



**BEACON**<sup>™</sup>  
HEALTH SYSTEM

**Chief Applications Officer**

Leadership Profile

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**WittKieffer**

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## The Opportunity

Beacon Health System seeks a dynamic and accomplished executive to serve as its Chief Applications Officer. This is a distinctive leadership opportunity within one of the most respected, financially strong and forward-thinking community-based health systems in the United States.

Beacon Health System is a locally owned, nonprofit integrated health system headquartered in South Bend, Indiana, serving communities across northern Indiana and southwest Michigan. Following its 2025 acquisition of four hospitals and 35 outpatient clinics in southwest Michigan, Beacon now operates an 11-hospital network and continues to expand its regional footprint. Beacon remains focused on delivering high quality, patient centered care through its hospitals, growing outpatient network, and Beacon Medical Group provider practices.

Reporting to the Chief Information and Digital Execution Officer (CIDEO), the Chief Applications Officer serves as a trusted partner to clinical, operational, and administrative leaders across the organization. This role drives effective operations and execution, enhances user experience, and delivers measurable outcomes through disciplined application management and thoughtful adoption of emerging technologies. The Chief Applications Officer provides executive leadership for the strategy, governance, integration, and optimization of Beacon's enterprise application portfolio. This includes responsibility for electronic health records, ERP, revenue cycle, population health, and digital health platforms. In addition, the Chief Application Officer ensures these systems are reliable, interoperable, secure, and fully aligned with clinical, operational, and strategic objectives.

The incoming leader will play a critical role in supporting Beacon's continued transition and integration across hospital and ambulatory environments, ensuring seamless workflows and consistent system performance across the continuum of care. The successful candidate will garner credibility as a subject matter expert, bring hands-on experience with large-scale system implementations, and demonstrate exceptional relationship building and communication skills required to influence, align, and lead across a complex organization. The ability to lead change effectively is essential. This is an exceptional opportunity to partner with senior leadership and further elevate and optimize the application ecosystem of a growing, mission-driven community health system that places a strong emphasis on technology, transparency, quality, and long-term sustainability.

## Organization Overview

Beacon Health System has an unwavering commitment to the health of the people it cares for and the wellbeing of the communities it serves. As a locally owned, not-for-profit health system, Beacon’s medical teams and hospitals care for neighbors across Indiana and Michigan.

Headquartered in South Bend, Indiana, and supported by dozens of specialized partners and more than 8,100 associates throughout the region, Beacon connects individuals and families with the care they need to thrive. This requires deep expertise: Beacon is the regional leader in comprehensive, integrated services — including childbirth and pediatrics, cancer care, trauma, heart and vascular services, stroke care, orthopedics and sports medicine, surgery, mental health, and more.

Beacon Health System provides care to more than 4,000 patients each day in northern Indiana and southern Michigan. As a not-for-profit, community-governed health system, the system has a target annual operating income of 4% from operations. This operating income balances the healthcare needs of the community with the ability to reinvest in the facilities, equipment and talented clinical providers. The accumulated earnings are managed through an investment committee of the volunteer Board and guided by an investment policy which the committee approves and monitors. This is done to obtain financial returns that are then directed back into the organization and community to improve the overall health of the communities served.

Beacon leads with heart to help ensure every patient’s heart keeps beating strong — delivering the best care and the best experience to each person it serves. This is its calling, and the reason Beacon’s caregivers love the work they do.

### Mission Statement

Beacon Health delivers outstanding care across two states, through supporting care providers to remain experts in their fields and by partnering with other experts to expand services and deepen knowledge. The organization inspires health by delivering public health efforts, hosting free health education programs and personally connecting with each patient and family to be a part of their team.

<p>MISSION</p> <p><b>We deliver outstanding care, inspire health and connect with heart.</b></p>	<p>RESPONSIBILITY</p> <p><b>Clarity</b>                      Set clear expectations to provide direction</p> <p><b>Alignment</b>                 Communicate timely and with enough details to enable success.</p> <p><b>Collaboration</b>             Work together to enhance problem-solving</p> <p><b>Results</b>                      Take personal ownership to deliver positive results in a timely manner</p>
<p>VALUES</p> <p><b>Trust</b></p> <p><b>Respect</b></p> <p><b>Integrity</b></p> <p><b>Compassion</b></p>	<p>SERVICE GOALS</p> <p><b>Personally connect</b> Be prepared, professional and friendly</p> <p><b>Keep everyone informed</b> Actively listen, be honest and transparent</p> <p><b>Be on their team</b> Work with our patients and families to provide outstanding care</p> <div style="text-align: right;">  </div>

Beacon Health utilizes a metrics and data driven approach to system strategies, designated Level 0, that then cascade and tie into each entity with the system, designated Level one. These include robust scorecards and reporting that allow full integration and alignment both at the system and entity level.

For additional information please visit <https://www.beaconhealthsystem.org/>.

## Position Summary

### Reporting Relationships

The incoming Chief Applications Officer will report to the Chief Information and Digital Execution Officer (CIDEO). Direct Reports Include:

- Executive Director, Clinical Applications
- Director, Ancillary Applications
- Executive Director, Revenue Cycle & Business Applications

### Responsibilities

#### Strategic Leadership

- Develop and execute the enterprise applications roadmap supporting clinical, operational, and financial transformation.
- Oversee EHR optimization and ERP implementation/optimization, integration, and standardization across hospitals and clinics.
- Partner with the CIDEO, CISO and CTO to align application strategy with infrastructure, cybersecurity, and data strategies.
- Establish application governance frameworks ensuring industry and regulatory standards.
- Provide executive oversight for application lifecycle planning, upgrades, and vendor relationships.

#### Clinical and Enterprise Systems Management

- Lead system-wide management of major platforms including Oracle Health, PACS, ERP, and ServiceNow.
- Oversee the implementation of the ERP system.
- Drive standardization, consolidation and rationalization of systems post-acquisition to reduce complexity and improve ROI.
- Ensure applications meet clinical workflow needs and regulatory compliance.
- Collaborate with CMIO, CNIO, informatics and VPs of Nursing to optimize clinical workflows, documentation, and decision support tools.

#### Innovation and Digital Transformation

- Advance digital health and customer-facing platforms (e.g., telehealth, patient and team-member portals, mobile engagement).
- Partner with the clinical and quality leadership to drive interoperability and patient experience improvements.
- Partner with the digital team to ensure a seamless consumer experience.
- Leverage analytics and AI tools for operational insight, population health, and care coordination.
- Partner with CTO to evaluate and implement emerging technologies that enhance care delivery, access, and productivity.

#### Operational Excellence

- Work with the CTO and our vendor partners to ensure 24/7 availability and reliability of mission-critical data and systems.
- Establish KPIs and SLAs for application performance, response, and issue resolution.
- Oversee change management and release management processes to minimize disruption.
- Integrate application operations with ServiceNow for unified service management.
- Work with CTO to implement disaster recovery and business continuity plans for all major applications.

## Leadership and People Development

- Lead a multi-disciplinary team including Application Directors, Managers, Business Analysts, and System Administrators.
- Build a culture of collaboration, continuous improvement, and accountability.
- Mentor future leaders and define career paths for technical and functional staff.
- Partner with HR and PMO to improve end-user training and adoption strategies.

## Financial and Vendor Management

- Develop and manage an annual applications budget aligned with strategic priorities.
- Negotiate and manage enterprise vendor contracts, SLAs, and renewals.
- Identify cost-saving opportunities through application rationalization, consolidation, automation, and licensing optimization.
- Participate in due diligence and integration planning for mergers and acquisitions.

## Goals and Objectives

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

- Build strong, trusted relationships across clinical, operational, and administrative teams, gaining a deep understanding of Beacon Health System's culture, priorities, and workflows to inform effective decision-making.
- Develop the strategy and plan for applications that is aligned with IT and health system strategic priorities. In collaboration with CIDO, be well-versed and provide counsel to the overall IT roadmap. Ensure resources are identified, and key deliverables and milestones are achieved.
- Provide strategic leadership to establish and maintain rigorous quality assurance standards across the full portfolio of application systems. Drive the continuous evolution of core application platforms through disciplined Agile practices, enabling the delivery of new features and functionality that enhance system performance and user experience.
- Elevate the performance and capabilities of the applications organization by setting expectations, developing talent, and fostering a culture of excellence among analysts and leaders. Ensure application systems are fully leveraged and optimized across departments, driving consistent, effective use and maximizing return on investment.
- Lead the planning and execution of sustainable, well-governed system upgrade and enhancement schedules that ensure timely delivery while preserving project quality and system stability.
- Lead organizational adoption and change management efforts to ensure effective implementation and sustained use of application solutions.

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## Candidate Qualifications

### Education/Certification

- Bachelor's degree in Information Systems, Computer Science, Healthcare Administration, or related field required.
- Master's degree in Business Administration, Healthcare Administration, or Information Technology preferred.
- Clinical background, e.g., physician or nurse, desired.

### Knowledge and Work Experience

- 10+ years in healthcare IT
- 5 years in senior leadership managing enterprise and clinical applications.
- Proven track record leading large-scale EHR or ERP deployments, optimizations, or integrations.
- Deep understanding of clinical, revenue cycle, and operational workflows.
- Experience leading teams across multi-hospital or regional healthcare systems.
- Deep knowledge of EHR/EMR platforms and healthcare interoperability standards (e.g., FHIR, HL7), along with expertise in data integration.
- Solid understanding of governance frameworks, regulatory requirements, and cybersecurity principles.
- Proven experience in vendor management, contract negotiation, and budget oversight.

### Leadership Skills and Competencies

- Commitment to Beacon's six-point Operating System, referred to as The Beacon Way:
  - Leverage innovation everywhere.
  - Cultivate human talent.
  - Embrace performance improvement.
  - Build greatness through accountability.
  - Use information to improve and advance.
  - Communicate clearly and continuously.
- Strong leadership, change management, strategic planning, and communication capabilities.
- Demonstrated ability to partner effectively with clinicians and executives to align technology solutions with care delivery priorities.
- Ability to balance long-term strategic vision with day-to-day operational execution.
- Exceptional communication and persuasion skills. Ability to adjust messaging to different audiences.
- Executive presence with the ability to build relationships and establish trust and credibility across departments.

- Strong problem-solving skills; results-oriented and comfortable making difficult decisions.
- Skilled people manager with strong accountability mindset.
- Demonstrates discernment and the ability to decline requests thoughtfully and professionally when circumstances warrant.

## The Community

### Michiana Region

Beacon Health System is located in the Michiana region, an area comprised of seven counties in southwest Michigan and Northeast Indiana. The region is situated in close proximity to local treasures such as Lake Michigan beaches, outdoor activities, arts, culture, and sporting events. The area is also a short drive to the north to the outdoor lifestyle havens of Southwest Michigan and Northern Michigan which provide additional access to the shores of Lake Michigan and inland lakes for additional recreation. Elkhart and South Bend are the two largest communities in the region with a population of just under 480,000 people within St. Joseph and Elkhart Counties (July 2023 estimates). The community possesses 35-plus institutions of higher learning including the University of Notre Dame, St. Mary's College, Holy Cross College, Indiana University, Purdue University, and Ivy Tech Community College with established campus locations providing opportunities for education, training, and additional community activity.

This area captures the beauty of the Midwest with friendly people, vibrant communities to blend small town charm with big city attractions. The region boasts strong public and private schools at all levels and affordable cost of living. This region allows for professional and personal interests to align offering a high quality of life.

Manufacturing, hospitality, and healthcare are the largest industries in the region with Beacon Health System as one of the region's largest employers.

For more information about Elkhart, South Bend, and the Michiana region, please visit:

<https://www.southbendin.gov/>

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

<http://www.macog.com/>

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

## Procedure for Candidacy

Please direct all applications, nominations and inquiries to the WittKieffer consultants assisting Beacon Health System with this recruitment, preferably via e-mail, to [wkerschner@wittkieffer.com](mailto:wkerschner@wittkieffer.com)

*Beacon 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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