



EISENHOWER HEALTH

## Vice President, Ancillary Services

### Leadership Profile

June 2026

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**WittKieffer**

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## The Opportunity

Eisenhower Health seeks a dynamic and strategic leader to serve as Vice President, Ancillary Services (VP). This is a compelling opportunity to lead and elevate a diverse portfolio of clinical and support services that are essential to the organization's commitment to exceptional patient care, operational excellence, and innovation. As a key member of the executive leadership team, this role offers the ability to shape the future of ancillary services within a highly respected, mission-driven health system.

Reporting to the Executive Vice President/Chief Operating Officer, the Vice President will be responsible for optimizing the performance, integration, and growth of ancillary operations in alignment with Eisenhower's strategic priorities. This leader will have the opportunity to enhance service delivery models, drive operational efficiencies, and foster a culture rooted in accountability, collaboration, and continuous improvement. The role will require a thoughtful balance of strategic vision and operational execution across a broad and complex service portfolio.

Partnering closely with executive leadership, physician leaders, and operational teams, the Vice President will play a pivotal role in positioning Eisenhower for continued growth. Key priorities will include identifying opportunities for service expansion, improving patient access and throughput, and leveraging data and analytics to inform decision-making and performance improvement.

This opportunity is ideally suited for a strong critical thinker who is a results-oriented leader, thrives in complex healthcare environments, and is passionate about advancing both the patient and provider experience. The successful candidate will have the opportunity to make a meaningful and lasting impact within an organization widely recognized for its commitment to clinical excellence and community service.

## Organization Overview

### Eisenhower Health

Eisenhower has been a leader in health care for the Coachella Valley since opening its medical center in 1971. Since then, it has grown steadily, adding services, capabilities, and facilities to anticipate and meet the needs of the expanding area. Today, the Eisenhower name extends far beyond the state-of-the-art care it delivers at the hospital.

With primary care, urgent care centers, multi-specialty health centers, and specialized programs across the valley, they now offer comprehensive health care support, from education and prevention to diagnosis, treatment, and rehabilitation. They provide customized care in Men's Health, Women's Health, LGBTQ services, HIV care, and much more. And they provide top-tier physicians, online access, and community events to enhance convenience and access for all. They are pleased to be a trusted name renowned for advanced care, individualized service, and an exceptional record of patient safety.

Their dedication to community wellness extends beyond treatment. Eisenhower funds free screenings, prevention programs, and support groups to help people lead healthier lives. Physicians and other experts provide community education on a wide variety of health topics to encourage patients to learn about their health risks and concerns, partnering with community groups and senior centers across the valley to share this information with a broad range of residents.

Eisenhower also invests in education and research, including partnerships with nursing schools and programs for graduate medical education and continuing education for health care professionals. The Eisenhower School of Graduate Medical Education continues to expand to train more physicians for their careers in medicine, with three residency programs, multiple fellowship programs, and additional accredited programs coming soon.

Eisenhower Health is more than just a healthcare provider. They are a community partner dedicated to improving the lives of all residents. Their 5,000+ employees and hundreds of physicians are committed to providing compassionate, high-quality care to everyone who walks through their doors. No other health system in the area provides the scope of healthcare services that Eisenhower has worked diligently to develop for their patients. Being not-for-profit means Eisenhower can reinvest in technologies, facilities, and services that improve the community's health.



## Building a Healthier Future

In the early 2000s, Eisenhower began developing an ambulatory clinic division, bringing primary and specialty care services closer to where people live and work. **Eisenhower is the only health system in the Coachella Valley to offer a robust network of providers across the region**, with locations in Palm Springs, Cathedral City, Rancho Mirage, North Palm Desert, La Quinta, Indio, and Yucca Valley. This commitment to quality care requires investment, strategic planning, continuous improvement, and ongoing recruitment.

Eisenhower is proud to offer more than 100 clinic locations with a significant array of specialties, including:

- [Addiction Medicine](#)
- [Behavioral Health](#)
- [Cardiac and Pulmonary Rehabilitation](#)
- [Diabetes and Endocrinology](#)
- [Gynecology](#)
- [Infectious Disease](#)
- [Neurology and Movement Disorders](#)
- [Oncology](#)
- [Primary Care](#)
- [Rehabilitation Services](#)
- Sports Medicine – multiple locations
- [Surgery services](#) – including minimally invasive and robotic approaches
- [Urology](#)
- Women’s Health
- [Allergy and Immunology](#)
- [Cardiology](#)
- [Dermatology and Mohs services](#)
- [Gastroenterology](#)
- [HIV care](#)
- [Maternity](#)
- [Neurosurgery](#)
- [Orthopedics](#)
- [Pulmonary, Critical Care and Sleep Medicine](#)
- [Rheumatology](#)
- [Stroke](#)
- [Urgent Care](#)
- [Wound Care](#)

## Ancillary Services

### Eisenhower Imaging Center

Eisenhower Imaging Center delivers a comprehensive, patient-centered imaging experience that combines advanced technology, clinical expertise, and convenience. Established in 2004 within the Eisenhower Lucy Curci Cancer Center and expanding from a vision launched in 2001, the program now spans six locations across the Coachella Valley. It offers a full range of diagnostic and outpatient interventional radiology services. The centers are equipped with leading-edge imaging technology—including multiple MRI options designed for patient comfort and complex diagnostics, as well as high-speed CT capabilities—ensuring precise and efficient results. Supported by board-certified, subspecialty-trained radiologists and integrated through a robust electronic network, Eisenhower Imaging Center provides seamless, 24/7 access to imaging services and results, delivering personalized, continuous care in close coordination with referring physicians.

### Eisenhower Lab Services

Eisenhower Health's Labtechniques laboratory provides a comprehensive suite of high-quality diagnostic services across multiple locations, supporting timely, accurate, and informed patient care. Services include phlebotomy, clinical chemistry, hematology, coagulation, urinalysis, microbiology, virology, immunology, molecular diagnostics, point-of-care testing, and transfusion services. Together, these capabilities enable clinicians to diagnose and manage a wide range of conditions efficiently, reinforcing Eisenhower Health’s commitment to clinical excellence and coordinated care delivery.

### Eisenhower Rehabilitation Services

Eisenhower Rehabilitation provides comprehensive physical, occupational, and speech therapy services across inpatient and outpatient settings, utilizing a team-based approach, advanced certifications, and state-of-the-art

technology to deliver high-quality, individualized care. With locations throughout the Coachella Valley, a large team of highly credentialed therapists, and programs serving patients across the lifespan—from pediatrics to geriatrics—the department offers a wide range of specialty services including orthopedic and sports rehabilitation, stroke and neuroscience care, cancer rehabilitation, lymphedema, cognitive and swallowing therapies, and more. This integrated, multidisciplinary model is designed to maximize outcomes, improve function, and meet the diverse needs of the communities served.

### **Eisenhower Pharmacy Services**

Eisenhower Health's pharmacy services encompass a comprehensive, integrated model that includes the main inpatient pharmacy, infusion services, and robust 340B and specialty pharmacy programs. The department is highly advanced in terms of technology and automation, leveraging dispensing robotics, automated drug carousels, bedside barcode scanning, an electronic medication administration record, and computerized physician order entry to enhance safety and efficiency. In close collaboration with clinical teams, these capabilities support the safe, accurate, and timely delivery of medications, driving optimal outcomes across the continuum of care.

### **Eisenhower Food and Nutrition Services**

Eisenhower Health's Food and Nutrition Services combines convenient dining and clinical nutrition support to enhance both the patient and visitor experience. Café Eisenhower, with three locations across the campus, offers a welcoming environment with a variety of fresh, casual dining options—from breakfast items to salads, soups, and sandwiches—alongside Starbucks beverages. Complementing these offerings, the Nutrition Services program provides personalized dietary counseling and education led by registered dietitians, supporting wellness, disease management, and long-term health through individualized plans, physician collaboration, and community outreach.

### **Eisenhower Transportation Services**

Eisenhower Health's Patient Transportation Services support safe, timely, and efficient movement of patients throughout the hospital and care locations, ensuring seamless coordination of care. Transport staff work across all departments, internally and externally, assisting with both routine and urgent transfers to and from patient units, clinics, procedures, and care areas, while supporting clinical teams by facilitating patient flow and maintaining high standards of safety and service.

### **Eisenhower Environmental Services**

Eisenhower Health's Environmental Services (EVS) department ensures a clean, safe, and sanitary environment across patient care areas, public spaces, and ancillary departments. The team is responsible for comprehensive cleaning and maintenance functions, including patient rooms, treatment areas, and common spaces; specialized floor and carpet care; terminal cleaning of surgical and high-risk areas; and compliant waste management. EVS staff also respond to urgent cleaning needs, manage supplies and equipment, and play a critical role in supporting infection prevention, patient safety, and overall care quality.

### **Eisenhower Emergency Preparedness Services**

Eisenhower Health's emergency preparedness is built around a collaborative, multi-disciplinary team and a structured emergency management plan designed to ensure safe, effective patient care during disruptions or disasters.

## **Accreditations & Recognition**

Eisenhower strives to be the leading health care facility in the Coachella Valley. Each year, Eisenhower is recognized by a variety of organizations for its quality and safety in clinical care.

To learn more: [Accreditations & Recognition](#)

## Vision, Mission, Commitments

The following are Eisenhower Health's Vision, Mission, and Commitments.

### Vision

*Our Vision Will Be Realized When:*

- Patients, family, and friends acknowledge their experience as "ideal patient care."
- Employees and volunteers look forward to coming to work each day.
- Donors tell friends and neighbors that gifts to Eisenhower Medical Center are among the best decisions they have ever made.
- Eisenhower attracts and retains high-quality physicians, and our physicians voice their pride in being members of the Eisenhower medical staff.
- The Community views Eisenhower as a strong and indispensable resource.

### Mission

Eisenhower Health, a not-for-profit organization, exists to serve the changing healthcare needs of our region by providing excellence in patient care, supported by education and research.

#### "True North"

Patients, family, and friends acknowledge their experience as "ideal patient care."

### Supporting Commitments

- **Growth** - Inpatient and outpatient volumes are steadily increasing.
- **Clinical Excellence** - Ensure that measured outcomes meet/exceed agreed-upon expectations. Evidence-based clinical practice policies, procedures, and other standards are consistently practiced. Tests, treatments, and procedures are thoroughly explained to patients and are understood. Patients, visitors, and donors are always safe from harm and prefer Eisenhower because of its high quality.
- **Courtesy and Caring** - Staff always practice good manners, are friendly, polite, and emotionally sensitive to each individual, whether patient, family, visitor, or fellow employee.
- **Partners** - Medical Staff, volunteers, and employees are committed and highly engaged. Leadership and the staff are constantly striving for professional growth and applying that new knowledge to innovate and continuously improve direct patient care and other supporting systems and procedures.
- **Healing Environment** - A supportive setting is developed and maintained that embraces the physical, emotional, and spiritual aspects of health and healing.
- **Efficiency and Resource Stewardship** - Services are provided efficiently and effectively with a minimum of waste.



# EISENHOWER HEALTH ► BUILT BY PHILANTHROPY

EISENHOWER PASSION FOR EXCELLENCE CAMPAIGN

CARDIOVASCULAR INSTITUTE  
Expected Completion Date ► 2026

WASHINGTON FAMILY CENTER

SPECIALTY CLINICS  
Expected Completion Date ► 2029



LUCY CURCI CANCER CENTER  
MARK AND PAULA HURD CANCER PAVILION



Completed in ► 2024

NEW RENKER  
WELLNESS CENTER



Completed in ► 2024

INPATIENT AND OUTPATIENT  
OPERATING ROOM ADVANCEMENTS



Completed in ► 2024

RENKER PAVILION  
SUITES UPDATED



Expected Completion Date ► 2025

EISENHOWER  
CHILD CARE CENTER



Expected Completion Date ► 2026

SAUL AND JOYCE BRANDMAN  
MEMORY CARE CENTER



Expected Completion Date ► 2026

NEW INPATIENT  
PHARMACY



Expected Completion Date ► 2027

CARDIOVASCULAR PAVILION  
INTERVENTIONAL LABORATORIES



Expected Completion Date ► 2028



**EISENHOWER HEALTH**  
PASSION FOR EXCELLENCE CAMPAIGN

<p><b>CARDIOVASCULAR INSTITUTE BUILDING</b> <i>4 story, 82,000 sq ft Washington Family Center building.</i></p>	Expected Completion Date 2026	\$78M
<p><b>CARDIOVASCULAR INPATIENT PAVILION</b> <i>35,000 sq ft of all new facilities and equipment for Cardiovascular inpatient procedures and services.</i></p>	Expected Completion Date 2029	\$71M
<p><b>SPECIALTY CLINICS BUILDING</b> <i>4 story, 60,000 sq ft new clinic space for Behavioral Health, Urology and Neurology. Originally planned as a 3-story building and increased to 4 stories to meet the growing demand for much-needed clinic space as part of the Washington Family Center building.</i></p>	Expected Completion Date 2029	\$73M
<p><b>LUCY CURCI CANCER CENTER</b> <i>Expanded Oncology services and facilities with the addition of the new Mark and Paula Hurd Cancer Pavilion.</i></p>	Completed in 2024	\$13M
<p><b>MEMORY CARE CENTER</b> <i>20,000 sq ft Saul and Joyce Brandman Memory Care Center.</i></p>	Expected Completion Date 2025	\$10M
<p><b>CHILD CARE CENTER</b> <i>17,000 sq ft – Child Care Center dedicated to Eisenhower’s employee’s and physician’s children.</i></p>	Expected Completion Date 2026	\$9M
<p><b>INPATIENT AND OUTPATIENT</b> <i>Operating Room Advancements</i></p>	Completed in 2024	\$9M
<p><b>INPATIENT PHARMACY</b> <i>Expansion of Eisenhower’s Inpatient Pharmacy</i></p>	Expected Completion Date 2027	\$8M
<p><b>CARDIOPULMONARY WELLNESS CENTER</b> <i>10,000 sq ft new Renker Wellness Center for cardiac, pulmonary and vascular prevention.</i></p>	Completed in 2024	\$6M
<p><b>RENKER PAVILION SUITES</b> <i>Refurbishing and upgrade to all 24 suites</i></p>	Expected Completion Date 2025	\$2M
<p><b>CAMPAIGN FUNDRAISING NEED</b> <i>The amount has been adjusted to accommodate the expansion of the Specialty Clinics building from three stories to four.</i></p>		\$279M <small>Revised December 2024</small>
Funds Raised to Date		\$211M
Funds Yet to Raise		\$68M

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## Position Summary

The Vice President, Ancillary Services at Eisenhower Medical Center is a key executive leader responsible for the strategic direction, operational performance, and growth of a broad portfolio of ancillary departments. Reporting to the Chief Operating Officer, this role ensures the delivery of high-quality, efficient, and patient-centered services that support the organization's clinical mission and long-term objectives.

The Vice President oversees housekeeping, transportation, emergency preparedness, laboratory, food services, radiology, pharmacy, and rehabilitation therapy services with over 750 FTE's. This leader partners closely with executive leadership, medical staff, Eisenhower Medical Associates, and external consultants, while maintaining strong relationships with state, local, and regulatory agencies.

This executive will drive operational excellence, strengthen service integration, and identify opportunities for innovation and growth across ancillary functions. Working collaboratively across the organization, the Vice President plays a critical role in enhancing access, improving throughput, optimizing financial performance, and elevating the overall patient experience.

The ideal candidate is a strategic and results-oriented leader with demonstrated success in complex healthcare operations and a commitment to fostering a culture of collaboration, accountability, and continuous improvement.

## Reporting Relationships

Reporting to the Chief Operating Officer, direct reports include:

- Director, Imaging Services
- Director, Laboratory Services
- Director, Rehabilitation Services (PT/OT/Speech)
- Director, Pharmacy Services
- Director, Food and Nutrition Services
- Director, Transportation Services
- Director, Environmental Services
- Director, Emergency Preparedness

## Key Responsibilities

The successful Vice President, Ancillary Services candidate will:

- Provide strategic leadership and oversight for all ancillary service lines, ensuring alignment with Eisenhower Medical Center's mission, vision, and strategic priorities.
- Drive operational excellence across departments, with a focus on quality, efficiency, patient safety, and service excellence.
- Partner with the Chief Operating Officer and executive leadership to develop and execute system-wide initiatives that enhance performance and support organizational growth.
- Oversee financial performance, including budgeting, cost management, and revenue optimization across ancillary services.
- Model and reinforce the use of standardized scripting, ensuring consistent application across areas of responsibility.

- Establish and maintain processes to evaluate staff competence, qualifications, and performance standards across all departments.
- Actively participate in performance improvement initiatives and ensure appropriate quality control measures are in place and maintained.
- Identify and implement opportunities to improve patient access, throughput, and overall patient experience.
- Foster strong collaboration with physician leaders, clinical teams, and administrative stakeholders to ensure seamless, integrated care delivery.
- Lead efforts to standardize processes, implement best practices, and utilize data analytics to inform decision-making and performance improvement.
- Support program development and service line expansion, including evaluating new technologies and innovative care delivery models.
- Attract, develop, and retain high-performing leaders and teams; promote a culture of accountability, engagement, and continuous improvement.
- Ensure compliance with all regulatory, accreditation, and safety standards across areas of responsibility and promote accountability.
- Champion initiatives related to patient satisfaction, quality outcomes, and operational effectiveness.

## Goals and Objectives

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

- **Strengthen Operational Performance:** Enhance efficiency, standardize processes, and improve throughput across all ancillary service lines.
- **Optimize Financial Outcomes:** Achieve budget targets while identifying opportunities for revenue growth and cost optimization.
- **Enhance Patient Experience:** Improve access, reduce wait times, and elevate overall service quality and patient satisfaction.
- **Drive Strategic Growth:** Identify and advance opportunities for service line expansion, innovation, and new program development.
- **Foster Integration & Collaboration:** Strengthen alignment across clinical and operational teams to ensure seamless, coordinated care delivery.
- **Build High-Performing Teams:** Develop and support strong departmental leadership, promoting accountability, engagement, and continuous improvement.
- **Advance Data-Driven Decision Making:** Leverage analytics and performance metrics to guide operational and strategic initiatives.

## Candidate Qualifications

### Education/Certification

- Master's degree in Healthcare Administration (MHA), Business Administration (MBA), Public Health (MPH), or a related healthcare discipline required.
- Bachelor's degree in healthcare, business, or a related discipline required.

### Knowledge and Work Experience

- Minimum of seven years of experience in healthcare with progressive leadership responsibilities.
- Senior leadership experience overseeing ancillary services within a complex healthcare environment.
- Demonstrated experience as a strong leader with the ability to operate effectively under pressure in complex, fast-paced healthcare environments.
- Expertise in operations management, including patient flow, access, and service delivery optimization.
- Strong financial acumen with experience in budgeting, cost management, and revenue performance.
- Proven ability to drive performance improvement using data, metrics, and best practices.
- Experience partnering with physicians and executive leaders to achieve strategic goals.
- Experience negotiating contracts and leases effectively with knowledge of regulatory and accreditation standards (e.g., Joint Commission, CMS).
- Demonstrated success leading change, innovation, and service line growth.

### Leadership Skills and Competencies

- Strategic thinker with the ability to translate vision into actionable plans and measurable outcomes.
- Collaborative leadership style with strong relationship-building skills across clinical, administrative, and executive teams.
- Effective change agent with a track record of leading complex organizational initiatives.
- Results-oriented, with a focus on accountability, performance improvement, and continuous optimization.
- Strong communicator, capable of engaging diverse stakeholders and driving alignment.
- Talent developer committed to building and mentoring high-performing teams.

## The Community

### Coachella Valley

Rancho Mirage is located in the center of Southern California's rapidly growing Palm Springs Valley, strategically situated in Riverside County, one of the fastest-growing counties in the country, 110 miles east of Los Angeles, 110 miles northeast of San Diego, and approximately 270 miles west of Phoenix. Rancho Mirage has easy access to the entire Southern California market via major freeways, rail corridors, and the Palm Springs International Airport, which offers services to all major metropolitan areas.



Surrounded by four picturesque mountain ranges and long sought-after by travelers for its inspiring scenery and sense of adventure, Greater Palm Springs is Southern California's most storied resort oasis. Greater Palm Springs encompasses nine cities — Palm Springs, Desert Hot Springs, Cathedral City, Rancho Mirage, Palm Desert, Indian Wells, La Quinta, Indio, and Coachella — each offering its own blend of experiences as endless as the clear blue skies.

### Coachella Valley Events

- The BNP Paribas Open is the largest ATP Tour and WTA Tour combined two-week event in the world and is held annually at the Indian Wells Tennis Garden. More than 475,000 fans attend the event each year, which features the world's best players competing for more than \$17 million in prize money. For more information, visit <http://www.bnpparibasopen.com/>.
- With year-round sunny skies and [more than 110 courses](#) for players of all skill levels, it is no wonder Greater Palm Springs is known as the Golf Capital of the West. And each January, four days of world-class golf descend on this Southern California resort oasis for the annual American Express tournament, a favorite stop on the PGA Tour.
- Palm Springs has long been renowned as the playground of the stars, so it is no surprise that one of the most iconic film festivals in the world has found its home right here. Held annually in January, the Palm Springs International Film Festival celebrates some of the best international films from each respective year.
- For the past 20 years, thousands of music lovers and trendsetters have flocked to Greater Palm Springs for the Coachella Valley Music & Arts Festival, one of the most renowned music festivals in the world. Held at the Empire Polo Club in [Indio](#), the event unfolds over two consecutive weekends and has hosted a wide range of [artists](#).
- Thousands of country music fans dust off their cowboy boots and hats for the Stagecoach Country Music Festival in Greater Palm Springs. Held the weekend after [Coachella Valley Music & Arts Festival's](#) last hurrah, the event features three days of western fun, from dance halls and vintage shopping markets to the concerts themselves.



- Modernism Week highlights midcentury modern architecture, art, interior design, and vintage culture in Palm Springs, California. The festival features the popular Palm Springs Modernism Show (featuring 130 dealers), tours of iconic homes, double-decker architectural bus tours, parties, compelling and informative talks, and much more.
- Acrisure Arena is the newest venue in Greater Palm Springs, offering live entertainment and sports. With its sleek architecture and state-of-the-art facilities, this dynamic hub features an 11,000+ capacity and has hosted some of the biggest acts in entertainment. During hockey season, catch the Coachella Valley Firebirds — the AHL affiliate of the Seattle Kraken — competing on ice. Whether you are a music lover or a sports fan, there is no shortage of fun at Acrisure Arena for everyone to enjoy.
- Join the audience in a standing ovation at the [McCallum Theatre](#) in Palm Desert. This 1,127-seat venue is nationally recognized for its arts education program and has hosted renowned vocal ensembles, dance companies, Broadway productions, and solo performers.

**Other notable attractions include:**

- [Joshua Tree National Park](#)
- [El Paseo Shopping District](#)
- [BMW Performance Driving Center](#)
- [The Living Desert Zoo & Gardens](#)
- [Palm Springs Aerial Tramway](#)
- [Red Jeep Adventures](#)

Rancho Mirage is proud to be the home to institutions like Eisenhower Health, Hazelden Betty Ford Center, and the Barbara Sinatra Children's Center – all world-renowned health facilities. The Tolerance Education Center and the Children's Discovery Museum of the Desert deliver programs and services that rival those in any major city.

Sunnylands in Rancho Mirage is best described as "a place of history, hospitality, and diplomacy." Also referred to as the "Camp David of the West," Sunnylands provides a "place of tranquility and hospitality where national and international leaders convene to promote world peace and facilitate international agreement." Sunnylands' Gardens and Visitor Center, as well as the Estate home of Ambassadors Walter and Leonore Annenberg, have become major attractions to visitors from around the world.

Rancho Mirage promises the seasoned traveler and its residents the perfect combination of luxury, value, and access to the finest golf, spa, and dining experiences right in the Heart of the Palm Springs Valley.

For more information, please visit: <https://www.visitgreaterpalmsprings.com/>.

## Procedure for Candidacy

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

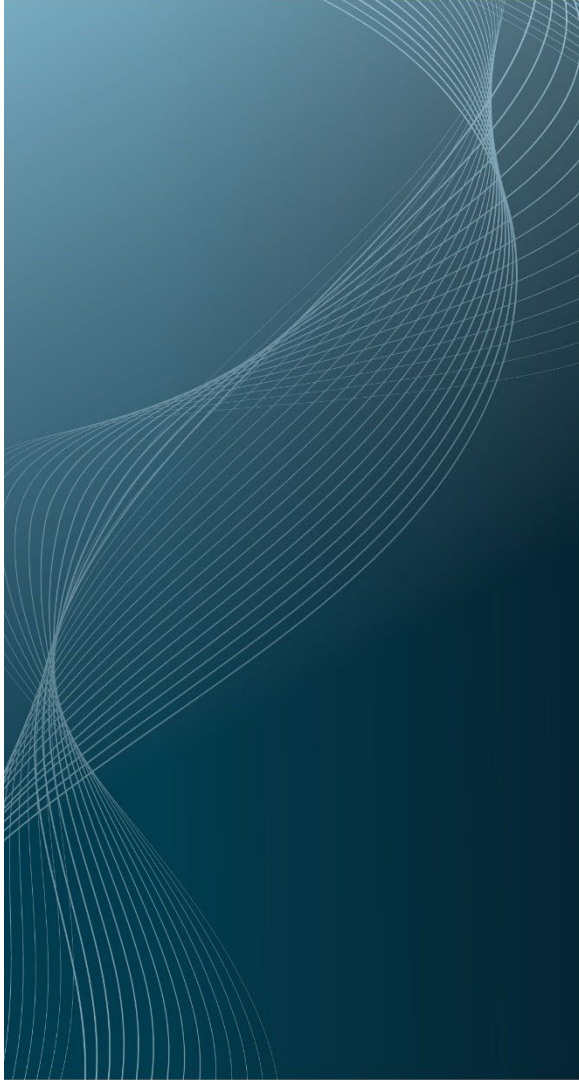
The salary range for this role is \$325,000-\$350,000 base salary, with a bonus. The final hiring salary is commensurate with experience.

<b>April Allen</b>	<b>Courtney MacKinnon</b>
<b>Principal</b>	<b>Senior Associate</b>
<b>502-296-8066</b>	<b>502-644-2566</b>

*Eisenhower 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.*

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