



EISENHOWER HEALTH

Chief Administrative Officer, Behavioral Health

Leadership Profile

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WittKieffer

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The Opportunity

The Chief Administrative Officer (CAO), Behavioral Health plays a pivotal role at Eisenhower Health, a 463-bed hospital located in Rancho Mirage, California. This position serves as a vital leader and an engaged partner with the behavioral health program and leadership teams of Eisenhower Health. It is a highly visible role within the organization and will be instrumental in fostering a culture that sets Eisenhower apart in the competitive employment market.

Eisenhower Health boasts a rich history dating back to 1971. In its early years, Eisenhower Medical Center focused on providing essential healthcare services to the local population. As the Coachella Valley grew, so did Eisenhower's commitment to delivering comprehensive care. The organization introduced advanced medical technologies and expanded its specialties to include centers of excellence in cardiology, oncology, orthopedics, and neuroscience. This dedication to excellence has earned Eisenhower a reputation for providing high-quality, patient-centered care.

The behavioral health program at Eisenhower has been evolving rapidly, thanks to significant support from both the board and donors. The outpatient ambulatory clinic has recently undergone physical expansion, reflecting the increasing demand for services. Although Eisenhower currently does not offer inpatient behavioral health services, it provides emergency psychiatric care through consultations for emergency department and hospital patients.

The clinic is on a promising trajectory of expanding behavioral health services. It has already added adolescent services and is preparing to launch a psychiatric residency program, which will integrate residents into both the clinic and hospital settings. Several new programs are in development, including an Intensive Outpatient Treatment Program designed for patients to attend sessions five days a week over several weeks, managed by licensed therapists as an alternative to hospitalization. This program is nearing launch. Additionally, a Ketamine Therapy Program and a Child Care Program are in the pipeline as part of the expansion. With robust support from the board and donors, this is an exciting time for Eisenhower's behavioral health program.

Reporting directly to the Vice President, Ambulatory Services, and working closely with the Medical Director of Behavioral Health, the CAO will lead the creation and maintenance of a top-tier, comprehensive behavioral health program that embodies the institution's mission, values, and strategic objectives. This position will focus on pivotal aspects of the hospital-based outpatient behavioral health services. The CAO must exhibit flexibility across all operational areas, adeptly managing change, enhancing performance, and driving process improvements.

The ideal candidate will possess strong business acumen and substantial leadership experience in behavioral health within an ambulatory clinic and/or hospital environment. Expertise in managing complex, consensus-driven settings is highly desirable. This influential leader will work closely with physicians and psychiatric staff to optimize care coordination and enhance the primary care referral network within the region.

Joining Eisenhower Health at a transformative period, the new CAO will have the chance to make a profound impact on the organization's future. This role is crucial in assisting the community's needs and supporting leadership to elevate performance and care delivery as Eisenhower Health continues to proactively navigate the rapidly shifting healthcare landscape.

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 our 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 educate themselves about their health risks and concerns, partnering with community groups and senior centers across the valley to provide this information to a wide range of residents. In 2023, Eisenhower physicians and providers distributed 500 doses of Narcan at local music festivals to potentially save the lives of people overdosing from drugs laced with fentanyl.

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.** Our 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 our patients. Being not-for-profit means that Eisenhower can reinvest in technologies, facilities, and services that improve the health of the community.



Major Health System Projects



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
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LUCY CURCI CANCER CENTER MARK AND PAULA HURD CANCER PAVILION	NEW RENKER WELLNESS CENTER
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 Completed in ► 2024	 Completed in ► 2024
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INPATIENT AND OUTPATIENT OPERATING ROOM ADVANCEMENTS	RENKER PAVILION SUITES UPDATED	EISENHOWER CHILD CARE CENTER
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 Completed in ► 2024	 Expected Completion Date ► 2025	 Expected Completion Date ► 2026
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SAUL AND JOYCE BRANDMAN MEMORY CARE CENTER	NEW INPATIENT PHARMACY	CARDIOVASCULAR PAVILION INTERVENTIONAL LABORATORIES
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 Expected Completion Date ► 2026	 Expected Completion Date ► 2027	 Expected Completion Date ► 2028
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EISENHOWER HEALTH

PASSION FOR EXCELLENCE CAMPAIGN

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

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Behavioral Health

In 2013 Eisenhower Medical Center established Eisenhower Behavioral Health, a hospital-based outpatient behavioral health program located on the main campus in Rancho Mirage, California. With over 15,000 visits a year, we offer a range of treatment options through an interdisciplinary approach consisting of board-certified psychiatrists, nurse practitioners, psychologists, licensed clinical social workers, registered nurses and other support staff for patients seeking compassionate care.

Behavioral Health Team:

- 5 Psychiatrists
- 2 Nurse Practitioners
- 2 Psychologists
- 5 Therapists
- Support Staff - Front Desk, LPT and Administrative Support

Current Services:

- Psychiatric Evaluation and Medication Management
- Individual Therapy
- Group Therapy
- Transcranial Magnetic Stimulation (TMS)
- Adolescent Behavioral Health Services
- Bariatric Consultations
- Expansion from 14 to 28 Consultation Rooms

Expansion of Services:

- Psychiatry Residency – Summer of 2026
- IOP Group Therapy
- Pediatric Behavioral Health Services
- Medication Administration Therapy
- Collaborative Care Model – In Discussions
- Electroconvulsive Therapy

Psychiatry Residency – Eisenhower Health Graduate Medical Education (GME)

Eisenhower Health is excited to be launching its psychiatry residency program in the Summer of 2026. The community-focused training program aims to develop well-rounded psychiatrists equipped to meet the diverse mental health needs of our region and beyond. They offer a balanced curriculum that emphasizes both psychiatric principles and psychotherapy, ensuring you become proficient in various mental health treatment modalities. As a resident, you will work with patients from diverse cultural backgrounds, gaining invaluable experience in addressing a wide range of psychiatric conditions and demographics.

For more information [Psychiatry Residency – Eisenhower Health Graduate Medical Education \(GME\)](#)



Building a Healthier Future

In the early 2000s, Eisenhower began to develop an ambulatory clinic division, bringing primary care 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](#)

Human Resources Summary

Workforce Growth

- Eisenhower Health is now the largest private employer in Coachella Valley with 4,800+ employees.

Turnover

- Overall turnover for CY24 decreased by 3.3% to 15.9% from CY23’s 19.2%. And RN turnover decreased by 2.3% in CY24 to 15.7% from CY23’s 18%. In fact, every division (Nursing, Clinic, & Ancillary/Support) saw a reduction in turnover.

Compensation

- Over \$13M in market-based pay increases.

Employee Engagement

- Eisenhower conducts health surveys of its employees every two years, and the most recent survey took place last fall. The results were impressive: their overall engagement score was 4.15 on a 5-point scale, putting them in the 72nd percentile, with survey participation at 81%.
- The 72nd percentile with their vendor Press Ganey is among a benchmark of 3,800 healthcare facilities and 1.3 million employees.

Recruitment & Retention

- Added a third RN recruiter.
- Processed 30,209 applications: 2,231 hires/transfers.
- Eisenhower Health spent \$17 million less on contract labor in CY24 compared to CY23, or a reduction of 99 contract labor FTE's.
- Last year, the health system converted more than 53 RN travelers to employees.

Inpatient Satisfaction

- 89th percentile ranking for top box score “likelihood of recommending the hospital” in official HCAHPS patient satisfaction survey.
- 75% of respondents rated the hospital as 9 or 10 out of 10 when asked to “rate the hospital.”

Benefits & Wellness

- Competitive benefits and Five Star Wellness program.
- Free biometric screenings and health coaching via TrestleTree.
- At no cost to employees, health coaches are available to support the wellness goals of employees through a variety of offerings, including webinars, activities, and online challenges.

HR Systems

- Across late FY24 and early FY25, they are implementing additional HR platforms in Workday, their HRIS system, including a new applicant tracking system (ATS), which will speed up the overall hiring process for candidates and hiring managers

Recognition

- Eisenhower was named to this list for the third time. Eisenhower Health is one of the only California health care organizations to be ranked and the only one in the Coachella Valley named on the list.

Eisenhower Health is an award-winning organization, recognized for their exceptional commitment to patient care, cutting-edge medical advancements, and a dedicated team of health care professionals. To see complete list of awards and recognition, please click [here](#).

Position Summary

The Chief Administrative Officer provides leadership and administrative oversight of ambulatory behavioral health service clinics or service lines for Eisenhower Health in collaboration with the Vice President of the Ambulatory Division, working with the Medical Vice President (s), Medical Directors, providers, and staff. The CAO leads the development and implementation of behavioral health strategic initiatives across the health system, guiding cross-functional teams to advance the ambulatory division and overall health system endeavors. This key leader oversees the effectiveness of strategy execution, clinical operations and patient outcomes, financial performance, patient access, care coordination, patient experience, human resources and compliance matters, and other administrative functions. The CAO will partner with other leaders and the executive team on Eisenhower Health's mission, long-term strategic planning, addressing community needs, and market footprint expansion, to meet patient care service goals.

Reporting Relationships

The CAO, Behavioral Health will report directly to the Vice President, Ambulatory Services and will oversee a team of approximately 15 FTE's (and growing) consisting of clinical and non-clinical staff, supervisors, managers, and director.

Responsibilities

The successful CAO, Behavioral Health candidate will:

- Serves as the programmatic and operational leader for behavioral health services and is responsible to VP Ambulatory Services.
- Directs the personnel activities of the Behavioral Health Services program, including staff recruitment, professional development, and supervision.
- Leads the development, evaluation process, and implementation of BH policies, procedures, and training/education.
- Contributes to the success of Eisenhower Health by providing leadership, direction, and coordination of operations, finances, and human resources for the area of responsibility.
- Serves as a clinical administrative resource to leaders and staff, and is responsible for coordinating all aspects of the delivery of service within ambulatory division areas of oversight.
- Collaborates with Medical Leaders, executive leadership, clinic and department directors, practice managers, and staff at all levels to develop goals, objectives, and strategy plans for operational efficiency, quality outcomes and programs, and fiscal stewardship.
- Develops and maintains positive relationships among staff, leadership, and physicians through direct and indirect efforts to recruit and retain staff, and provide staff resources within ambulatory division areas of oversight.
- Plans, organizes, controls, and directs staffing resources within ambulatory division areas of oversight.
- Facilitates recruitment of clinical resources to provide qualified staff to the physicians to enhance and support patient care.
- Coordinates management oversight of staffing tools, data, and reports related to the development of the staffing resources within ambulatory division areas of oversight.

- Oversees initiatives and management of operational metrics for areas of oversight.
- Works with stakeholders to gather financial and clinical information to present to VP of Ambulatory Services, including monthly and annual operational and capital budgets within ambulatory division areas of oversight.
- Develops appropriate financial reporting mechanisms within operational teams, analyzes financial and clinical data on a regular basis, and reports trends, variances, and influences to leadership for ambulatory division areas of oversight.
- Oversees quality assurance in the program's service delivery, including clinical care and documentation.
- Assures all State and Federal laws are in compliance within ambulatory division areas of oversight. Assures all JCAHO standards are followed within ambulatory division areas of oversight.
- Performs other duties as assigned.

Goals and Objectives

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

- **Drive Rapid Growth:** Manage projects, open new services, and lead expansion efforts to ensure the department hits the ground running.
- **Proactive Development:** Continuously develop and implement additional programs to enhance service offerings.
- **Community Engagement:** Collaborate with the Senior Leadership Development Director to connect with the community and effectively market services.
- **Medical Director Partnership:** Partner closely with the Medical Director, advocating for the Medical Director and acting as an agent of change to support those clinical efforts.
- **Team Leadership:** Foster a positive team environment, leveraging support from leadership and the board to lead and understand the behavioral health infrastructure.
- **Program Expansion:** Develop and implement new programs, including Electroconvulsive Therapy (ECT) in the operating room, Intensive Outpatient Programs (IOP), integrating behavioral health into the primary care clinics, more adolescent care options, and services for the large geriatric population. Address the need for a neuropsychologist on the team.

Candidate Qualifications

Education/Certification

- Required: Master of Science in Nursing (MSN), Doctor of Nursing Practice (DNP), Master of Social Work (MSW), Doctor of Psychology (PhD or PsyD), Master of Healthcare, Master of Business Administration (MBA) or related field.
- Preferred: California Licensed Registered Nurse, Nurse Practitioner, Clinical Social Work or Psychologist license; NEA-BC, FACHE or CMPE certification

Knowledge and Work Experience

- Required: Five (5) years of progressive management experience within healthcare; three (3) years of relevant director-level experience.
- Preferred: Diverse healthcare experience in ambulatory and inpatient settings; healthcare strategy, planning and project management experience.

Leadership Competencies

- Ability to lead process change efforts related to the implementation and use of the systems, such as Lean Process Improvement desired
- Ability to orchestrate many responsibilities simultaneously
- Ability to work closely with physicians, staff, and leaders with proven ability to gain trust and credibility
- Ability to work effectively both independently and in multi-disciplinary team
- Clinical and leadership skills across broad healthcare settings
- Skill and knowledge in developing and implementing operating plans and analyzing financial and quality data
- Strong communication skills, including technical writing, listening, and presentations
- Strong organizational skills; successful in developing viable clinical and business plans and alternatives

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 best players in the world competing for more than \$17 million in prize money. For more information, visit www.bnpparibasopen.com.
- With year-round sunny skies and [more than 110 courses](#) for players of all skill levels, it's 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 next festival takes place October 16-19, 2025. 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're a music lover or a sports fan, there's 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, a 1,127-seat venue that 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 direct all nominations and resumes to the WittKieffer consultants supporting this search, April Allen and Toni Davis, through the WittKieffer Candidate Portal by clicking [here](#). Candidates can also find this portal via the WittKieffer website at www.wittkieffer.com and select the "Become a Candidate" button. If you have trouble logging into the portal, please contact Toni Davis directly via email at tdavis@wittkieffer.com.

Expected Salary Range: \$189,000 - \$255,000

The salary range for this role may vary above or below the posted range. Compensation takes into account several factors including but not limited to a candidate's experience, education, skills, licensure and certifications, department equity, training, and organizational needs. Base pay is just one piece of the total rewards program offered by Eisenhower Health. Eligible roles also qualify for a comprehensive benefits package and an annual bonus incentive.

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.

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 Eisenhower 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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