Director, Net Revenue

Leadership Profile

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The Opportunity

The Director of Net Revenue at Endeavor Health plays a pivotal role in overseeing net revenue functions across the organization's hospitals and medical groups. This leader is responsible for system-wide net revenue reporting, budgeting, and financial planning and analysis, with a focus on optimizing revenue performance and supporting strategic decision-making. The role includes managing accounts receivable modeling, leading financial audits, and ensuring timely and accurate monthly close processes. With a direct line into the financial health of the organization, the director provides critical insights to senior leadership and the C-suite.

This position requires deep expertise in third-party reimbursement, payer contracts, and revenue valuation—understanding not just what is billed, but what is ultimately retained after adjustments and collections. The successful candidate will have experience with RCA (Kodiak), a revenue cycle analytics tool that Endeavor Health deployed system-wide to consolidate nine separate revenue models into one. The director will lead a team of internal analysts and manage external RCA partners to support ongoing modeling and reporting needs.

Endeavor Health is a fully integrated healthcare delivery system committed to providing access to quality, vibrant, community-connected care. Services are delivered across more than 300 ambulatory locations and eight Magnet-recognized acute care hospitals: Edward (Naperville), Elmhurst, Evanston, Glenbrook (Glenview), Highland Park, Northwest Community (Arlington Heights), Skokie, and Swedish (Chicago).

This is a system-level role based in either Arlington Heights or Warrenville. It has a hybrid schedule with the flexibility of three days onsite and two remote days. Minimal travel is required across the nine hospitals in the system. The ideal candidate will be a strategic, collaborative leader who can translate complex financial data into actionable insights, drive performance improvements, and support Endeavor Health's mission through financial excellence.

Organization Overview

Endeavor Health

Endeavor Health is a non-profit, Chicagoland-based integrated health system driven by a mission to help everyone in the community be their best. As Illinois' third-largest health system and third-largest medical group, Endeavor proudly serves an area of more than 4.2 million residents across seven northeast Illinois counties. More than 27,000 team members, including more than 1,800 employed physicians, are the heart of Endeavor Health, delivering seamless access to personalized, pioneering, world-class patient care across more than 300 ambulatory locations and nine hospitals.

Endeavor Health was formed in 2022 and branded in 2023 as four organizations - North Shore University Health System, Swedish Hospital, Northwest Community Hospital, and Edward-Elmhurst Health - came together to set a new standard in healthcare. Endeavor Health includes nine hospitals:

- Evanston Hospital (NorthShore)
- Glenbrook Hospital (NorthShore)
- Highland Park Hospital (NorthShore)
- Skokie Hospital (NorthShore)
- Northwest Community Hospital
- Edward Hospital
- Elmhurst Hospital
- Linden Oaks Hospital
- Swedish Hospital

Misson

Help everyone in our communities be their best.

Vision

Safe, seamless, and personal. Every person, every time.

Values

Beliefs and behaviors that guide us:

- Act with kindness
- Earn trust
- Respect everyone
- Build relationships
- Pursue excellence

Endeavor Health at a glance

27,000+ Team Members

9 Hospitals
(8 Magnet-recognized acute care hospitals and 1 behavioral health hospital)
300+ Sites of Care

1,375,000 Patients

120,000 Annual Admissions

8,000+ Registered Nurses

7,100+ Physicians & Advanced Practice Providers

$5.3B Annual Net Revenue

Endeavor Health Medical Group

Employed physicians aligned with the Endeavor Hospitals are now unified under one medical group structure - Endeavor Health Medical Group (EHMG). With over 300 sites of care across more than 100 ambulatory locations throughout the Chicagoland area, EHMG, offers full scale care for the entire family. The medical group provides convenient access through on-line scheduling and continuity of care through a common electronic medical record. With over 1,900 employed physicians aligning to provide the highest quality care across 25 specialties, EHMG is the premier medical group of Endeavor Health and believes that better relationships lead to better care.

Endeavor Health Institutes

Endeavor's clinical institutes are top-ranked in Illinois. They advance practice via academics, research, and innovation in an interdisciplinary approach to delivering high-quality care across the continuum. Endeavor Institutes include:

- Cancer Institute
- Cardiovascular Institute
- Neurosciences Institute
- Orthopaedics and Spine Institute
- Primary Care Institute

Northshore Hospitals

Headquartered in Evanston, Illinois, Endeavor Health NorthShore Hospitals includes four hospitals – Evanston, Glenbrook, Highland Park, and Skokie. NorthShore is a Magnet-recognized organization, the first in Illinois to receive this prestigious honor as an entire system that demonstrates excellence in nursing and high standards in

patient care. NorthShore Hospitals are nationally ranked for Orthopaedics, Diabetes & Endocrinology, Obstetrics & Gynecology, and Urology in 2024-25 by U.S. World News Report. Evanston Hospital, Glenbrook Hospital (Glenview), and Highland Park Hospital each received an A in the Spring 2024 Hospital Safety Grades from The Leapfrog Group. In 2022, Merative named NorthShore among the nation's 15 Top Major Teaching Hospitals and a 100 Top Hospital for a record 23rd time, more than any other hospital or health system in the United States during the award's 29-year history. Additionally, NorthShore Hospitals has earned five stars since 2022 in the Centers for Medicare and Medicaid Services Overall Hospital Quality Star Ratings.

The educational mission of NorthShore Hospitals is supported through its academic affiliation with the University of Chicago's Pritzker School of Medicine. As their primary teaching affiliate, NorthShore supports a broad range of residency and fellowship programs, as well as supporting undergraduate medical education rotations for Pritzker students. This affiliation adds an important dimension to NorthShore's capabilities. The Pritzker School of Medicine brings a sharp focus to complex care and biomedical science with many distinguished programs that draw patients from across the country. Combined with NorthShore's established reputation for advanced information technology and its strong clinical and teaching environment, this affiliation represents an exciting advancement in patient care for the community. Approximately one-third of the undergraduate and graduate medical education for the University of Chicago programs takes place at the NorthShore Hospitals. The Department of Medicine sponsors its own longstanding and successful residency program in Internal Medicine. NorthShore also features the state-of-the-art Granger Simulation Center for experiential training.

The NorthShore Foundation is the primary philanthropic entity of NorthShore Hospitals. The Foundation raises charitable contributions and engages volunteers committed to support clinical programs, research and medical education.

The Endeavor Health Research Institute (formerly the NorthShore Research Institute) focuses on clinical and translational research, including leadership in clinical trials and medical informatics. Total research funding has grown from $6.4 million in 2019 to $9.6 million in 2023. Of this 2023 total, $8.2 million was external funding and $1.4 million dedicated internal funding. The Endeavor Health Board of Directors has recently approved endowment support for research to provide a significant and reliable source of internal funding.

Evanston Hospital

Evanston Hospital recently marked its 125th anniversary and continues to serve the community as a comprehensive 372-bed acute-care facility and the nucleus of NorthShore Hospitals. Principal home to Kellogg Cancer Center, Evanston Hospital also offers a variety of surgical specialties: neurosurgery, gynecological surgery, robot-assisted surgery, surgical oncology, and urology surgery. Evanston Hospital is certified as a Comprehensive Stroke Center, providing an acute stroke team 24 hours a day, seven days a week for rapid diagnosis and treatment. The hospital is also a premier Level I Trauma Center.

Physicians work alongside leading researchers to translate the latest technology, treatment, and research into improved patient care. As the regional center for high-risk obstetrics, the Infant Special Care Unit and the Women's Hospital offer a comfortable birthing environment where high-risk mothers and their babies have access to the latest technology and a highly trained staff.

Evanston Hospital also offers leading-edge lab capabilities and serves as a home base for the system's pioneering Neaman Center for Personalized Medicine, which customizes a patient's care and treatment plan based on the individual's unique genetic characteristics and health history. It also houses the Grainger Center for Simulation and Innovation, which provides nurses, physicians, residents, paramedics, firefighters, and police with simulated clinical care, trauma, and emergency preparedness training in a controlled environment.

Glenbrook Hospital

The recently opened Cardiovascular Institute at Glenbrook Hospital is a state-of-the-art facility dedicated to advanced heart and vascular care. It features a 170,000-square-foot space, nine cardiology labs, six surgical suites, and the integration of AI, robotics, and digital health technologies. This visionary project consolidates cardiac care services and expertise, providing a highly personalized patient experience and coordinated medical and surgical services.

The institute is designed to be a hub for specialized staff and world-class experts, ensuring better outcomes and quicker recoveries for patients. It offers a wide range of services, including the implantation of cutting-edge leadless pacemakers, innovative non-surgical catheter-based heart aortic and mitral valve treatments, and minimally invasive endovascular techniques. Additionally, it provides access to the latest medical, endovascular, and surgical techniques through clinical trials.

The Cardiovascular Institute team includes more than 40 world-class cardiovascular and vascular physicians who work collaboratively to deliver the highest standards of care. The institute's focus on research and innovation is crucial for advancing the prevention, diagnosis, screening, and treatment of cardiovascular disease.

In addition, Glenbrook Hospital is well known in the northern suburbs as a comprehensive medical center with 173 acute care beds, providing advanced diagnostic and therapeutic interventions. The hospital includes a 25,000 square-foot Emergency Department featuring 30 private exam/treatment rooms. In addition to being a Level II Trauma Center, Glenbrook Hospital is certified by the Joint Commission as a Primary Stroke Center—providing an acute stroke team 24 hours a day, seven days a week for rapid diagnosis and treatment.

Highland Park Hospital

Celebrating its 100th year in 2018, Highland Park Hospital recently completed a massive modernization project. It includes an updated surgical pavilion offering the latest technology and leading-edge operating rooms. The new Women's Hospital was completed in 2017, providing the only dedicated Labor, Delivery, and Post-Partum Unit in Lake County. Mothers stay in the same room from the time they arrive until they are discharged. The unit features state-of-the-art equipment, private rooms with spa amenities, and a dedicated entrance and atrium lobby.

In addition to comprehensive medical/surgical services, the 139-bed hospital is home to Endeavor's inpatient adolescent psychiatry unit. Highland Park Hospital's Kellogg Cancer Center offers comprehensive subspecialty care in the northern suburbs. It is also a Joint Commission-certified Primary Stroke Center, providing an acute stroke team 24/7 for rapid diagnosis and treatment. The hospital's Emergency Department is also the region's "pod" hospital for disaster-response activities across Lake County.

Skokie Hospital

Skokie Hospital, a 123-bed hospital, is not only home to Illinois' only specialty hospital dedicated to orthopaedic and spine care, but it also offers emergency and outpatient services to meet the needs of the local community. The nationally ranked Endeavor Health Orthopaedic & Spine Institute provides advanced care and is designed for outpatient and inpatient procedures, including joint replacement, fracture care, and complex spine surgeries. As a destination center for orthopaedic and spine care, patients from across the Chicagoland region, and from outside of Illinois, utilize Skokie Hospital for orthopaedic and spine expertise as well as the Endeavor Health Spine & Integrated Pain Center and Orthopaedic & Spine Immediate Care. The Endeavor Health Orthopaedic & Spine Institute is proud to be the official healthcare partner to the Chicago Blackhawks and Chicago Fire, as well as the exclusive partner to the Legends NBA Retired Players Association, and official partners to Hall of Fame Health. Endeavor Health has also recently announced that the Chicago Fire and Endeavor Health have created an expanded, multiyear partnership agreement with Endeavor Health becoming the naming rights partner of the Fire's new $100M training facility with an anticipated opening in January 2025.

Other Endeavor Health Hospitals

Northwest Community Hospital

Serving Chicago's northwest suburbs since 1959, Northwest Community Hospital (NCH) is dedicated to providing outstanding care in the community. NCH is home to the Endeavor Health Neurosciences Institute's Advanced Neurosciences Center, which includes a multidisciplinary, globally recognized team of specialists treating the most complex neurological conditions with compassion and innovation. NCH is certified as a Comprehensive Stroke Center. NCH also houses a Level III NICU, Level II Trauma Center and a dedicated pediatric emergency department. The hospital has 509 beds, including the South Pavilion with 200 private rooms and a 33-bed acute inpatient rehabilitation unit and seven outpatient rehabilitation centers. The NCH campus houses the Wellness Center, a premier health and fitness center and spa, as well as a full-service, retail pharmacy. Notably, NCH has been Magnet recognized since 2006.

Edward Hospital

Located in Naperville, IL, Edward Hospital is a full-service, regional healthcare provider with 359 private patient rooms. The hospital offers a wide range of medical specialties and innovative programs.

Notable features include advanced cardiac care at the Edward Heart Hospital, innovative cancer diagnosis and treatment at the Edward Cancer Center, a 'most preferred' Orthopedic and spine Center, a Newborn Intensive Care Unit (NICU) with private rooms, a Pediatric/Pediatric Intensive Care Unit (PICU), and a world-class, certified Comprehensive Stroke Center. In 2005, Edward became the first hospital serving DuPage and Will counties to earn Magnet Recognition®, a recognition that it has continued to hold since.

Elmhurst Hospital

Located in Elmhurst, IL, and founded in 1926, Elmhurst Hospital has a long history of serving the community. In 2011, the hospital was rebuilt as an 866,000 square foot state-of-the-art facility. The hospital features 258 private inpatient suites designed to provide a comfortable healthcare experience. Elmhurst Hospital offers a wide range of services including a nationally recognized heart failure program, a Cancer Center, advanced surgical suites and a high-tech Emergency department. Elmhurst Hospital has been a Magnet designated facility since 2015.

Linden Oaks Hospital - Behavioral Health

Located in Naperville, IL, on the Edward Hospital campus, Linden Oaks is a 108-bed behavioral health hospital with outpatient offices across the Chicago area. It offers behavioral and mental services, including inpatient and outpatient treatment plus recovery programs for depression, bipolar disorder, substance misuse, eating disorders, and more. In addition, the hospital houses specialty programs for geriatric and adolescent patients. The hospital has over 250 team members and serves over 6,000 patients annually.

Swedish Hospital

Swedish Hospital has served the diverse communities of Chicago's North Side for more than 130 years and is an award-winning full-service 289-bed hospital that provides a full range of comprehensive health and wellness services and Chicago's only certified medical fitness center— Galter Life Center. Swedish Hospital leads the Chicago North Side Collaborative, a healthcare transformation collaborative, and serves the community as a Federally Qualified Health Center.

Swedish Hospital has a strong emphasis on serving its local community. It offers a range of services tailored to the needs of the diverse populations in its area, often providing programs and initiatives designed to address specific health issues prevalent within the community. This includes the Mayora Rosenberg Women's Health

Center, which offers 3-D mammography and is home to a comprehensive obstetrics program. Swedish Hospital is also certified as a Primary Stroke Center.

For more information, visit www.endeavorhealth.org

Position Summary

The primary purpose of this position is to direct the Net Revenue functions for the system, including Hospital and Medical Group Net Revenue reporting and budgeting. In addition, this individual will lead Accounts Receivable modeling, as well as Net Revenue optimization, audit management, and financial planning & analysis across the Endeavor Health organization. The Director provides leadership and direction to a team of analysts, ensuring high-quality deliverables, professional development, and alignment with organizational priorities.

Reporting Relationships

Reporting to the Vice President of Corporate Finance and Financial Planning and Analysis, with four direct reports.

Responsibilities

The successful Director, Net Revenue candidate will:

- Be responsible for understanding, estimating, and reporting net revenue across the system, including related contractual allowances, denials, bad debt, and charity reserves.
- With guidance from the VP, Corporate Finance and FP&A, develop, analyze, and communicate revenue optimization opportunities and assist department and system leadership with executing plans to achieve those opportunities.
- Support the month-end close process through modeling and explaining third-party settlement amounts.
- Enhance financial acumen across operational teams by educating leaders on financial reports, metrics, and improvement strategies.
- Act as a key resource for operational and hospital leaders, resolving complex, sensitive, and technical issues with a high level of confidentiality and judgment.
- Assist with annual budget by providing expected impacts of government regulation updates and payor reimbursement changes.
- Lead Patient Accounts Receivable financial audits and act as primary contact with the external audit team, as well as reporting and reconciliation of Net Revenue and Patient Accounts Receivable general ledger accounts.
- Analyze expected changes related to managed care contracting.
- Foster and maintain relationships with Operations, Revenue Cycle, Internal Audit, and Managed Care leadership.
- Manage the System Net Revenue team and RCA relationship, providing leadership in developing goals and accomplishment of those goals for both team members and the department.

Candidate Qualifications

Education/Certification

- Education: Bachelor's degree in accounting, finance, business administration, or related field, preferred.
- Master’s degree in accounting, finance, business administration, or related field.

Knowledge and Work Experience

- Experience: Minimum ten years of progressive experience in healthcare reimbursement. Minimum of five years in a leadership role.
- Strong understanding of revenue cycle, third-party reimbursement mechanisms, and generally accepted accounting principles.
- Superior analytical and problem-solving skills, with demonstrated intellectual and analytical rigor.
- Demonstrated ability as a strong communicator and presenter in front of the senior leadership team.
- Strong customer focus and ability to work within a cross-functional team environment.
- Ability to develop financial models and business cases to support operational objectives
- Leads, develops, and mentors the team through orientation and training, establishing goals/objectives, communication policies, and discipline. Builds employee morale and engagement.
- Advanced financial modeling, analysis, and reporting skills.
- Proficiency in Microsoft Office, particularly Excel (pivot tables, VLOOKUP, charts), PowerPoint, and Word.
- Excellent written and verbal communication skills, with the ability to explain complex financial information to non-financial audiences.
- Strong project management and organizational skills; ability to manage multiple priorities and deadlines.
- High attention to detail and a commitment to data integrity.
- Ability to collaborate with senior leaders and cross-functional teams to drive strategy and decision-making.
- Ability to lead, develop, and manage a team of financial analysts.
- Ability to work independently and exercise sound judgment in a fast-paced environment.
- Ability to foster innovation and continuous improvement within a team setting.
- Ability to translate financial data into actionable business insights.
- Ability to manage confidential information with integrity and professionalism.

The Community

The City of Chicago

Located on the shores of Lake Michigan in the heart of the Midwest, Chicago is home to world-class medical facilities and institutions of higher education, world-championship sports teams, an internationally acclaimed symphony orchestra, renowned architecture, award-winning theater, distinctive cuisine, and much more.

Chicago offers residents and visitors:

- The Art Institute of Chicago, Shedd Aquarium, Field Museum, Museum of Science & Industry, and many other outstanding museums
- More than 200 theaters
- Nearly 200 art galleries
- More than 7,300 restaurants
- 77 community areas containing more than 100 neighborhoods
- 26 miles of lakefront and 15 miles of beaches
- 36 annual parades
- 19 miles of lakefront bicycle paths
- 552 parks

By any measure, Chicago and its environs - known as “Chicagoland” - comprise one of the world’s greatest metropolitan regions. Chicago is a city of exceptional architecture and unsurpassed beauty, generating enormous civic pride.

Chicago has a long-established and growing tradition as a center for business and industry, ranging from well-established manufacturing sectors to newer fields like biotechnology. Adding to the city’s reputation as a business and industrial center is its popularity as a premier location for many corporate headquarters. Companies choose Chicago to take advantage of the proximity to transportation, suppliers, customers, similar businesses, and access to a skilled labor force and an extensive urban infrastructure. Five major exchanges are at the heart of Chicago's financial prominence; 80 percent of the world's commodities are traded through three of Chicago's exchanges. The Chicago Board of Trade is the world's largest and oldest futures and options exchange, and the Chicago Board Options Exchange is the world's first and largest stock options exchange.

Chicago offers something for everybody on a truly world-class level: art, architecture, theatre, music, dance, sports, politics, museums, restaurants, shopping, recreation, and much more.

For additional information on Chicago, one of the truly great places in the world to live, work, and play, please visit https://www.choosechicago.com.

Arlington Heights

Arlington Heights is a vibrant, family-oriented suburb of Chicago in Cook County, Illinois, known for its excellent schools, award-winning library, thriving downtown with unique shopping and dining, and strong sense of community. The village features the Metropolis Performing Arts Centre, Metra commuter rail access to Chicago, and the historic Arlington Park Racecourse, making it a desirable destination for residents and businesses.

The Village is one of the 15 largest municipalities in Illinois, featuring a unique blend of old and new. It’s a progressive community that people are proud to call home and where young families like to establish their roots for generations to come. It offers vibrancy and interest.

Arlington Heights is an attractive destination for homebuyers, shoppers, businesses, and visitors with its dynamic economy, award-winning schools, library, park district, and highly acclaimed Northwest Community Hospital.

Since its beginnings in the 1800s, Arlington Heights remains a steady, reliable, efficient, and fiscally responsible community with an overriding goal to be responsive to the needs of residents and businesses. Thanks to the Historical Society for the picture of Meyer's Pond, circa early 1900s.

Warrenville

Warrenville, IL, is a family-friendly Chicago suburb in DuPage County known for its abundant public spaces, including forest preserves and the grounds of Fermi National Laboratory, which provide over 10,000 acres for recreation. The city is located in the nationally recognized I-88 research and development corridor, offering a suburban feel with a sparse population, a high homeownership rate, and a low crime rate.

Warrenville prides itself on being a friendly and progressive small town with a proven track record of working with the business and development community in a professional and helpful manner to accomplish positive business development and expansion. The City of Warrenville is located in west central DuPage County along the East-West Tollway (I-88) corridor, approximately 30 miles west of the City of Chicago. Warrenville is a successful blend of major international corporations, regional office centers, light industrial/warehouse facilities, a diverse mix of retail, restaurant, hotel, and entertainment businesses, and a broad range of housing choices. Warrenville encompasses the award-winning, 650-acre, master planned mixed-use Cantera Development surrounding the I-88/Winfield Road Interchange.

Despite being located in the heart of DuPage County, Warrenville maintains a small town, somewhat rural character due to the “necklace” of more than 10,000 acres of public open space associated with the five major Forest Preserves (Blackwell, St. James Farm, Warrenville Grove, Herrick Lake, and McDowell Grove) and Fermi National Laboratory that encircle the City. Outdoor leisure activities in Warrenville are plentiful and enhanced by the ever-popular regional Illinois Prairie Path and the West Branch of the DuPage River, both of which meander through the very center of town.

Warrenville is served by the excellent Community Unit School District 200, which includes the highly regarded Wheaton Warrenville South High School.

Procedure for Candidacy

Please direct all nominations and applications to April Allen and Courtney MacKinnon through the WittKieffer Candidate Portal. Candidates can also find this portal via the WittKieffer website at www.wittkieffer.com and selecting the "Become a Candidate" button.

Endeavor Health 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 salary range for this position is: $150,000 - $218,000.

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 Endeavor 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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