

**Troy Williams, MSN**

Chief Quality Officer

San Francisco General Hospital and Trauma Center

Williams has more than 25 years of health care experience. His clinical background is in behavioral health, where he has both psychiatric emergency and inpatient experience. At San Francisco General Hospital, he has been involved in a number of initiatives including improving the informed consent process for patients; developing a critical incident response team to support health care providers following traumatic events in the workplace; and creating and sustaining the hospital's community engagement committee, where patients and community members help with operational and quality improvement activities at the hospital.

Williams began his career as a hospital corpsman in the United States Navy where he worked as a licensed psychiatric technician. He spent the majority of his career in psychiatric emergency services where he functioned in every nursing role.