



## Vice President, Ambulatory Operations

### Leadership Profile

May 2024

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The logo for WittKieffer, consisting of the name "WittKieffer" in a white, italicized, sans-serif font, positioned in the bottom left corner of a dark teal rectangular area. The background of this area features a decorative pattern of thin, light-colored curved lines that create a sense of motion and depth.

*WittKieffer*

## The Opportunity

AnMed Health System (AnMed), located in Anderson, South Carolina, seeks a dynamic, collaborative, operational executive to serve as the health system's Vice President, Ambulatory Operations (VP, Ambulatory Operations). This is an exciting opportunity to join a growing, community focused health system seeking to expand its footprint to improve access and better serve its patient population.

AnMed is an independent, not-for-profit health system serving Upstate South Carolina and northeast Georgia. AnMed is licensed for 648 beds and anchored by its flagship AnMed Medical Center, a 495-bed acute-care hospital. With revenues of approximately \$643 million, the health system is comprised of more than 3,700 teammates and 370 physicians. The health systems was recently named one of the nation's 153 "Great Community Hospitals" by *Becker's Hospital Review*.

Reporting directly to the Chief Executive Officer of AnMed, William Kenley, the VP, Ambulatory Operations will be joining AnMed during an exciting time. Located in one of the fastest growing regions in the state, the health system is positioning itself for growth by entering new markets and building new access points through the development of micro-campuses. The health system has begun construction on its first site, Piedmont, which will include a freestanding emergency department, physician office space, and select ambulatory services. The VP, Ambulatory Operations will lead efforts to finalize the construction of Piedmont, ensuring the project remains on time and on budget. With the opening slated for Spring 2025, the VP, Ambulatory Operations will oversee the recruitment of Piedmont's teammates and site leaders, integration of Piedmont's services and operations across the health system, and successful opening of the facility. The VP, Ambulatory Operations will oversee the daily operations of the campus and will partner closely with the system's Chief Operating Officer and Chief Nursing Officer ensuring the appropriate processes and procedures are in place to coordinate and streamline operations across the system. This executive will foster a culture focused on providing safe, high quality care and an exceptional patient experience for all.

The VP, Ambulatory Operations will represent AnMed in the community solidifying its position in the market as a valuable asset and partner. This leader will be charged with identifying opportunities to grow market share and improve performance. As the health system continues to roll out its growth strategy, this leader's role will continue to grow with oversight of the construction, opening, and operations of additional micro-campus sites across the region.

The VP, Ambulatory Operations will be an engaging, proactive leader with extensive operations experience in the hospital and ambulatory settings. The ideal candidate will have strong communication skills, both verbal and written. Construction experience is highly preferred. The ideal candidate will be a strong people manager with the ability to assess talent and build and retain a high performing team. The VP, Ambulatory Operations will be an engaging, trustworthy individual who can motivate and influence others to deliver exceptional service through inspiration, excellence, passion, and data. The VP will focus on fostering a strong cohesive group culture and supporting the clinical work with effective and efficient systems and processes focused on service excellence and continuous improvement.

## Organization Overview

From its modest beginning as a 25-bed hospital in 1908, AnMed has evolved into an expansive independent, not-for-profit health system serving Upstate South Carolina and northeast Georgia. AnMed is licensed for 648 beds and anchored by AnMed Medical Center, a 495-bed acute-care hospital that has earned the prestigious Magnet designation from the American Nurses Credentialing Center. The system also includes the Oglesby Specialty Inpatient Center, a comprehensive cancer center, cardiac and orthopedic centers, the AnMed North Campus, AnMed Rehabilitation Hospital and AnMed Cannon, plus more than 60 physician practices. AnMed has more than 370 physicians and 3,700 employees. Locations are spread from Easley to Hartwell, Georgia.

Construction began in the fall on AnMed Piedmont, an investment of more than \$35 million that will bring emergency care, primary care, specialty care, physical therapy, and laboratory and imaging services to one of the fastest-growing areas of the state. The campus is scheduled to open at the corner of South Carolina Highway 86 and Old Williamston Road in early 2025.

### AnMed Statistics (2023)

<b>Emergency Department Visits</b>	63,719
<b>Medical Group Visits</b>	557,055
<b>Inpatient Admissions</b>	15,637
<b>Total Expenses (in millions)</b>	\$628.7
<b>Operating revenue (in millions)</b>	\$643.3
<b>Labor expenses (in millions)</b>	\$350.7

### Awards and Accreditations

- AnMed is fully accredited by [DNV Healthcare](#). DNV Healthcare accreditation and certification is recognized nationwide as a symbol of quality that reflects an organization's commitment to meeting certain performance standards. AnMed has earned accreditations in specific areas of care, including:
  - Top Performers on Key Quality Measures for excellence in heart attack, heart failure, pneumonia and surgical care
  - Accreditation with Commendation from the Commission on Cancer
  - Designation as a Primary Stroke Center
- AnMed is one of only 604 health care organizations nationwide recognized as part of the American Nurses Credentialing Center's (ANCC) [Magnet Recognition Program®](#), which recognizes superior quality in nursing care.
- Named among the nation's 153 "Great Community Hospitals" in 2023 by Becker's Hospital Review.
- 11 Zero Harm awards from the South Carolina Hospital Association for high reliability.
- Awarded the inaugural 2024 Vince Ford Health Equity Award by the Alliance for a Healthier South Carolina for AnMed's innovation in advancing health equity.

- Awarded behavioral health stabilization grant from the South Carolina Department of Health and Human Services (2023).
- Named EMS System of the Year Award with MedShore and Anderson County by the South Carolina EMS Network (2022).
- A+ credit rating from S&P (August 2023).
- American Heart Association's GoldPlus Get With The Guidelines® - Stroke quality achievement award (June 2022).
- Rated high performing in four adult procedures and conditions by U.S. News & World Report: Colon Cancer Surgery, Heart Attack, Heart Failure and Stroke.
- Drive to Zero Disparities award from the South Carolinas Hospital Association for reducing health disparities and promoting health equity (2023).
- Drive to Zero Suicide award from the South Carolina Hospital Association for behavioral health services (2023).
- Drive to Zero Workplace Violence award from the South Carolina Hospital Association for implementation of violence-prevention strategies (2023).
- Healthcare Financial Management Association MAP Award for high performance in revenue cycle (2022).

## Anmed Mission, Vision, and Values

Our culture is a collection of our common beliefs, values and attitudes. By making a commitment to live this culture every day, we're ensuring that better starts with each one of us.

### Mission

The mission of AnMed is to provide exceptional and compassionate care to all we serve.

### Vision

Our vision is to work together for better health and a better life.

### Values

*At the foundation of our efforts to accomplish our mission and vision, AnMed's values serve to shape and define the day-to-day actions of the teammates and practices of the organization.*

- Accountable | We commit to being exceptional and exceeding expectations.
- Integrity | We do the right thing – no matter what.
- Collaborative | We are better together as one team.
- Compassionate | We foster a positive and caring environment for all.
- Innovative | We improve what we do and how we do it.

To learn more about AnMed, please visit [www.anmed.org](http://www.anmed.org) or review the [2023 Annual Report](#).

## Position Summary

### Reporting Relationships

The Vice President, Ambulatory Operations will report directly to the CEO of AnMed Health System.

### Responsibilities

The successful Vice President, Ambulatory Operations candidate will:

- Provide daily on-site leadership for campus teammates including operations support, patient and employee safety, and quality.
- Collaborate with AnMed's CNO and COO in a matrixed reporting structure in regards to the operational oversight of units operating on the micro-campus site.
- Engage teammates and physicians by leading weekly/monthly/quarterly meetings to review and report key performance indicators.
- Oversee the performance and productivity of campus operations and teammates.
- Recruit, develop and retain qualified teammates needed to carry out the mission of AnMed Health
- Continually analyze staffing, finances, operations, systems, and procedures and develop necessary changes to maximize operational excellence and efficiency.
- Cultivate and develop relationships with campus teammates and physicians.
- Ensure compliance with regulatory agencies and organizations for all areas of responsibility.
- Represent facility in the community building positive community relationships.
- Plans for and guides annual patient satisfaction surveys; develops and implements processes for responding to patient concerns and issues, achieving optimal patient satisfaction, and engaging employees to perform at their highest level.
- Partner with physicians who use, or will use, the facility to assist in planning new services that generate additional sources of profitable revenue.
- Create an environment that will encourage recruiting and retention of clinical employees.
- Assist in managing costs by continually seeking data that will identify opportunities and take action to eliminate non-value costs.
- Act as hospital representative in community relations activities as required.

## Goals and Objectives

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

- Learn and respect the history and tradition of AnMed, its communities, team members, medical staff and entities to further develop a culture of teamwork and success. The VP will successfully integrate into AnMed becoming a respected and visible leader known for collaboration and teamwork at all levels of the organization.
- Develop personal and professional credibility, gain respect and build trust with leadership, providers, and other key stakeholders by being viewed as fair and trustworthy, accessible, an exceptional listener and communicator and highly knowledgeable. The VP must be viewed as a collaborative, trusting partner across the organization.
- Lead the successful construction, staffing, and opening of AnMed's first micro-campus site, Piedmont, slated to open in Spring 2025.
- Oversee the day-to-day operations of AnMed Piedmont, including interfacing with physician leadership, medical staff, and campus teammates.
- Identify opportunities to achieve and exceed volume targets and increase AnMed's market share in new markets.
- Partner closely with the Chief Operating Officer and Chief Nursing Officer to integrate and streamline operations across the entire health system. It is imperative that the VP collaborate with these leaders to implement the appropriate processes and procedures to ensure smooth patient flow and coordination across AnMed.
- Actively participate in strategic discussions regarding AnMed's growth and ambulatory strategy. The VP will play a key role in growing the health system's freestanding emergency department footprint through the construction and opening of new locations.
- Champion a culture focused on providing an exceptional patient experience starting at the first patient served.
- Ensure that the mission and values of the organization are well articulated and supported.
- Solidify AnMed's position in the market as a valuable asset by representing the health system locally and building relationships with community leaders and organizations.

## Candidate Qualifications

### Education/Certification

- A Bachelor's degree is required. A graduate degree in business, health administration, or related field is preferred.

### Knowledge and Work Experience

- A minimum of seven years of progressive experience in healthcare administration required with experience serving in ambulatory settings (freestanding emergency departments, urgent care, physician practices, ambulatory centers, etc.)
- Experience implementing best practices, systems, and processes as well as skills in organizational standardization and transformation.
- Construction experience is highly preferred.
- Thorough working knowledge of all aspects of integrated health system operations, inpatient, and outpatient.
- Strong operational skill set with the ability to balance quality, patient experience, efficiency, and financial performance.
- Successful history of developing positive physician relationships and engaging them in development of strategic decisions. Collaborates with physicians on clinical quality, service, and program growth. Able to work effectively with physician partners to gain their confidence, cooperation, and trust.
- Strong leadership and management skills including the ability to assess talent, organize work for maximum impact, recruit and engage new employees, and develop accountability systems for measuring performance and ensuring progress toward agreed upon goals.
- Broad knowledge of the fundamentals of health system operations, legislation, and regulations applicable to healthcare organizations.
- Highly developed communication, influencing, and negotiation skills, particularly with physicians, executives, and clinical teammates.

## The Community

### Anderson, South Carolina

Just two hours from Atlanta, GA and Charlotte, NC, Anderson is nestled in the foothills of the Blue Ridge Mountains. Anderson is the county seat for Anderson County, a fast-growing, diverse community of about 195,000 people. The city is steeped in history, an outdoor enthusiast's paradise and filled with southern hospitality.

The county borders Hartwell Lake, one of the largest and most popular lakes in the Southeast. This 56,000-acre man-made lake boasts fishing that is renowned by anglers across the state, along with top-notch boating, kayaking and paddle boarding opportunities. Outdoor lovers will appreciate the miles of trails, beautiful waterfalls and camping opportunities the area has to offer. As a result, Anderson County is a destination for outdoor recreation with nearly 1,000 miles of shoreline and mild seasons year-round.

Anderson is a college town, welcoming thousands of students to Anderson University, a top-ranked private liberal arts school, and Tri-County Technical College, which offers hundreds of certifications and associate degree programs. Anderson is just 20 minutes from Clemson University, a member of the ACC and one of U.S. News and World Report's top public colleges and universities.

The county's strong manufacturing base supplies automobile makers and makes it a hub for advanced materials innovation. Add to that great schools, an active arts community and an affordable cost of living, and visitors will quickly discover why thousands of people choose to call Anderson home.



## Procedure for Candidacy

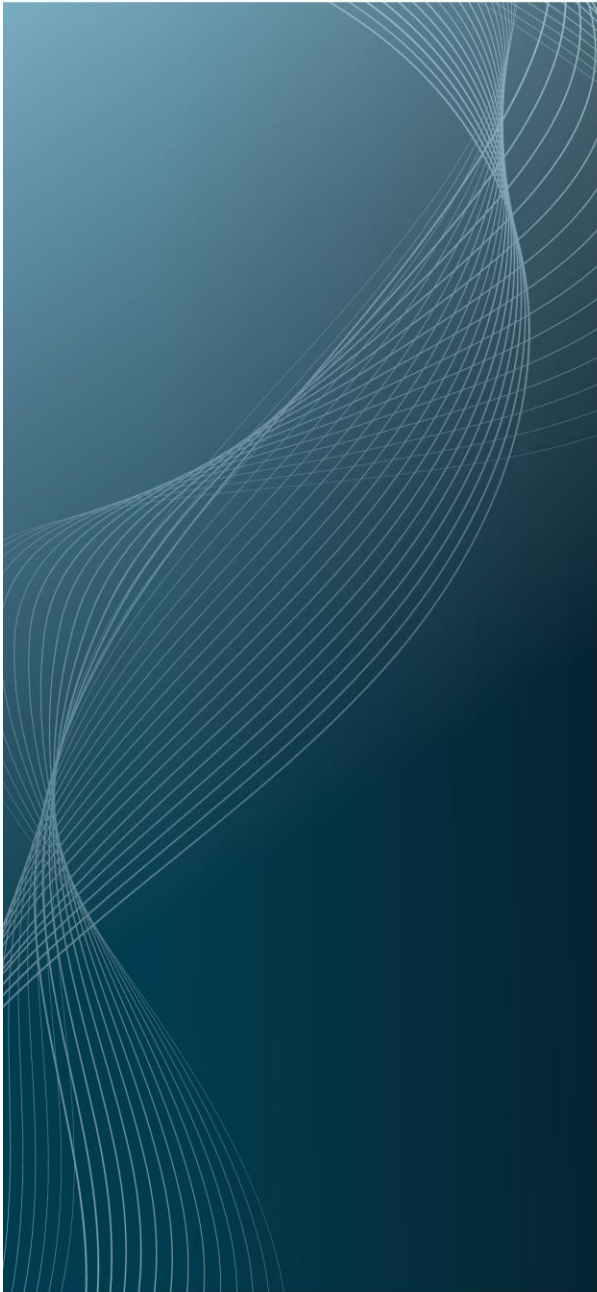
Please direct all nominations and applications to the WittKieffer consultants supporting this search, Daniel Young, Keshia Harris, and Stacy Lind, through the WittKieffer Candidate Portal by [clicking here](#). Candidates can also find this portal via the WittKieffer website at [www.wittkieffer.com](http://www.wittkieffer.com) and selecting the "Become a Candidate" button. Please direct any additional questions to Stacy Lind, preferably via email at [slind@wittkieffer.com](mailto:slind@wittkieffer.com).

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*AnMed Health System 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.*

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