



Director of Information Technology Services

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WittKieffer

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Organization Overview

Community Health System started when local physicians joined forces with Celia Burnett, a boarding house proprietor, to open a private hospital in 1897 — and we've been evolving ever since. Community Health System is a locally owned, not-for-profit, public-benefit organization based in Fresno, California. We are the region's largest healthcare provider and private employer. We operate a residency program with one of the nation's top medical schools, the University of California, San Francisco.

Today, we're serving a larger, more diverse population of patients whose needs are different than those of past generations. To meet the needs of patients, doctors and health plan members, Community Health System has grown to include:

Community Medical Centers

We operate four inpatient hospitals — Community Regional Medical Center, Clovis Community Medical Center, Community Behavioral Health Center and Fresno Heart & Surgical Hospital — as well as a cancer institute, several long-term care, outpatient and other healthcare facilities. With nearly 1,300 inpatient beds, Community Medical Centers is known for being the best and busiest health system in the region, providing about 60% of Fresno County's inpatient hospital care. We also serve as the Valley's "safety net" provider, caring for a large share of the uninsured and underinsured in Central California.

Community Provider Network

Our growing Community Provider Network allows for different types of affiliations to accommodate all Valley physicians who wish to align with Community Health System. We consider all physicians with privileges in our hospitals, or those who refer to us, as part of our network and will continue to work together toward building key programs, treating underserved patient communities, recruiting new physicians to our region and growing specialized services. Community Provider Network is a fast-growing network of primary care and specialty providers who partner with us to improve access to healthcare directly and invest in bringing new physicians, education and research resources to the Valley.

Building for a Better Tomorrow

Completion of expansion and improvement building projects demonstrates our ongoing commitment to meeting the healthcare needs of the people who call the Valley home. In addition to opening a dedicated pediatric post-anesthesia care unit at Community Regional Medical Center, a multi-year expansion of Clovis Community Medical Center completed in fall 2022 added a 5-story bed tower, additional operating rooms, expanded emergency department, advanced technology and a Heart & Lung Institute to the hospital.

And we're planning for more improvements in the years to come at Community Regional Medical Center, including renovation of a 154-bed skilled nursing facility (named the Burnett Extended Care Center) and The Bob Smittcamp Family Neuroscience Institute.

Community Regional Medical Center

Community Regional Medical Center is the flagship of Community Medical Centers' four inpatient hospitals, with an average daily census of 625 patients.

The four facilities under Community Regional's license see a combined total of 806 inpatients a day.

It began in 1897 with Celia Burnett, proprietor of a successful boarding house at the southeast corner of Fulton and Calaveras streets in Fresno. She joined forces with Fresno physicians to form a private hospital called the Burnett Sanitarium.

Today, this academic-affiliated medical center is located on a 58-acre campus in downtown Fresno offering advanced specialty services not found elsewhere in the region. With a full-service, 56,000-square-foot emergency department – one of the largest in California – it’s home to the Table Mountain Rancheria Trauma Center and Leon S. Peters Burn Center, the region’s only comprehensive burn and Level I trauma centers. On average, Community Regional receives more than 730 requests a month for patients from other Valley hospitals to be transferred to our hospital for a higher level of care.



The campus features the Deran Koligian Ambulatory Care Center, a 79,534- square-foot facility partnered with Family Health Care Network to provide care for asthma, dental, diabetes, eye, family and adult practice, HIV/AIDS care, internal medicine, and women and children's clinics. The Prompt Care Center for adults and children with minor illnesses or injuries is also open seven days a week.

The Community Regional campus expanded in 2018 with the completion of the 5-story North Medical Plaza, which today houses outpatient dialysis, Community Outpatient Rehabilitation Center (CORC)

and the Pediatric Specialty Center. A seven-story, 1,400-stall employee parking garage also was completed the same year.

Across from Community Regional is Terry’s House, a 17,000-square-foot, 2-story home that provides a supportive residence for families while their loved ones receive critical care in the hospital.

MISSION WHY WE EXIST

Community Health System exists to better the lives of all those we serve.

VISION WHAT WE ASPIRE TO ACHIEVE

We will be the trusted health leader, opening new doors to educate, innovate and expand our care and services across the Valley.

VALUES WHAT WE STAND FOR

Humanity | to do right by all people
Duty | to care, teach and serve is our calling
Excellence | to reach beyond expectations in all we do
Ingenuity | to fearlessly forge new paths forward

Position Summary

The Director of Information Technology Services is responsible for the planning, design, implementation, and technical support of organization-wide information technology services and infrastructure: networking, telecommunications, servers, storage, end-user devices and platform services. Other responsibilities include: data center management, IT related construction, information security operations, technology research/development and specific systemwide information system infrastructure technologies required to support the goals and vision of Community Health System (CHS).

Reporting Relationships

Reporting to the Vice President, Chief Technology Officer, direct reports include three (potentially four) managers and a team of approximately 45 FTE's.

Responsibilities

The successful Director of Information Technology Services candidate will:

- Directs the utilization of information technology resources. Responsible for planning, organizing, developing, and implementing organization-wide information technologies, policies, and procedures.
- Ensures that the Technical Services organization provides measurable value to key constituents including: health system management, physicians, staff, and patients.
- Ensures that the Technical Services function contributes to organization-specific outcomes efforts (i.e. quality, safety, cost, and satisfaction).
- Assigns and coordinates the work of Technical Services organization staff, contractors, and vendors.
- Provides managerial and technical leadership within a structure that is consistently expanding through organization-wide system development and departmental utilization.
- Manages the day-to-day operations of the Technical Services organization and implements necessary system modifications at a minimum cost and effort. Remains current with technological advances and is able to apply them to the CHS enterprise where applicable.
- Coordinates planning, design, implementation, and technical support of organization-wide information systems, networks, and departmental applications. This includes the technical direction for CHS data center, servers, storage, end-user devices, cloud services, information security, voice, data, and network services.
- Directs the development of the Technical Services organization operating budget, including Platform Systems, Servers, Storage, End-Points, Network and Telecommunications, and maintains necessary controls to assure compliance with budgeted expenses, resources, and staff projections.
- Directs Epic Electronic Health Record systems administration, capacity planning, performance, and service availability.
- Responsible for the development of enterprise-wide systems standards (information security, business continuity/disaster planning, hardware, software, network systems, and telecommunications) policies and procedures.
- Supports the Business and Clinical Systems Directors in the development and implementation of information systems disaster recovery plans for application services within their area of responsibility.

- Executes IT strategy and operations as it pertains to Cloud Data Center Technologies: Infrastructure as a Service (IaaS), Platform as a Service (PaaS), Software as a Service (SaaS), Monitoring as a Service (MaaS), Anything as a Service (XaaS).
- Develops staff and monitors programs to support production services including staffing, standards, productivity analysis, cost factors, benefits realization, and operations processing.
- Coordinates, develops, and executes programs for continual measurement of CHS information systems and communication networks' reliability, performance, and effectiveness.
- Ensures the provision of cost efficient information services and systems. Anticipates developments in fields of information technology. Prepares and writes recommendations for management on new technologies and enhancements to existing systems through ongoing review.
- Completes required continuous training and education, including health system and department specific requirements.
- Customer Service: Consistent with our mission, demonstrates a commitment to exceptional customer satisfaction to all parties that employee interfaces with. Appropriately assesses who our customers are (e.g. anyone the individual has a responsibility to serve inside and/or outside the health system). Conducts self in a polite, forthright manner, articulately communicating with others and using discretion, judgment, common sense and timeliness in customer service decision making. Develops and participates in departmental specific customer service initiatives/surveys, including the implementation of action plans.
- Maintains professionalism in the performance of responsibilities, continually monitoring success in meeting expectations of both internal and external customers.
- Supports and encourages a harmonious working relationship within the unit and other departments.
- Demonstrates professional management skills. Acting as a positive role model for employees, demonstrates professional and technically competent, behavior at all times. Intervening and addressing improper behavior/conduct. Acknowledging and addressing employee issues/concerns. Treating all individuals with respect. Conducting employee counseling sessions in a professional/confidential manner. Delivering instructions in a professional manner, keeping in mind the knowledge level of the person with whom you are dealing with. Encouraging employee input regarding work, schedules, process improvement, work flow and problem resolutions, whenever it is possible to do so. Helping to facilitate changes in a positive manner.
- Cost Management: Prepares realistic capital and operating budgets reflecting needed expenditures and operating income of all assigned functions. Takes appropriate corrective action to ensure projects and operations are managed within approved budgets.
- Directly responsible (with support from Human Resources) for employee engagement and people management processes including interviewing and selection, time and attendance approval, providing timely feedback and performance evaluations, employee development, employee retention, disciplinary actions, and terminations.
- Performs other job-related duties as assigned.

Goals and Objectives

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

- Build a strong, trusting relationship with the senior leadership team. Be perceived as a solid team player who has credibility and integrity and contributes broadly as a subject matter leader.
- Perform an overall assessment of the current IT department including resources, structure, and staff. Identify the resources needed and make changes necessary to build a proactive, highly service-oriented team that functions as a strategic partner to effectively serve the current and future needs of the system. Enable a culture that energizes and empowers staff and offers career growth and development opportunities to aid in recruitment and retention.
- Assess how current services are provided and evaluate and identify optimal sourcing options, both internal and external, that improve scaling efficiency and reduce costs.
- Understand key stakeholders and manage capital and operating budgets, including life cycle and growth plans.
- Partner with the Information Security leader and team to ensure a comprehensive, well-balanced information security program that protects the patients and information assets of the health system.
- Evaluate organizational structure for ongoing standardization and efficiencies.
- Develop strategies for hybrid or multi-cloud environments and expand existing frameworks.
- Lead and support the migration of more than 10,000+ users to Microsoft 365 products and services.
- Implementation of IT services in ambulatory practices owned and operated by Community Health Partners or via the Community Provider Plus managed services organization (MSO).

Candidate Qualifications

Education/Certification

- Bachelor's Degree in Information Systems, Business Administration and/or related field with major course work in information systems management, data networking design and operation, computer science or the equivalent required.
- Master's Degree in Business Administration and/or Information Systems preferred.

Knowledge and Work Experience

- In-depth knowledge of standard methodologies in healthcare information technology
- Hospital and business operations fundamentals
- Management principles, theories, and practices
- Financial and budgeting operations
- Area/program laws, regulations, and professional standards
- Data Center Management, Networking, Voice, Desktop/End-User Devices, Server and Storage Infrastructure, IT Service
- Management (ITSM), Field Service Operations, and Information Security
- Interpretation and application of laws, regulations, and professional standards for program/service area
- Excellent oral and written communication and customer service skills
- Presentation development and written/verbal delivery
- Handling sensitive or controversial issues
- Reading, analyzing, and interpreting professional program/service area material and financial reports
- Network, systems and security planning, analysis, engineering, design, implementation, integration, and operations
- 10 years of experience in the development of high-performing technology support organizations, including organization design, staff selection, and development, and progressively responsible leadership experience in healthcare information technology services required

The Community

Fresno, California

Boasting approximately 300 days of sunshine a year, Fresno is the fifth largest city in California and the 9th most diverse city in the United States. The Central Valley is one of the most fertile agricultural areas in the world. The University is within a one- to two-hour drive of three national parks – Yosemite, Sequoia and Kings Canyon. Fresno is within easy driving distance of San Francisco, Los Angeles, the Monterey Peninsula and Lake Tahoe. Beaches, sailing, lakes, camping, fishing, hiking and ski resorts are nearby. The area is served by the Fresno Yosemite International Airport, which offers nonstop service to 11 hub airports and leisure destinations in the U.S. and three cities in Mexico.



Fresno itself offers a wealth of cultural arts events, shopping and restaurant destinations; parks and bike/running trails that promote a healthy lifestyle. US News and World Report rated Fresno as one of the most diverse cities in the United States too. And, unlike other major metropolitan areas within California, Fresno and the Valley offer some of the most affordable housing markets in the entire state.

Fresno State is located in California's Central Valley, home to over 500,000 residents. The area features breathtaking natural scenery, including the San Joaquin River and Shaver and Huntington

Lakes within the Sierra Nevada Mountains. Known for a vast agricultural bounty with nearly 8.9 million acres of the world's most productive farmland, the valley has fresh farm-to-table experiences and ample cuisine from all around the world. There is also a vibrant art scene alive with the creative talent of local artists who showcase a wide array of art forms and styles of expressions.

Procedure for Candidacy

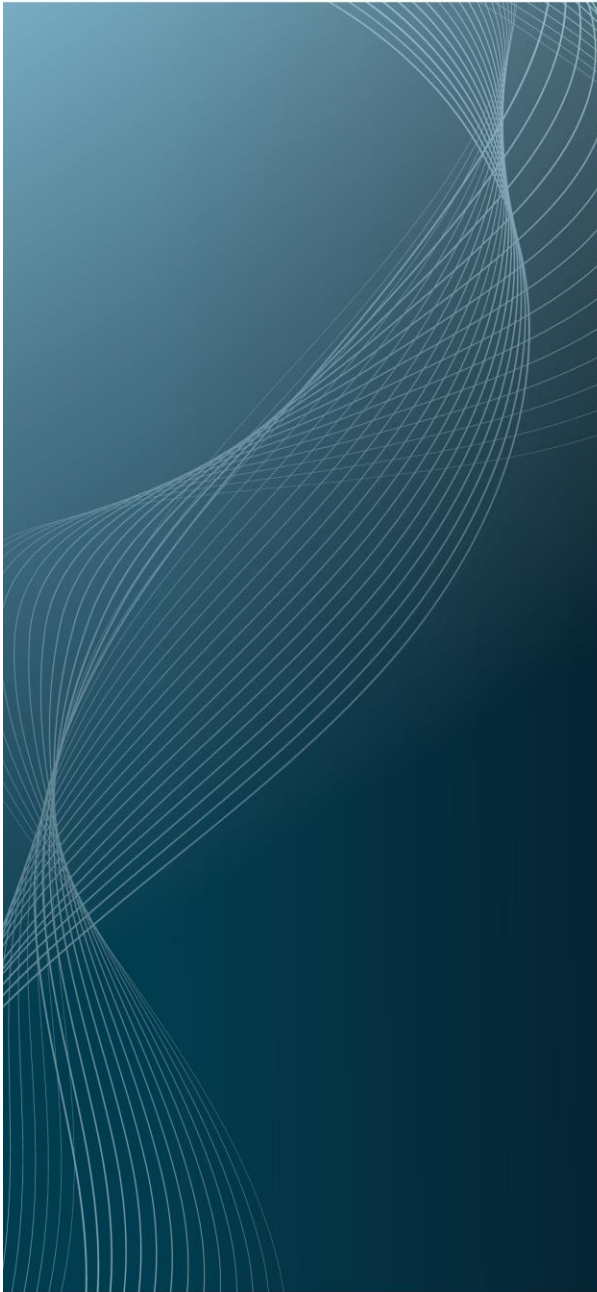
Please direct all applications, nominations, and inquiries to April Allen and Ethan Robles, preferably via email, to CommunityHealth.DirectorITServices@wittkieffer.com. The range for this position starts at \$197,475.20 and goes up to \$256,713.60.

As a director you are eligible for the Management Incentive Plan (MIP). This incentive is paid at the discretion of the President & CEO and the Board of Trustees of Community Health System (CHS) and is subject to successful approval of CHS's annual financial audit which typically occurs in November. Your target eligibility level is up to 20% of your base salary on the last day of the fiscal year. The MIP incentive will be prorated based on the time spent within the role (90 calendar day minimum in the fiscal year to qualify) and unworked time such as leave of absence(s). Additionally, MIP eligible leaders who are noncompliant with regulatory requirements / requests or does not receive an overall annual evaluation rating of Valued Contributor / Meets Expectations or above may have their incentive reduced or eliminated.

Community Regional Medical Center 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 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 Community Regional Medical Center 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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