Health in 2018 as an IT strategic business partner. She began her current role for the Society in 2020.

Her goal is to enhance value and minimize resident and client harm. She is passionate about lifelong learning and self-development. Herlyn has earned the certified professional in health care quality designation and holds a green belt in lean six sigma. As a competitive person, she feels that being in quality is the right fit for her as she focuses on results and outcomes.

Herlyn and her husband have five children and one grandchild that keep them busy. She loves traveling, hiking and reading, as well as the challenge of owning four businesses outside of her full-time job, where she can apply the strong business practices and leadership principles that she's learned in health care.