



Deputy Chief Information Officer

LEADERSHIP PROFILE

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WittKieffer



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THE OPPORTUNITY

Billings Clinic – Logan Health (BC-LH) seeks an experienced information technology executive to serve as its inaugural Deputy Chief Information Officer (Deputy CIO). This is a unique opportunity to make a significant impact in leading and optimizing IT operations for a prominent and growing health system.

BC-LH is a Montana-based, independent, not-for-profit health system with approximately \$2 billion in annual revenue. The organization encompasses 25 hospitals, including 16 regional partnerships with critical access hospitals across the state. Established through the 2023 merger of Billings Clinic and Logan Health, the combined system is well positioned to respond to the rapidly evolving healthcare landscape while strengthening its ability to deliver high-quality, locally accessible care. Billings Clinic – Logan Health remains committed to sustaining and expanding services to meet the current and future needs of the communities it serves throughout Montana and the surrounding region.

Reporting to the Chief Information Officer (CIO), the Deputy CIO will serve as the CIO's chief operational partner, overseeing the day-to-day delivery, performance, reliability, and continuous improvement of enterprise IT services across the health system. Responsible for translating IT strategy into operational execution, this leader will ensure clinical, business, infrastructure, and enterprise technology platforms operate effectively, safely, and at scale. The role will drive service excellence, operational performance, and program execution. As a trusted and visible leader, the Deputy CIO will collaborate closely with clinical, operational, financial, and executive stakeholders to ensure technology supports high-quality patient care, business effectiveness, and organizational success.

The successful candidate will be an emotionally intelligent, confident leader with demonstrated success overseeing IT operations within a complex healthcare environment. The Deputy CIO will be a collaborative, team-oriented executive with exceptional communication skills and a proven ability to build trusted relationships across the organization. They will embody and consistently demonstrate values aligned with those of the organization, serving as a role model for integrity, accountability, and service. In addition, the Deputy CIO will be a strong, decisive leader who can influence stakeholders, drive alignment, and foster collaboration across a growing and evolving health system.

ORGANIZATION OVERVIEW

Billings Clinic – Logan Health

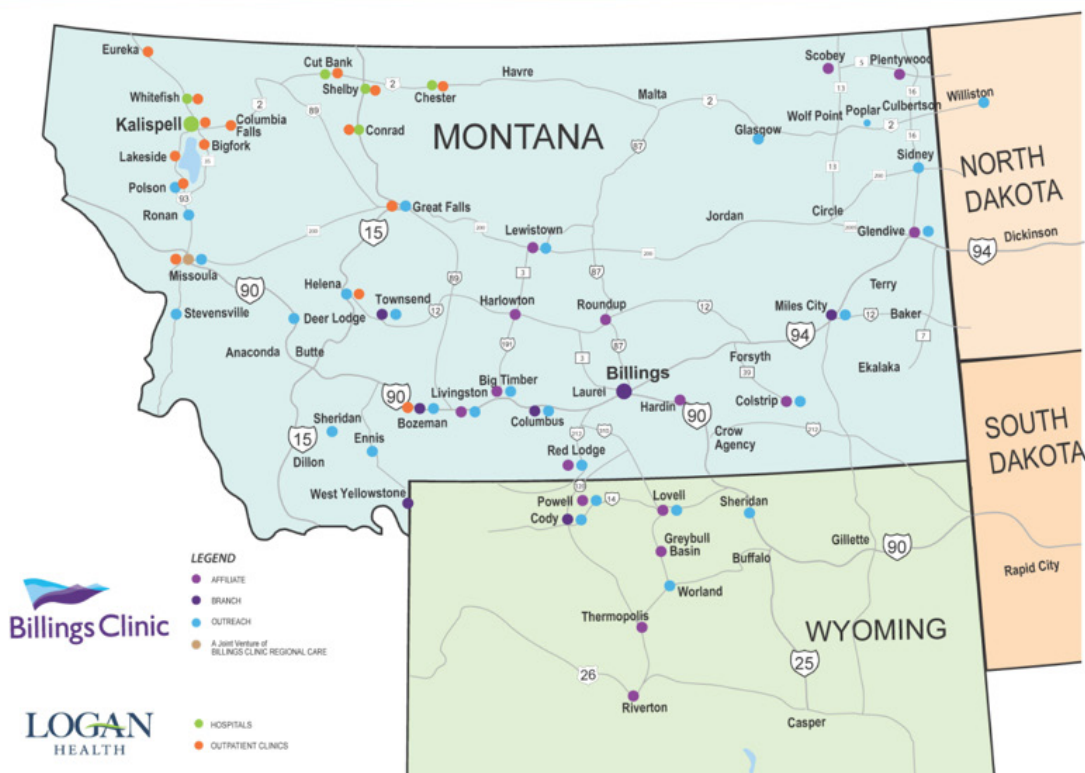
Billings Clinic – Logan Health (BC-LH) is a unified not-for-profit, Montana-based, independent health system focused on keeping patients and families close to home. The combined system serves Montana, northern Wyoming, and the western Dakotas.

With annual revenue of approximately \$2 billion, BC-LH encompasses 25 hospitals, including 16 regional partnerships with critical access hospitals and clinics. More than 9,000 employees, including 1,200 physicians and advanced practice providers practicing in 80 specialties, work together to provide patients, and their families, with a positive, proactive, patient-centered experience through innovative and effective approaches to high quality, safe health care. Annually, BC-LH provides 2.1 million clinical visits, 50,000 surgeries, and approximately 1700 air transports.


Billings Clinic


LOGAN
HEALTH

At a Glance



With strength in unity, Billings Clinic – Logan Health is positioned to adapt more robustly to the rapid and often-significant changes in today's health care environment. The enterprise is committed to sustaining and growing its services to meet the needs of the communities it serves.

Billings Clinic – Logan Health continues to integrate its legacy organizations and is advancing "system-ness" through culture work, integrating Electronic Health Record (EHR) systems, Enterprise Resource Planning (ERP), Group Purchasing Organization (GPO), and other platforms as well as specialty pharmacy, flight, physician cross-coverage, and administrative services. BC-LH has successfully executed multiple performance improvement efforts that have been transformational. In FY 2024, BC-LH developed new system-wide Mission, Vision, and Values; conducted a strategic planning process encompassing system and subsidiary levels; and developed a unified strategic roadmap and balanced scorecard. Efforts in FY 2025 included: identifying unified KPIs and tracking these monthly; tied financial incentives to the strategic map, scorecard, and KPIs; and aligned local-level goals with subsidiary and system goals.



At a Glance



2.1M

Clinical
Visits



1.15K

Medical
Staff



~50K

Annual
Surgeries



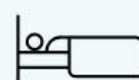
9K

Employees



100

Sites of
Care



172

LTC and
SNF Beds



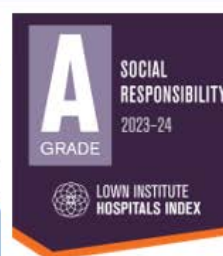
1.7K

Air
Transports



~\$2B

Annual
Revenue



The core mission is to provide high-quality, compassionate care to everyone the organization serves. This applies to patients, their families, employees, and the wider community.

The unified system's vision is to "reimagine health care through connection, service and innovation." BC-LH values are: Be kind. Work together. Trust and be trusted. Strive for excellence.

We defined a brand platform that built from our system mission to define the future of what makes us special

Mission

What we aim to achieve through our work everyday

Quality, compassionate care for all.

Vision

What we aspire to do for the greater good of the world

Reimagine health care through connection, service, and innovation.

Ethos

A short, memorable phrase rooted in our business strategy, mission and vision that captures our brand's spirit

EXCELLENCE LIVES HERE

Actions

The specific, recognizable and differentiated things we do as an organization, in branded executions and communications and embodied by our people that brings our ethos to life into every aspect of our work and at every touchpoint.

Lead with listening

We listen and seek depth understanding of the individual person, community and situation – then we take informed action to deliver the best outcome.

Champion local

We act with the knowledge that we are stronger together and unique as a collectively independent team. We step up to promote greater potential, using the power of working as one.

Show your grit

It takes strength and resilience to live here. We're proud of that. Each one of us brings our own authentic brand of grit into everyday challenges. We encourage that "can do" attitude in ourselves and in those we serve.

Reach far

We continue to push for more and encourage innovative thinking. We bring out the greatness around us, asking what if, testing, encouraging. We don't settle for less for ourselves or for our communities.

Personality

A set of attributes that together, set the tone and attitude of our identity. Although we may dial up how we express certain traits for specific use – cases or audiences, our identity and ethos are brought to life by ensuring all of them come through in our communications, interactions and brand touchpoints.

Our brand is brought to life when we exude all personality attributes at the same time, although we may lean into some more heavily than others for specific communications and use-cases.

Fiercely open -hearted

We come to the table with walls down, open minds, and caring hearts, advocates for our patients, our community, and each other.

Intuitively helpful

In the west, we rely on each other. It's in our nature to help our neighbors and to be there even in the tough times. We anticipate your needs, always working together for the good of all of us.

Reliably rock solid

Trust is earned and we step up every day, rising to any challenge. Our commitment is unmovable. You can count on us; We're not going anywhere.

Passionately curious

Restless and ambitious, we're never satisfied with just good enough. We're always looking ahead, driven to expand what could be. We bring our best selves and inspire the greatness in everyone around us.

Values

We define values as a set of behaviors that we embody and should guide how we act and interact with each other, with patients and with communities. The values complement but are distinct from personality attributes. Oftentimes, values become a metric for assessing performance and success, whereas brand personality attributes do not.

Be Kind

Kindness is the cornerstone for compassion. Acts of kindness boost confidence, happiness, engagement and optimism. They encourage others to repeat the kindness they've experienced themselves-contributing to a positive culture and work environment.

Work Together

Collaboration is the key to teamwork and problem solving. Working well together leads to innovation, efficient processes, increased success and improved communication. Ultimately, this contributes to a positive culture, which yields higher safety and quality.

Trust and Be Trusted

Trust is the basis for everything we do. To trust, we assume good intent. To be trusted, we earn it by being authentic; by showing others that they can have faith and confidence in our judgement; and by being empathetic, showing others that we care.

Strive for Excellence

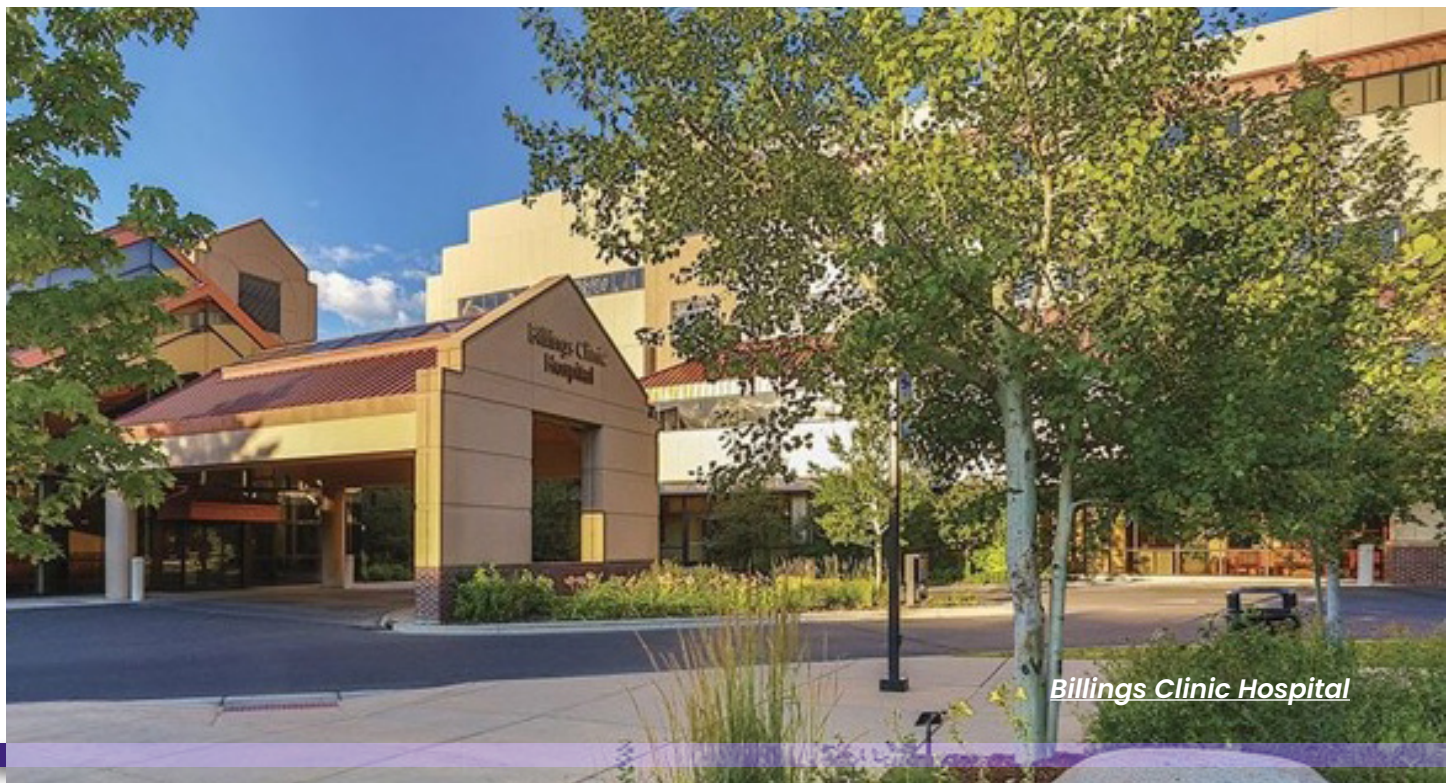
To achieve quality, we constantly pursue excellence. While we can reflect on the quality work we've done, we always strive to be even better. When we strive for excellence, we set high standards, which encourages us to improve and innovate, solve problems and deliver quality work.

For more information about Billings Clinic-Logan Health, visit:

<https://www.billingsclinic.com/about-us/>

<https://www.billingsclinic.com/>

<https://www.logan.org/>



Billings Clinic Hospital



POSITION SUMMARY

The Deputy CIO will serve as the Chief Information Officer's principal operational partner and second-in-command for enterprise Information Technology services across the health system. This position will be responsible for the execution, reliability, performance, and continuous improvement of IT operations, ensuring clinical, business, infrastructure, and enterprise platforms operate safely, efficiently, and at scale.

The Deputy CIO will translate enterprise IT strategy into operational results and be accountable for day-to-day IT delivery, service reliability, program execution, and operational leadership. This role will support the CIO by ensuring strong execution of enterprise priorities while enabling the CIO to focus on strategy, governance, growth, board engagement, and executive partnership.

The Deputy CIO will serve as a visible and trusted leader across the organization, partnering closely with clinical, operational, financial, regional, and executive leaders to ensure IT services support safe patient care, effective business operations, and organizational performance.

Reporting Relationships

The Deputy CIO will report to the Chief Information Officer and lead a team of approximately 225 FTEs.

Responsibilities

The successful Deputy CIO candidate will:

- Lead the operational functions assigned by the CIO. Enterprise technology strategy, IT governance, cybersecurity governance, digital and AI strategy, enterprise architecture direction, executive and board accountability, major investment decisions, and final organizational design authority remain with the CIO unless specifically delegated.
- Serve as the CIO's designee when specifically delegated, representing established IT strategies, priorities, decisions, and positions. Matters involving material financial commitments, changes in enterprise technology strategy, significant risk acceptance, organizational restructuring, or executive policy decisions will be referred to the CIO.
- Maintain a visible, regular leadership presence across the health system, including recurring travel to major regional locations and affiliate sites.

- Provide executive leadership for 24/7 operational performance of enterprise Information Technology (IT) systems, including clinical, business, infrastructure, network, cloud, data center, EHR, ERP, and related platforms.
- Ensure high availability, resilience, reliability, and performance of mission-critical systems, including Oracle Health, Oracle Fusion, enterprise business systems, cloud services, network services, and data center operations.
- Establish, monitor, and evaluate service level agreements, key performance indicators, operational dashboards, service trends, and performance outcomes to support reliable IT service delivery.
- Lead incident response, root cause analysis, service recovery, operational escalation, and continuous improvement efforts to reduce risk and improve system performance.
- Lead operational relationships with regional partners and affiliate locations to ensure consistent, responsive, and scalable IT support across the health system.
- Oversee enterprise application and platform delivery, including clinical applications, informatics operations, revenue cycle systems, ERP platforms, business systems, and other enterprise applications.
- Ensure successful planning, execution, stabilization, and optimization of EHR and ERP go-lives, system upgrades, integrations, enhancements, and operational improvements.
- Drive disciplined release management, change management, environment management, and application support practices across assigned technology domains.
- Lead IT project portfolio execution, IT PMO functions, delivery governance, roadmap development, prioritization, risk management, and value realization.
- Translate enterprise priorities into actionable plans, timelines, roadmaps, resource plans, and measurable outcomes.
- Ensure IT initiatives are delivered on time, within budget, within scope, and with clear accountability for expected value and organizational impact.
- Identify, communicate, and escalate risks, barriers, dependencies, and resource needs in a timely and decisive manner.
- Provide leadership for IT operating budgets, financial forecasting, resource planning, cost optimization, and operational efficiency.
- Oversee vendor performance, issue resolution, accountability, and execution of key vendor deliverables in partnership with the CIO and other executive stakeholders.
- Partner with the CIO on strategic vendor relationships, including Oracle and other enterprise technology partners, while owning operational execution and delivery oversight.
- Provide direct leadership to assigned IT operational leaders and support performance management, coaching, succession planning, leadership development, and workforce planning.
- Build and sustain a culture of accountability, operational excellence, continuous improvement, collaboration, trust, and service to clinical and business partners.

- Serve as a visible and trusted leader across the organization, building strong relationships with executive leaders, clinical leaders, operational leaders, regional partners, vendors, and IT teams.
- Serve as the CIO designee when needed and represent Information Technology in executive forums, operational committees, regional partner discussions, escalations, and enterprise initiatives.
- Provide candid, data-informed counsel to the CIO regarding operational performance, risk, resource needs, delivery barriers, stakeholder concerns, and alignment between IT strategy and execution.
- Support and model behaviors consistent with the system's mission, vision, values, code of business conduct and service expectations. Meet all mandatory organizational and departmental requirements. Maintains competency in all organizational, departmental and outside agency standards as it relates to the environment, employee, patient safety or job performance.



Logan Health Medical Center



GOALS AND OBJECTIVES

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

- Partner closely with the Chief Information Officer (CIO) to build a strong, trusted relationship and become a fully integrated member of the Billings Clinic – Logan Health IT team. Establish a reputation as a credible, collaborative leader who brings integrity, sound judgment, and broad technical expertise to organizational decision-making. Foster meaningful relationships with stakeholders across the health system, identifying opportunities to strengthen collaboration, align priorities, and advance strategic initiatives that support Billings Clinic – Logan Health’s mission and long-term objectives.
- Drive measurable improvements in system availability, service reliability, and incident reduction while ensuring the predictable, on-time delivery of major technology initiatives. Enhance clinical and business stakeholder satisfaction with IT services, strengthen leadership capabilities across the organization, and reduce operational risk through disciplined processes, talent development, and effective governance.
- Optimize IT operations across people, processes, and policies by strengthening organizational structure and accountability, standardizing and streamlining key workflows, and implementing governance practices that improve service delivery, operational efficiency, and alignment with organizational priorities.



CANDIDATE QUALIFICATIONS

Education/Certification

- Bachelor's degree in Information Technology, Computer Science, Healthcare Administration, Business Administration, or related field, required. Master's degree in Information Technology, Computer Science, Healthcare Administration, Business Administration, Public Administration, or related field, preferred.

Knowledge and Work Experience

- Ten years of progressive information technology leadership experience required; relevant leadership, project management, IT service management, cybersecurity, healthcare technology, or vendor/platform certifications preferred.
- Significant IT leadership experience within a complex, integrated, multi-site healthcare environment.
- Experience leading enterprise IT operations, including service delivery, infrastructure, applications, and technology platform performance at scale.
- Experience supporting and leading large-scale EHR, ERP, enterprise application, infrastructure, and technology transformation initiatives.
- Experience leading operational teams, developing leaders, managing performance, and building organizational capability.
- Experience managing IT operating budgets, forecasting, resource planning, cost optimization, and financial performance.
- Experience overseeing vendor relationships, contract performance, issue escalation, and delivery accountability.
- Experience partnering with executive, clinical, operational, financial, and technical leaders to align technology services with organizational priorities.
- Experience leading IT governance, project portfolio management, roadmap development, prioritization, and value realization efforts.
- Experience with cloud migration, infrastructure modernization, enterprise platform optimization, and high-availability environments.

- Experience leading system implementations, upgrades, integrations, optimizations, go-lives, service recovery, and operational stabilization efforts.
- Experience serving as a senior IT leader and strategic partner or designee to a CIO or other executive technology leader.
- Experience with Oracle Health, Cerner, Oracle Fusion, or comparable enterprise healthcare technology platforms preferred.
- Experience working within an integrated delivery system, academic medical center, regional health system, or large multi-site healthcare organization preferred.
- Advanced knowledge of healthcare information technology operations within a complex, integrated health system environment.
- Knowledge of enterprise clinical, financial, revenue cycle, human resources, supply chain, and operational systems that support patient care and business functions.
- Knowledge of electronic health record platforms, including Oracle Health or similar enterprise EHR systems.
- Knowledge of enterprise resource planning platforms, including Oracle Fusion or similar ERP systems.
- Knowledge of IT infrastructure, network operations, cloud services, data centers, endpoint services, enterprise applications, and high-availability environments.
- Knowledge of IT service management practices, including incident, problem, change, release, and service-level management.
- Knowledge of project portfolio management, governance, resource planning, risk management, prioritization, and value realization.
- Knowledge of financial management principles, including budgeting, forecasting, capital planning, cost optimization, and resource allocation.
- Knowledge of vendor management practices, contract oversight, accountability, and performance management.
- Knowledge of healthcare privacy, cybersecurity, regulatory, and compliance requirements related to information technology.
- Knowledge of leadership practices that promote accountability, engagement, succession planning, performance management, and continuous improvement.

Leadership Skills and Competencies

- Demonstrated executive leadership skills with the ability to lead large, diverse teams and influence outcomes across clinical, operational, technical, and executive stakeholder groups.
- Strong communication skills with the ability to translate complex technical, operational, financial, and strategic information into actionable insights.
- Proven operational leadership capabilities to oversee 24/7 enterprise IT service delivery in a mission-critical healthcare environment.

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- Strong analytical, problem-solving, and decision-making skills, using data, performance metrics, financial information, and risk indicators to guide actions.
 - Ability to remain calm, decisive, and solutions-oriented during outages, escalations, competing priorities, and other high-pressure situations.
 - Strong project and portfolio leadership skills with the ability to drive enterprise initiatives from strategy through execution and realization of outcomes.
 - Effective financial and vendor management skills, including oversight of budgets, resources, service delivery, performance expectations, and accountability.
 - Exceptional relationship-building skills with the ability to establish trust and collaborate effectively across all levels of the organization.
 - Demonstrated ability to coach, mentor, and develop leaders while building leadership depth and strengthening organizational performance.
 - Strong change leadership capabilities with the ability to guide teams through system implementations, operational change, workflow redesign, and technology transformation.
 - Ability to translate enterprise technology strategy into operational plans, priorities, roadmaps, and measurable outcomes.
 - Ability to ensure reliable, secure, high-performing technology services that support patient care, business continuity, and organizational objectives.
 - Ability to identify risks, escalate concerns appropriately, develop practical solutions, and drive timely resolution.
 - Ability to evaluate operational performance and implement process improvements that enhance reliability, efficiency, and service quality.
 - Ability to balance strategic priorities with operational demands while managing competing priorities and limited resources.
 - Ability to foster a culture of accountability, collaboration, trust, continuous improvement, and service excellence.
 - Ability to serve as the CIO's designee and effectively represent Information Technology in executive forums, governance bodies, and enterprise initiatives.
 - Ability to exercise sound judgment and discretion when managing confidential information, cybersecurity risks, business continuity concerns, and executive-level escalations.
 - Demonstrated resilience, adaptability, professionalism, and service-oriented leadership in a highly visible and fast-paced healthcare environment.

THE COMMUNITY

Billings, Montana

Billings, Montana's largest city with a population of more than 121,000 residents, serves as the medical, financial, retail, and commercial hub for a large regional trade area spanning Montana, Wyoming, North Dakota, and South Dakota. Located in the Yellowstone River Valley where the Great Plains meet the Rocky Mountains, Billings is framed by the iconic Rimrocks, dramatic sandstone cliffs that overlook the city, while the Yellowstone River flows along its southern edge.

Billings offers an exceptional quality of life, combining the amenities of a metropolitan center with immediate access to some of the nation's most spectacular outdoor recreation destinations. Residents are within driving distance of Yellowstone and Glacier National Parks and enjoy year-round opportunities for hiking, mountain biking, fly-fishing, rafting, skiing, snowmobiling, hunting, and camping. The city experiences more than 200 days of sunshine annually and benefits from a generally moderate climate relative to many northern regions.

The community is known for its affordability, short commute times, family-friendly neighborhoods, and strong educational opportunities. The average commute is approximately 16.5 minutes, significantly below the national average, allowing residents to spend less time in traffic and more time with family and enjoying the outdoors. The city boasts highly connected infrastructure, strong public and private school options, and a growing population attracted by both career opportunities and lifestyle advantages.





Billings continues to maintain one of the strongest economies in Montana. Health care, financial services, professional services, construction, retail, and tourism are major economic drivers. Billings generates approximately 20 percent of Montana's GDP and serves a regional population of more than 650,000 people.

Downtown Billings has experienced significant revitalization in recent years, featuring an expanding mix of restaurants, breweries, entertainment venues, public art, and locally owned businesses. The city hosts numerous cultural events, concerts, sporting events, and conventions throughout the year. Attractions such as ZooMontana, the Yellowstone Art Museum, Alberta Bair Theater, and the vibrant downtown historic district contribute to a dynamic community atmosphere. Tourism also plays a major role in the local economy, with Billings welcoming more than 2.6 million visitors annually.

For residents and visitors alike, Billings offers a unique blend of economic opportunity, outdoor adventure, and community connection, making it one of the most attractive places to live and work in the Rocky Mountain West.

For additional information on Billings, please access the following websites:

- <http://ci.billings.mt.us/>
- <http://www.billingschamber.com/>

Kalispell, Montana

Kalispell sits in the heart of the Rocky Mountains in northwestern Montana, approximately 35 miles south of the Canadian border. As the county seat of Flathead County and one of Montana's fastest-growing communities, Kalispell combines the amenities of a thriving regional hub with unparalleled access to some of the nation's most spectacular natural landscapes. The city's population is estimated at approximately 31,800 residents, reflecting remarkable growth of more than 25 percent since 2020.

Just 35 miles east lies the breathtaking wilderness of Glacier National Park, a UNESCO World Heritage Site encompassing more than 1,500 square miles of pristine mountain scenery. Fifteen minutes to the south is Flathead Lake, the largest natural freshwater lake west of the Mississippi River in the contiguous United States, spanning nearly 200 square miles and renowned for its exceptionally clear waters. Surrounding the valley is the expansive Flathead National Forest, encompassing approximately 2.4 million acres of public land and providing habitat for grizzly and black bears, moose, elk, mountain goats, bighorn sheep, wolves, and other wildlife.

Covering more than 5,000 square miles, Flathead County is home to approximately 115,400 residents and remains one of Montana's leading centers of growth. Since 2020, the county has added more residents than any other county in the state and continues to attract newcomers seeking both economic opportunity and an exceptional quality of life. The regional economy is diverse and resilient, supported by healthcare, tourism, manufacturing, technology, education, construction, and a strong small-business sector.

At an elevation of 2,959 feet, Kalispell enjoys four distinct seasons and a comparatively moderate mountain climate. Summers feature warm days, cool evenings, and low humidity. Autumn brings crisp air and vibrant colors, while winters offer abundant opportunities for skiing, snowboarding, snowmobiling, and ice fishing. Spring arrives with blooming wildflowers in the valley and snow-capped peaks still visible on the surrounding mountains. The valley's location between mountain ranges and its abundance of lakes and rivers help moderate seasonal temperature extremes.

Education remains a cornerstone of the community. Kalispell is served by highly regarded public and private schools, Flathead Valley Community College, and nearby higher education opportunities throughout the region. Flathead Valley Community College continues to expand academic and workforce development programs that support the area's growing economy and talent needs.

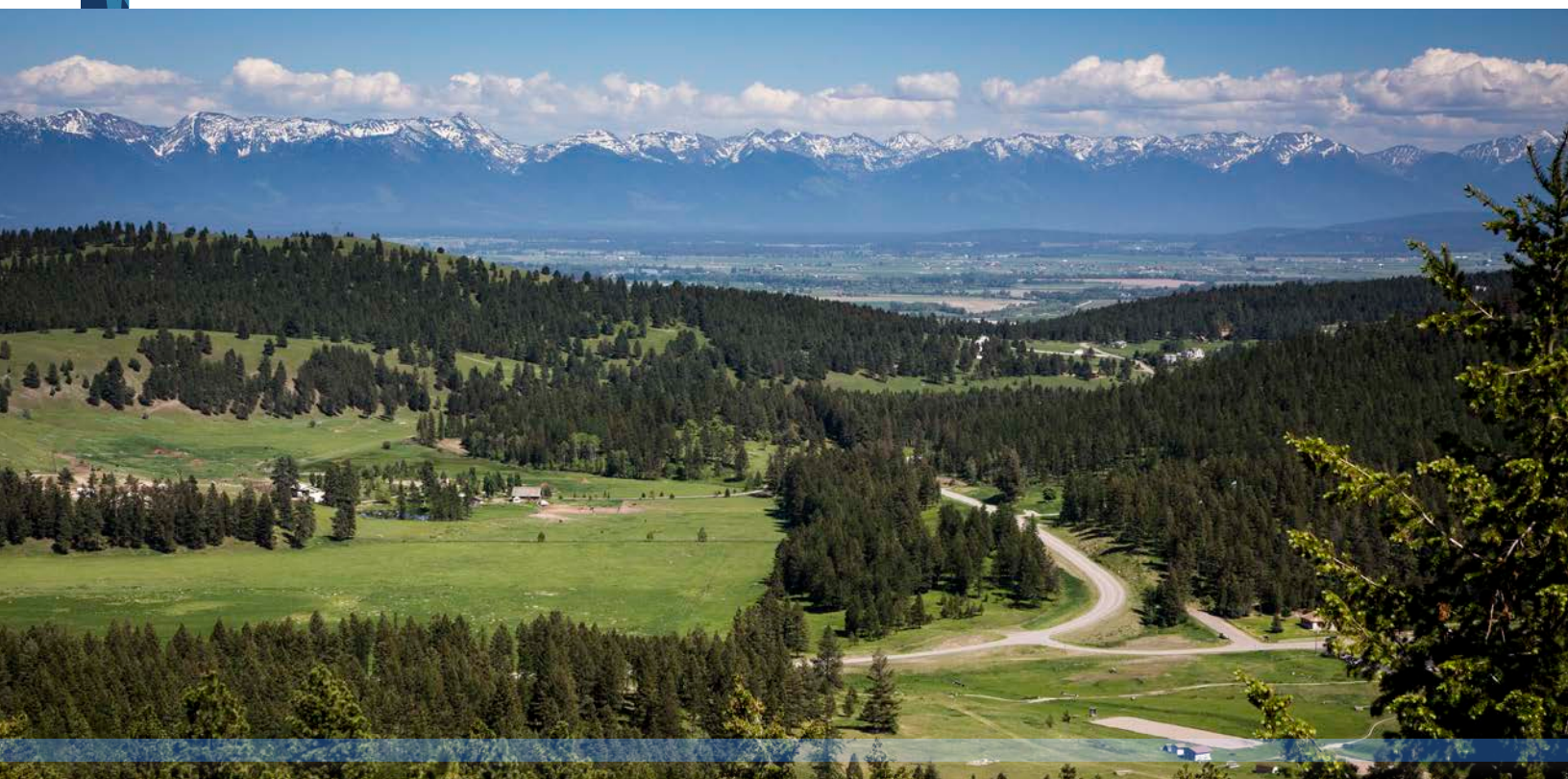
Arts and culture play a vibrant role in life throughout the Flathead Valley. Local galleries, theaters, festivals, museums, and live music venues showcase the work of regional artists and performers year-round. Residents and visitors enjoy everything from outdoor summer concerts and community theater productions to fine art exhibits and seasonal cultural celebrations.

Recreation opportunities are virtually limitless. Whitefish Mountain Resort, consistently recognized as one of the premier ski destinations in North America, is less than an hour away, while Blacktail Mountain Ski Area overlooks Flathead Lake to the south. The region boasts numerous golf courses, including Kalispell's historic Buffalo Hill Golf Club. Hiking, mountain biking, fishing, boating, kayaking, hunting, camping, paddling, and wildlife viewing are all easily accessible throughout the valley. Glacier National Park alone offers more than 700 miles of hiking trails.

With panoramic views of Glacier National Park and the Whitefish, Swan, and Mission mountain ranges, Kalispell offers a rare combination of natural beauty, economic vitality, and community spirit. The Flathead Valley's welcoming residents, abundant outdoor recreation, growing economy, and unmatched scenery continue to make it one of the most desirable places to live, work, and visit in the American West.

For additional information on Kalispell, MT and the Flathead Valley:

- www.kalispell.com
- www.kalispellchamber.com
- www.discoverkalispell.com
- www.fcvb.org
- <https://www.fs.usda.gov/r01/flathead>





PROCEDURE FOR CANDIDACY

Please direct all nominations and applications to Nick Giannas and Katie Mazzuckelli via email at kmazzuckelli@wittkieffer.com.

Nick Giannas

Senior Partner

ngiannas@wittkieffer.com

Katie Mazzuckelli

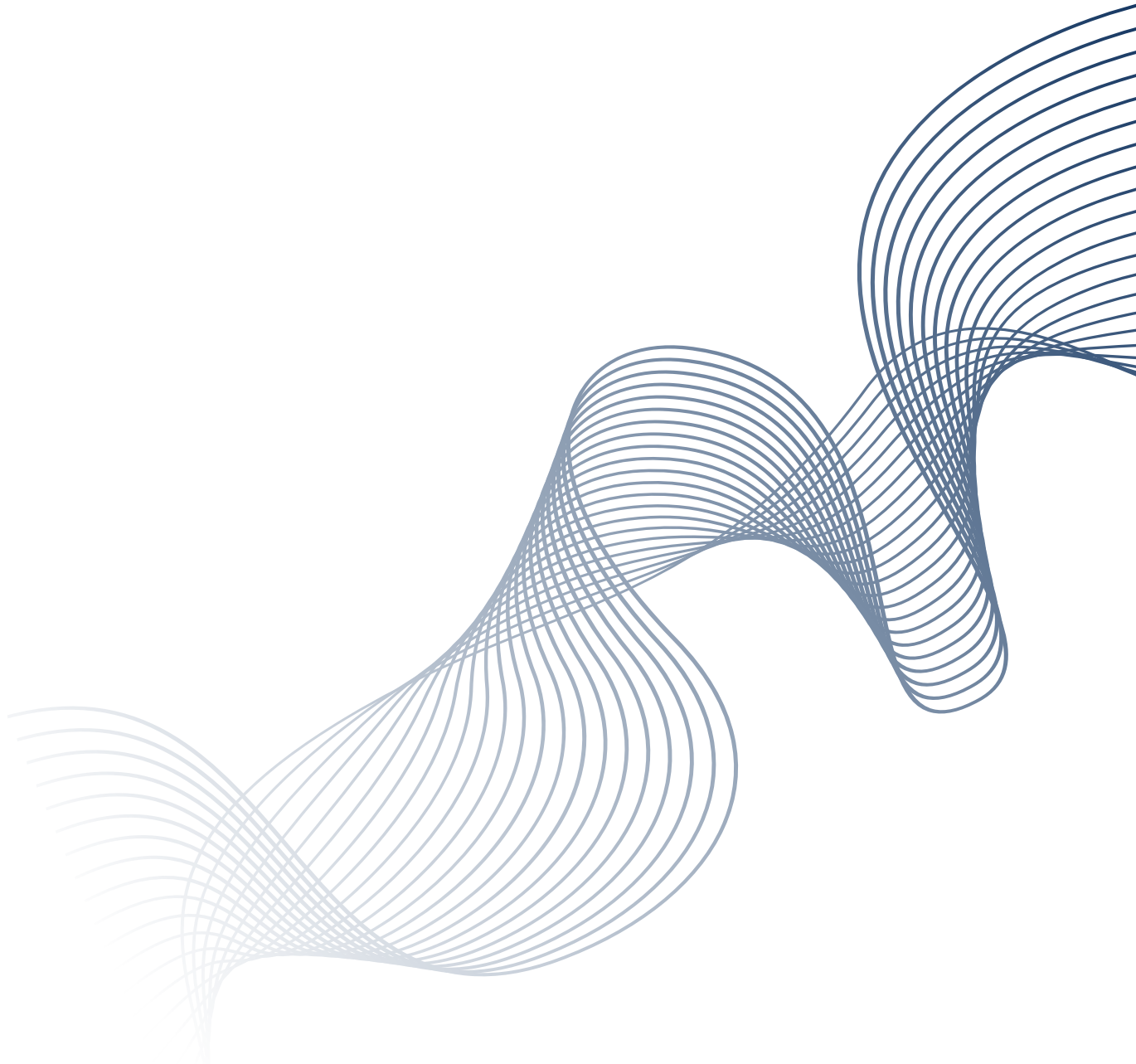
Senior Associate

kmazzuckelli@wittkieffer.com

Billings Clinic - Logan Health is committed to being an inclusive and welcoming employer, that strives to be kind, safe, and courageous in all we do. As an equal opportunity employer, our policies and processes are designed to achieve fair and equitable treatment of all employees and job applicants. All employees and job applicants will be provided the same treatment in all aspects of the employment relationship, regardless of race, color, religion, sex, gender identity, sexual orientation, pregnancy, marital status, national origin, age, genetic information, military status, and/or disability.

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 Billings Clinic – Logan Health 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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