

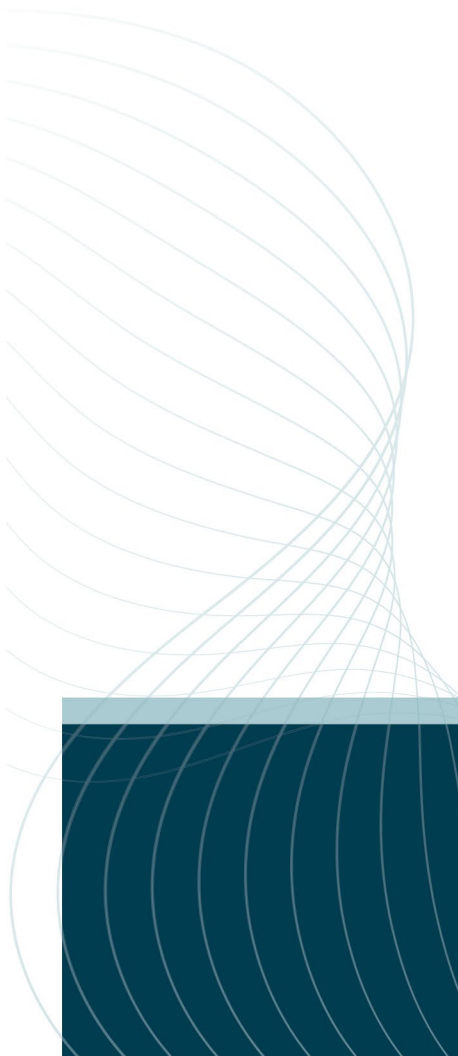


**CAPE COD
HEALTHCARE**

Chief Information Officer Leadership Profile

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WittKieffer

Contents

The Opportunity	01
Organization Overview	02
Position Summary	04
Goals and Objectives	06
Candidate Qualifications	07
The Community	08
Procedure for Candidacy	09

The Opportunity

Cape Cod Healthcare (CCHC) is seeking a strategic, operationally grounded, and highly collaborative information technology executive to serve as its next Chief Information Officer (CIO). The CIO will join a financially strong, independent health system that is deeply connected to the community and committed to delivering high-quality, accessible care to Cape Cod residents and visitors. As a member of the senior leadership team, the CIO will provide the technology vision, actionable insights, reliable infrastructure, and thoughtful leadership needed to advance CCHC's mission and support its clinical, operational, and financial priorities.

Cape Cod Healthcare (CCHC) is the leading provider of healthcare services for residents and visitors of Cape Cod and the largest employer in Barnstable County. The health system includes more than 600 providers, over 5,000 employees, and more than 250 volunteers. Its comprehensive continuum of care encompasses Cape Cod Hospital and Falmouth Hospital, which have a combined 372 beds, as well as a Level III trauma center, six urgent care centers, a network of primary and specialty care practices, skilled nursing and rehabilitation services, assisted living, and the Cape's leading provider of home care and hospice services through its Visiting Nurse Association.

The CIO will be charged with developing and executing a technology strategy that advances CCHC's clinical, operational, and financial priorities. Key objectives include maximizing Epic to achieve top-tier performance, strengthening data and analytics, improving revenue cycle processes through automation and AI, and partnering with clinical leaders to improve workflows and clinician well-being. Serving as a strategic leader and player-coach, the CIO will also strengthen cybersecurity and infrastructure, develop the IT team, and ensure technology investments deliver measurable value.

The CIO will inherit a capable and well-regarded information technology team with a strong, collaborative culture. A central priority will be ensuring that CCHC's technology investments remain closely aligned with healthcare operations and the needs of clinicians, patients, and staff. The organization is looking for a leader who will preserve and strengthen that foundation while helping the team continue to evolve. This individual will be an accessible and engaged leader who takes the time to understand the organization, earns the trust of colleagues, communicates clearly, and invests in the development of team members.

The ideal leader will be confident yet humble, and comfortable operating in an environment with limited bureaucracy, where leaders are expected to be responsive, accountable, and focused on the work of the organization. The CIO must demonstrate sound judgment, strong communication skills, and the ability to translate complex technology issues into clear business and clinical implications.

This is an attractive opportunity for a healthcare technology executive who wants to make a visible and lasting difference within a strong, community-oriented health system. The next CIO will have the opportunity to shape the organization's technology direction, mentor and develop a talented team, and establish deep roots within Cape Cod Healthcare and the community it serves.

Organization Overview

Cape Cod Healthcare (CCHC) is the leading provider of healthcare services for residents and visitors of Cape Cod and the largest employer in Barnstable County. The health system includes more than 600 providers, over 5,000 employees, and more than 250 volunteers. Its comprehensive continuum of care encompasses Cape Cod Hospital and Falmouth Hospital, which have a combined 372 beds, as well as a Level III trauma center, six urgent care centers, a network of primary and specialty care practices, skilled nursing and rehabilitation services, assisted living, and the Cape's leading provider of home care and hospice services through its Visiting Nurse Association. Key clinical service lines include oncology, heart and vascular care, neurosciences, orthopedics, women's health, primary care, and a broad range of surgical specialties.

As the safety net provider for Barnstable County, CCHC serves a community with one of the oldest populations in the country and a predominantly government-funded payer mix. The average age of a hospitalized patient is 67. The region's year-round population of more than 231,000 more than doubles to over 500,000 during the summer, and Cape Cod attracts more than five million visitors annually. This seasonal fluctuation creates a distinctive care delivery environment and requires CCHC to maintain the capacity and operational flexibility needed to support both its permanent population and a significant influx of visitors.

In calendar year 2025, CCHC recorded approximately 1.4 million patient visits, including 114,745 emergency department visits and 127,231 urgent care visits. Patients from outside the system's primary service area represented 8 percent of overall volume, increasing to 15 percent during July and August. The seasonal impact was even more pronounced in emergency and urgent care settings. Patients from outside the primary service area accounted for 12 percent of annual emergency department volume and 23 percent during peak summer months, as well as 17 percent of annual urgent care volume and 35 percent during the peak season.

Expanding access to primary care is an essential priority for CCHC. Its primary care enterprise includes more than 60 providers, with over 40 primary care physicians and more than 20 advanced practice clinicians. The network currently has capacity to accommodate approximately 3,000 new patients and offers same-day or next-day appointments for new and established patients when needed. CCHC is also leveraging Epic MyChart to strengthen access and patient engagement through self-scheduling, secure communication with care teams, and notifications when earlier appointment times become available.

CCHC continues to invest in advanced clinical services and facilities to meet the evolving needs of the community. The Barbey Care Pavilion, a state-of-the-art facility that opened in May 2025, expands access to advanced oncology, cardiac, and inpatient care. Its first two floors house a new cancer center featuring leading-edge technology, private medical infusion bays, and a thoughtfully designed environment intended to promote comfort and healing. Through June 2026, total cancer center treatment volume had increased by more than 10 percent year over year, representing nearly 40,000 visits.

Cape Cod Hospital

Cape Cod Hospital is a not-for-profit regional medical center located in Hyannis, Massachusetts. Founded in 1920, it is the largest hospital on Cape Cod. The hospital has 283 beds, with more than 1,700 employees and 300 physicians on staff. It has an extensive cardiac care service through a partnership with Brigham and Women's Hospital, an affiliate of Harvard Medical School. The hospital is also affiliated with Tufts Medical Center and the University of Massachusetts Chan Medical School.

The emergency department is one of the busiest in Massachusetts, providing emergency services to more than 84,000 patients annually.

Major service areas include:

- A [Level III trauma center](#) for 24/7 access to high-level critical care

- The Edwin Barbey Patient Care Pavilion, a new state-of-the-art facility that opened in May 2025 and houses the cancer center and expanded cardiac and clinical care
- The [Davenport-Mugar Cancer Center](#), which offers cancer services in medical oncology and radiation therapy
- Cardiovascular services, which include four interventional cardiology suites for emergency and elective angioplasty, electrophysiology, and cardiac rehabilitation
- The O'Keefe Surgical Pavilion, which features inpatient and outpatient surgery in 14 operating rooms, including two cardiac surgery rooms
- Women's Health services, including imaging, maternity, breast health, and gynecological care
- Renowned [Orthopedic](#) and [Neurosurgical care](#), using the latest in technology and treatment

The 38-acre Hyannis waterfront campus includes a 20-bed Behavioral Health center with inpatient and outpatient mental health and behavioral health services, medical office buildings, and Infectious Disease Clinical Services.

Falmouth Hospital

Falmouth Hospital is committed to coordinating and delivering the highest quality, accessible healthcare services to Cape Cod residents and visitors. Falmouth Hospital has 81 medical/surgical inpatient beds on four floors, 73 of which are private. The 33-bed Yawkey Emergency Center treats more than 40,000 patients annually.

Falmouth Hospital provides:

- A state-of-the-art [cardiovascular](#) procedure lab featuring the latest in vascular imaging technology
- Advanced diagnostic imaging technology, including MRI, low-dose CT scanners, digital X-ray, and ultrasonography
- The Seifer Women's Health Center, featuring digital 3D mammography, ultrasound, genetic counseling, and X-ray services
- The Clark Cancer Center provides the latest in [cancer care](#)
- The full spectrum of inpatient and outpatient surgery with specific expertise in [orthopedic](#) joint replacement surgery and laparoscopic general surgery
- Physical and occupational rehabilitation programs, including cardiac and pulmonary rehabilitation programs
- Falmouth Hospital is a state-designated Primary Stroke Service Hospital, which assures access to emergency diagnostic and therapeutic services provided by a multidisciplinary team 24/7

Falmouth Hospital is supported by an excellent medical staff comprised of 54 primary care and pediatric physicians and more than 108 specialists. More than 90 percent of the medical staff is board-certified. For more information, please visit www.capecodhealth.org.

Position Summary

Reporting Relationships

Reporting to the President/CEO, the CIO's direct reports include:

- Executive Director, Information Technology
- Director, Project Management Office
- Director, Information Services Applications (x2)
- Director, IT Security & New Technology
- Director, IT Business Management
- Clinical Informaticist
- PeopleSoft Security Administrator

Responsibilities

- Provide strategic vision and executive leadership for the development, evaluation, and implementation of information technology strategies, policies, and initiatives that advance CCHC's mission, strategic priorities, quality of care, and operational effectiveness.
- Develop and maintain a comprehensive technology roadmap, establishing clear priorities, timelines, resource requirements, and measures of success for the implementation and optimization of new and existing technologies.
- Advise executive leadership on major technology investments, system conversions, integrations, and modernization initiatives, clearly communicating their operational, clinical, financial, security, and organizational implications.
- Partner closely with clinical and administrative leaders across physician services, nursing, finance, human resources, revenue cycle, and other areas to ensure that technology strategies and services effectively support organizational needs.
- Provide visible, accessible, and supportive leadership to the information technology team, establishing clear direction and accountability while mentoring team members, strengthening capabilities, and sustaining a collaborative, service-oriented culture.
- Advance the delivery of safe, high-quality, and efficient patient care through a deep understanding of healthcare operations, clinical informatics, enterprise applications, and the technology needs of clinicians, patients, and staff.
- Collaborate across CCHC to identify evolving technology, information, data, and communication needs, while increasing organizational awareness of available capabilities, resources, and opportunities.
- Lead regular analysis of CCHC's technology portfolio to assess performance, value, risk, resource requirements, and alignment with the health system's strategic priorities. Translate findings into actionable, appropriately sequenced project plans.
- Champion an "Epic first" approach by ensuring that CCHC fully leverages the functionality and capabilities of its existing Epic platform before pursuing additional applications or technology investments.
- Lead enterprise-wide technology education, training, and adoption initiatives to ensure clinicians, leaders, and staff remain proficient in existing and emerging technologies. Partner with operational and clinical

stakeholders to optimize workflows, maximize system utilization, promote best practices, and drive effective change management across the organization.

- Remain current on healthcare technology trends, emerging solutions, industry practices, and evolving regulatory requirements. Thoughtfully evaluate their potential relevance and value for CCHC based on organizational need, readiness, and expected outcomes.
- Develop and manage operating and capital budgets for information technology. Evaluate organizational needs, conduct cost, value, and productivity analyses, and establish priorities that promote responsible stewardship of financial and technology resources.
- Provide strategic and operational oversight for the full range of information technology functions, including enterprise and clinical applications, application development, database management, infrastructure, networking, telecommunications, cybersecurity, digital platforms, and end-user support.
- Establish appropriate governance, performance measures, and service standards to monitor technology operations, project execution, system reliability, user satisfaction, and the value generated by technology investments.
- Ensure the reliability, availability, security, and resilience of CCHC's technology environment, including effective business continuity, disaster recovery, cybersecurity, and risk management practices.
- Build trusted relationships with physicians, nurses, operational leaders, and other stakeholders by communicating complex technology matters clearly, listening to their needs, and maintaining transparency regarding priorities, decisions, and performance.
- Promote thoughtful innovation by identifying opportunities to improve access, patient and provider experience, workforce effectiveness, care delivery, and business operations, while avoiding technology investments that do not address a clearly defined organizational need.

Goals and Objectives

The following goals and objectives have been identified as priorities for this position:

- Advance CCHC toward top-tier performance within the Epic community. Develop and execute a multiyear optimization roadmap that positions CCHC among the top 5 to 10 percent of comparable community-based healthcare systems in its effective use of Epic. Establish clear benchmarks, prioritize the capabilities that will generate the greatest clinical and operational value, strengthen adoption across the organization, and create accountability for measurable progress.
- Leverage technology to strengthen revenue cycle performance. Partner with finance, revenue cycle, clinical, and operational leaders to identify opportunities to improve workflows, reduce administrative burden, accelerate reimbursement, and strengthen overall financial performance. Evaluate the appropriate use of artificial intelligence, robotic process automation, predictive analytics, and existing Epic functionality to automate repetitive processes, reduce errors, and improve productivity.
- Develop an enterprise data and analytics strategy. Collaborate with clinical, operational, and administrative leaders to establish a robust analytics strategy, governance model, and supporting technology platform. Improve access to timely, reliable, and actionable information that enables leaders to monitor performance, identify opportunities, make informed decisions, and advance CCHC's clinical, operational, financial, and strategic objectives.
- Strengthen technology's role in clinical care and the provider experience. Build trusted partnerships with physicians, nurses, and other clinical leaders to identify opportunities to simplify workflows, reduce unnecessary documentation and administrative burden, and enhance clinician well-being. Ensure that technology works effectively for those delivering care and contributes to improved quality, safety, efficiency, and patient outcomes.
- Establish a disciplined approach to innovation and technology investment. Create a transparent process for evaluating emerging technologies based on organizational need, strategic alignment, operational readiness, security, financial return, and measurable value. Maintain an "Epic first" philosophy by fully leveraging existing functionality before introducing additional applications, while bringing an informed external perspective that helps CCHC identify blind spots and promising opportunities.
- Develop and sustain a high-performing, service-oriented IT organization. Build upon the strengths of CCHC's experienced technology team by establishing clear priorities, roles, performance expectations, and professional development pathways. Serve as a visible and accessible leader who mentors team members, strengthens succession planning, and sustains a collaborative culture across hybrid and geographically dispersed teams.
- Ensure a reliable, secure, and resilient technology environment. Assess and strengthen CCHC's infrastructure, cybersecurity, business continuity, disaster recovery, and technology risk management capabilities. Establish meaningful performance measures and service standards that improve system reliability, responsiveness, security, and the experience of clinicians, employees, patients, and other technology users.

Candidate Qualifications

Education/Certification

- Bachelor's degree in Computer Science or Information Management required.

Knowledge and Work Experience

- 10+ years of leadership experience within a complex healthcare organization, with a strong understanding of clinical operations, revenue cycle, and enterprise systems.
- Demonstrated success developing and executing an integrated technology strategy and architecture that supports organizational growth, performance, security, and scalability.
- Experience leading the evaluation, implementation, integration, and optimization of enterprise technologies, preferably including Epic or a comparable electronic health record platform.
- Proven ability to partner with clinical and operational leaders to improve workflows, reduce administrative burden, and enhance patient care and the provider experience.
- Experience advancing data and analytics capabilities to support clinical, operational, financial, and strategic decision-making.
- Knowledge of technology budgeting, contracting, vendor management, negotiations, cybersecurity, and change management.
- Demonstrated success building, mentoring, and leading high-performing IT teams, including hybrid or geographically dispersed employees.
- Strong communication and relationship-building skills, with the ability to translate complex technology matters for executives, board members, clinicians, and other stakeholders.

Leadership Skills and Competencies

- Communicates complex technology matters clearly and effectively to executives, board members, clinicians, employees, and external partners.
- Serves as a hands-on, accessible “player-coach” who provides strategic direction while remaining close enough to the work to understand challenges, support the team, remove barriers, and step in when needed.
- Leads without ego, listens carefully, values diverse perspectives, and builds credibility through transparency, accessibility, and sound judgment.
- Remains flexible and effective as organizational needs, healthcare priorities, and technologies evolve, navigating ambiguity and change with a calm and practical approach.
- Brings curiosity and an informed external perspective while evaluating new technologies based on organizational need, readiness, and measurable value.
- Translates strategy into action, establishes clear priorities and expectations, and holds the technology organization accountable for delivering reliable service and meaningful results.

The Community

Cape Cod extends like a 65-mile arm off the Massachusetts coast, from Bourne and the Cape Cod Canal to Provincetown at its outermost tip. The Cape comprises 15 towns, each offering its own distinctive villages, character, and sense of community. Its beaches, harbors, conservation lands, and maritime heritage create an exceptional setting that attracts year-round residents, seasonal homeowners, and visitors from around the world.

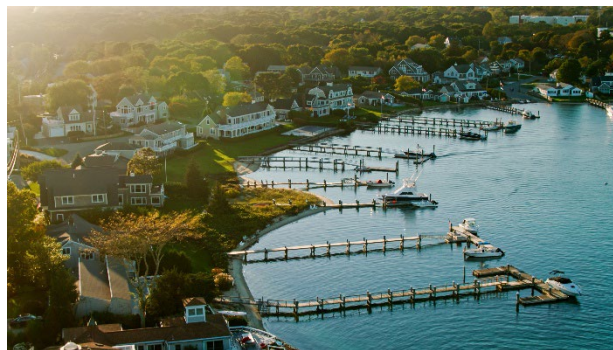
The Cape Cod National Seashore stretches from Eastham toward the tip of the Cape and encompasses approximately 68 square miles of beaches, dunes, forests, ponds, and other protected landscapes. Throughout the region, residents enjoy boating, fishing, cycling, hiking, golf, and a wide variety of other recreational activities. Cape Cod is also home to a diverse and inclusive population, including members of the Wampanoag Tribe, residents who have immigrated from around the world, and people representing a broad range of backgrounds, lifestyles, ages, and incomes.

Cape Cod has long welcomed artists, actors, musicians, writers, and other members of the creative community. The region offers a rich cultural environment with theaters, museums, galleries, music organizations, community events, and a major orchestra, providing many opportunities to participate as either an audience member or an artist.

Although the Cape's population more than triples during the summer, life in the region extends well beyond its identity as a seasonal destination. Residents enjoy the energy of summer, the natural beauty of the spring and fall shoulder seasons, and the quieter pace of winter. Cape Cod remains active year-round, with restaurants, cultural activities, outdoor recreation, and community events available throughout the seasons.

Boston and Providence, along with their international airports, are approximately 90 minutes away by car or scheduled bus service. Ferries and flights connect the Cape with Martha's Vineyard and Nantucket, while destinations throughout New England and New York City are within driving distance. Cape Cod offers a distinctive combination of coastal beauty, cultural vitality, community connection, and accessibility, making it an appealing place to build both a career and a life.

For more information, please visit: <https://www.capecodhealth.org/careers/living-on-cape-cod/> and <https://www.capecodchamber.org/>.



Procedure for Candidacy

Please submit all applications, nominations, and inquiries to **the search team** through the WittKieffer Candidate Portal by [clicking here](#). New users should select “**Register Here**” to create an account before proceeding. After logging in, navigate to “**Open Positions**” and locate the role by entering the institution’s name and clicking on the search wheel.

Nominations and inquiries can also be directed to: wkerschner@wittkieffer.com.

Cape Cod Healthcare values diversity and is committed to equal opportunity for all persons regardless of age, color, disability, ethnicity, marital status, national origin, race, religion, sex, sexual orientation, veteran status, or any other status protected by law.

The anticipated base compensation range for this position is \$425,000-\$475,000, commensurate with the successful candidate’s experience. The final determination of a successful candidate’s starting pay will vary based on several factors, including, but not limited to, credentials and industry experience.

The material presented in this leadership profile should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Cape Cod Healthcare documents and personal interviews and is believed to be reliable. While every effort has been made to ensure the accuracy of this information, the original source documents and factual situations govern.

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