

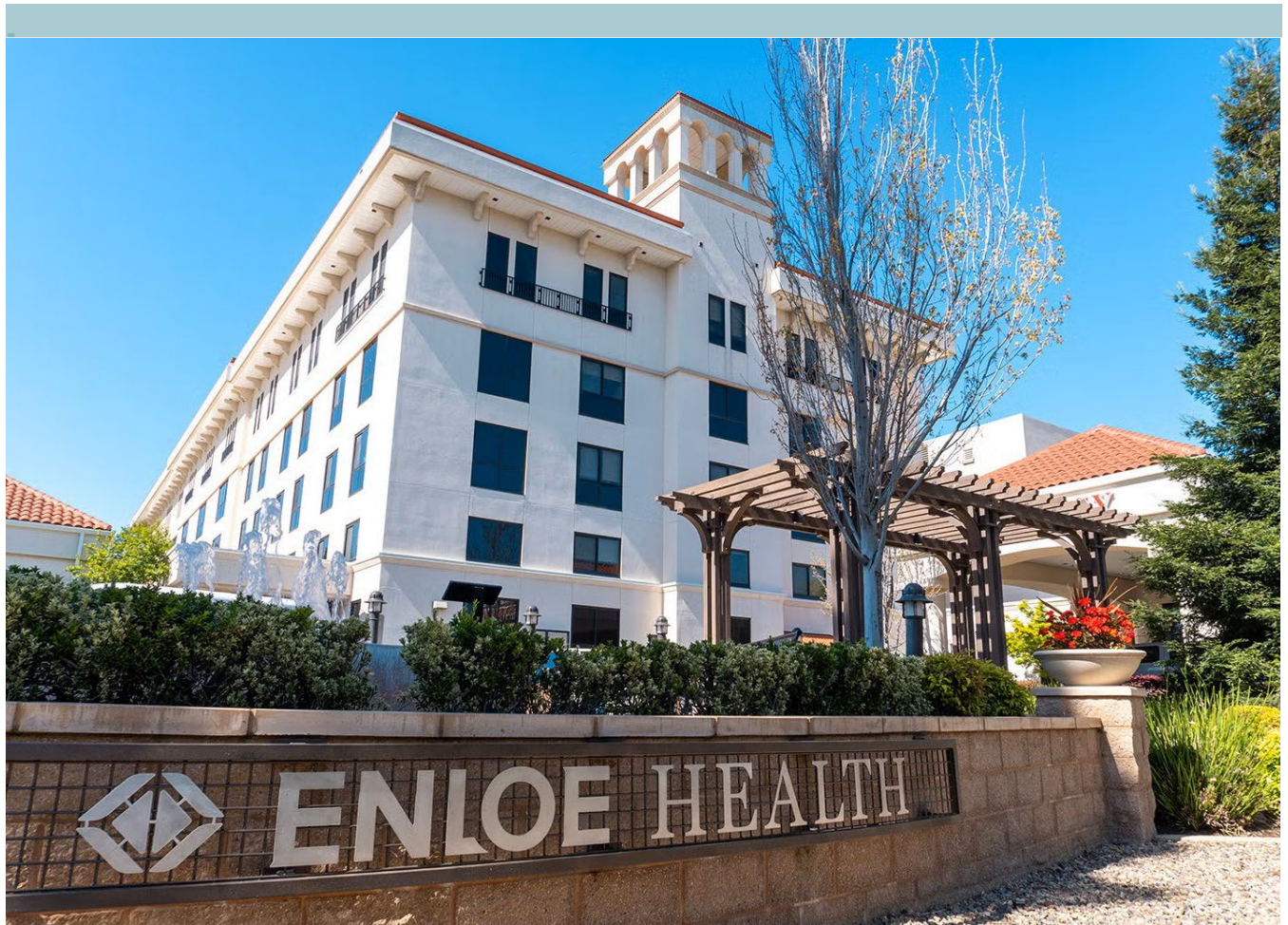


Director, Care Transitions

Leadership Profile

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The Opportunity

The Director, Care Transitions role at Enloe Health in Chico, California, is an exciting opportunity for a strategic healthcare leader to oversee the operational integration of care coordination services across the system. Enloe Health is a proudly independent, nonprofit health system that offers an array of medical services. With a 264-bed hospital, a Level II Trauma Center, and the only hospital-owned and -operated air ambulance service in California, Enloe's priority is serving their community. The Director is responsible for guiding the staff and managers in inpatient case management and social work toward achieving clinical, financial, quality, and utilization goals through effective management, communication, and role modeling.

Enloe Health serves as the primary healthcare provider for a large portion of Northern California and is widely recognized for its commitment to delivering high-quality, compassionate care close to home. Headquartered in Chico, the organization offers a comprehensive continuum of services, including emergency and trauma care, cancer services, heart and vascular care, neurosciences, orthopedics, women's services, and a broad range of outpatient programs. As an independent health system, Enloe maintains a strong focus on meeting the unique needs of the communities it serves while remaining agile in responding to the evolving healthcare landscape. The organization is known for its collaborative culture, dedication to clinical excellence, and continued investment in programs, technology, and infrastructure that enhance both patient care and provider experience.

Reporting to the Chief Nursing Officer, the Director leads the organization's care transitions strategy and oversees case management, social work, and discharge planning functions across inpatient settings. The Director provides leadership to a team of approximately 60 FTEs and is responsible for aligning care coordination activities with organizational priorities related to quality, patient experience, operational performance, regulatory compliance, and financial stewardship.

This role is responsible for designing, implementing, and continuously improving systems and processes that support safe, timely, and effective transitions of care. The Director works to ensure patients receive the right care at the right time and in the most appropriate setting while reducing unnecessary variation, avoidable delays, readmissions, and barriers to discharge. As healthcare delivery continues to evolve, the Director will play a key role in strengthening care coordination across the continuum, improving patient throughput, and enhancing partnerships with physicians, post-acute providers, community organizations, and other stakeholders.

Working in close partnership with physicians, clinical leaders, and operational departments, the Director serves as a key catalyst for system-wide coordination and strategic planning. The position requires a strong ability to build relationships, influence change, and integrate services that support Enloe Health's mission while consistently exemplifying Enloe Health's core values. Through visionary leadership and operational expertise, the Director ensures high-quality care coordination services that improve patient experiences and organizational performance.

Enloe Health Overview

Enloe Health, based in Chico, California, has a rich history that dates back to 1913 when Dr. Newton Thomas Enloe founded the first hospital in the area on Flume Street. In 1937, this hospital moved to its current location on The Esplanade, which allowed for an expansion of services and capacity. Over the years, Enloe Health has evolved into a comprehensive healthcare system, rebranding in 2023 and now operating more than 50 facilities across the region, including its main campus in Chico.

Enloe Health Medical Center is one of the few California hospitals still locally governed, with a community-based, volunteer [Board of Trustees](#) ensuring that earnings are reinvested to improve community health. The concept of “local” permeates everything, from the café’s offerings to the classes and support groups held at Enloe’s facilities.

Serving Northern California from Colusa County to the Oregon border, Enloe Health provides accessible, high-quality care to diverse communities through its 268-bed acute-care hospital and regional network. The organization is supported by approximately 4,500 staff members, including 1,300 nurses, who are dedicated to delivering compassionate, patient-centered care across a broad continuum of services.

Clinical teams across Enloe Health work collaboratively in areas such as heart and vascular care, neurosurgery, orthopedics, joint replacement, cancer care, maternity care, women’s services, and bariatrics. The organization emphasizes interdisciplinary collaboration, continuous professional development, and consistent standards of care to support strong outcomes and a positive patient experience.

Enloe Health is actively evolving into a hub for academic medicine, strengthening its commitment to education, workforce development, and long-term community health. Through a strategic collaboration with Healthy Rural California, a local nonprofit organization, Enloe is helping establish a family medicine residency program entering its second year, while also supporting a psychiatry residency now in its first year. These programs are designed to train and retain high-quality physicians in the region, directly addressing critical workforce needs in Northern California. In addition, Enloe serves as a clinical training site for third- and fourth-year medical students in partnership with UC Davis and Touro University, providing hands-on experience across a broad spectrum of care settings. This growing academic footprint reflects Enloe’s vision of integrating clinical excellence with medical education, ensuring a sustainable pipeline of skilled providers dedicated to serving the community.

Current Awards

Enloe Health has received numerous awards and recognition over the years. The following is an abbreviated list of notable achievements.

- Enloe has again received a Leapfrog A safety grade, a recognition it has earned for 16 of the last 19 grading periods. This recognition puts Enloe among the safest facilities in the country.
- For the sixth consecutive year, *U.S. News & World Report* has named Enloe the Northern Sierra’s Best Regional Hospital (2025–2026), ranking it No. 55 in California. It has also received recognition for high performance in 12 adult procedures and conditions, encompassing 11 lines of service: chronic obstructive pulmonary disease (COPD); colon cancer screening; diabetes; heart failure; hip fracture; hip replacement; kidney failure; knee replacement; leukemia, lymphoma and myeloma; pneumonia; and stroke.
- Healthgrades has honored Enloe with several accolades, including the America’s 250 Best Hospitals Award™, the Critical Care Excellence Award™, and Patient Safety Excellence Award™. This puts Enloe in the top 10% in the country for patient safety and one of the 100 Best Hospitals for Critical Care.
- Enloe is one of only seven organizations worldwide to earn Planetree’s highest honor. The Certification with Distinction for Leadership and Innovation in Person-Centered Care by Planetree International recognizes Enloe’s work to advance person-centered care through outreach, research, scholarship, and innovation.

- Enloe was awarded a CIO Award in 2025 for its efforts with the AI-based Ambient Listening for Patient Care project. Enloe was one of only eight healthcare organizations nationwide to earn this honor, which recognizes IT innovation that delivers business value, whether by creating competitive advantage, optimizing business processes, enabling growth, or improving customer relationships.
- The American Heart Association bestowed upon Enloe Health the Get with The Guidelines® – Coronary Artery Disease STEMI Receiving Center Gold Plus recognition for its rapid, evidence-based care in treating ST elevation myocardial infarction (STEMI). The organization is also on the Target: Type 2 Diabetes™ Honor Roll, highlighting its commitment to quality care.



Mission, Vision, and Values

Mission: To elevate the health of our communities

Vision: To deliver exceptional healthcare experiences

Values:

- Safety:** Embracing the shared responsibility of safety for all
- Engagement:** Empowering active participation and ownership of results
- Trust:** Fostering trust with competency, character, and honesty
- Excellence:** Relentlessly pursuing innovative improvement
- Belonging:** Cultivating an environment of belonging with compassion, acceptance, and respect

Service Expansion

The Gonzales Comprehensive Cancer Center is a new, state-of-the-art facility set to open later this year at an estimated cost of \$150 million. The Center, named in honor of Dan and Dawn Gonzales, who donated the land for its development, aims to expand patient care space and provide advanced treatment options and integrated supportive therapies. Addressing the growing need for cancer care in Northern California, the Center will serve patients from Colusa County to the Oregon border.

The project reflects years of planning and is considered essential for enhancing local healthcare delivery. The Enloe Health Foundation exceeded its \$20 million fundraising goal, showcasing strong community support for this vital initiative. The Gonzales Comprehensive Cancer Center is anticipated to make a significant impact on cancer care in the region, improving health outcomes for patients and their families for generations to come.

Moreover, by partnering with the UC Davis Health Cancer Care Network, Enloe is committed to bringing cutting-edge cancer research and clinical trials to the Chico region, enhancing advanced treatment options for local patients. Enloe remains devoted to advancing healthcare services, embracing innovation, and fostering collaborative efforts to improve patient outcomes.

Position Summary

The Director is accountable for operations and the integration of all care coordination strategies for Enloe Health. The Director coordinates the design, development, implementation, and monitoring of the organization's discharge planning functions and care coordination. This includes integrating services to hardwire safe, seamless transitions for patients across the continuum. The Director is responsible for guiding the staff and leadership team in inpatient case management and social work toward achieving clinical, financial, quality, and utilization goals through effective management, communication, and role modeling. The Director participates in program development and performance improvement and consistently demonstrates the core values of Enloe Health. The Director works closely with physicians and all departments to guide operational direction, planning, and coordination of services.

Reporting Relationships

Reporting to the Chief Nursing Officer, the Director of Care Management has five leaders reporting up to this role and approximately 60 FTEs.

Key Responsibilities

The successful Director, Care Management candidate will:

- Participate in the development and management of department budgets and productivity targets.
- Manage human resources utilization, promote employee satisfaction, support staff development, and utilize and support the progressive discipline process when appropriate.
- Lead employees, support organizational goals and decisions, implement necessary changes, and participate in strategic planning for service needs and resource utilization.
- Maintain and promote quality service and best practices.
- Participate in quality improvement processes and assure implementation of regulatory standards.
- Ensure service is provided considering age-specific physiological, emotional, and cognitive needs of the patients served.
- Continually evaluate departmental function to deliver high-quality care.
- Keep executive leadership and administration informed regarding level of care and services provided, along with the level of patient, employee, and physician satisfaction.
- Translate knowledge of professional and regulatory standards to policies, practices, and procedures and maintain knowledge to reflect current changes.
- Research interdepartmental challenges, take corrective action in a timely manner, and promote respectful, responsive communication between departments to promote patient centered care.
- Provide leadership and mentorship to the manager and leaders of the Case Management department ensuring optimal performance.
- Guide staff in the adherence to applicable standards of care, practice, and departmental and organizational expectations.

- Act as a resource to other departments for education and information in area of expertise.
- Implement, evaluate, and monitor care coordination services for the organization that meet clinical, financial, and regulatory requirements.
- Establish, evaluate, and monitor case management processes, policies, and procedures to ensure that appropriate clinical resource utilization is achieved.
- Coordinate compliance with the Memorandum of Agreement with California Medical Review, Inc. (CMRI).
- Serve as an internal resource and consultant to management and medical staff about case management, reimbursement, clinical resource utilization, and care coordination issues.
- Considering age-related and cultural needs, ensure case management processes, including clinical care coordination, discharge planning, performance improvement, quality/risk review, and referrals to appropriate level of care are appropriately implemented by assigned staff to meet patient needs.
- Communicate clinical outliers impacting financial and patient outcomes and work in collaboration with physicians, external agencies, and staff to create the most appropriate plan of care.
- Work with the Vice President of Nursing & the Medical Director, Utilization Management, CDI, and others to problem-solve admission, referral, continued stay, and other clinical outlier situations.
- Maintain thorough working knowledge of current professional and regulatory standards (e.g. JCAHO, Title 22, OSHA, Medicare Condition of Participation, and other state and federal agencies) and manage services accordingly.

Goals and Objectives

The following goals and objectives have been identified for the successful candidate:

- Earn trust and establish credibility among the employees, senior leadership team, and management team within Enloe Health.
- Continuously assess the current structure and processes within the patient resource management function; develop a strategic and tactical plan to reorganize the structure and/or processes to meet system and hospital leadership expectations of this function; ensure the department is structured to meet current and future demands of this key function.
- Monitor departmental performance against mutually agreed-upon targets, including reducing length of stay, denials, avoidable days, and readmission rates as applicable; partner with revenue cycle stakeholders to support appropriate case mix index performance.
- Stabilize throughput and relieve Emergency Department (ED) congestion by reducing LOS; address immediate bed-access challenges driven by high ED volumes by aggressively reducing inpatient LOS and Observation LOS; use twice-weekly LLOS reviews, physician-advisor escalation, and real-time problem-solving to move patients more efficiently to the next level of care and decompress ED boarding.
- Optimize discharge planning and care progression across the continuum; lead the implementation and adoption of enhanced discharge planning tools to enable earlier identification of discharge needs, faster placement decisions, and smoother transitions to post-acute care; prioritize moving patients to the appropriate next level of care sooner, particularly for complex and cancer-related cases.
- Provide strategic leadership and direction in improving medical staff and physician alignment within the case management process.
- Sustain a high-performing workforce in a partially unionized environment; maintain stability and engagement by adhering to established agreements and maximizing role clarity, standardized workflows, and deployment efficiency; build on strong staffing and ensure that case managers and social workers remain fully integrated within units and with clinical teams.
- Strengthen post-acute care partnerships and network performance; develop and maintain strong relationships with skilled nursing facilities, home health agencies, hospice providers, and community-based organizations to improve placement efficiency, reduce avoidable delays, and enhance care transitions across the continuum; establish performance metrics and accountability with key post-acute partners to improve patient outcomes and throughput.
- Advance utilization management and regulatory compliance; ensure consistent application of medical necessity criteria, admission status determinations, and payer requirements through collaboration with physician advisors, utilization management and utilization review, CDI, revenue cycle, and medical staff; improve denial prevention strategies, optimize reimbursement, and sustain compliance with CMS, state, and accreditation standards.
- Enhance patient, family, and caregiver engagement during transitions of care; develop processes that improve communication, education, and care planning with patients and families throughout hospitalization and discharge; ensure patients are equipped with the resources, follow-up plans, and support necessary to successfully manage their care after discharge, improving patient experience and reducing preventable readmissions.

Candidate Qualifications

Education and Certification

- A master's degree in nursing, or a master's degree in healthcare administration and bachelor's degree in nursing. A master's degree in business administration is highly preferred.
- Current Registered Nurse (RN) in the State of California or the ability to obtain licensure in California.
- Current CPR recognition.
- Accredited Case Manager, Certified Case Manager (ACM or CCM) is required within one year of hire.

Knowledge and Work Experience

- Ten or more years of relevant experience, including five or more years of care management experience in an acute hospital setting.
- Five or more years of manager or higher-level leadership experience.
- Strong knowledge of case management, care coordination, and utilization review processes.
- Possess working knowledge of regulatory requirements and quality improvement processes as well as the ability to successfully integrate these into practice.
- Must have experience of or ability to learn financial management and reporting, analytics and metrics, quality improvement processes, and human resources management.
- Ability to effectively monitor, evaluate and administer the resources of Care Management and Social Work (and other included resources) and make substantiated recommendations regarding resource allocation needs for future planning purposes.
- Must be able to communicate effectively in writing and verbally both one-on-one and in groups, and have the ability to lead, motivate, delegate, analyze information, and problem solve.
- Ability to demonstrate technical competence, professional clinical judgment, critical thinking, and analytical skills; principles of human resource management in the selection, placement, education, development, and supervision of staff; ability to build positive working relationships with physicians and external agencies, both referral and payer; excellent understanding and communication of reimbursement.
- Demonstrate evidence of strong skills in strategic planning, operational work plans, presentation skills, confidentiality, integrity, creativity, and initiative.
- Ability to interact with a wide variety of individuals and handle complex and confidential-sensitive situations.
- Proficient in the use of multiple computer software programs including Microsoft Word, Excel, PowerPoint, and Internet access and use.
- Behavior should be reflective of Enloe Medical Center core values; must be able to fulfill the essential functions of the position.

The Community

Chico, California



Chico is a city renowned for its natural beauty, cultural diversity, and thriving local economy. Chico stands as an enticing destination for those considering relocation. The city is the most populous city in Butte County, California. Located in the Sacramento Valley region of Northern California, the city had a population of 101,475 in the 2020 census, an increase from 86,187 in the 2010 census. Chico is the cultural and economic center of the northern Sacramento Valley, as well as the most populous city in California north of the capital city of Sacramento.



The city is known as a college town, as the home of California State University, Chico. The State University is home to high-value programs, an active community, and engaging faculty who empower students to Do and Dare in their careers and lives. As a Hispanic-Serving Institution, Chico State takes pride in its engaged student body and its strong connection with the local community and the state of California. With a welcoming spirit and vibrant campus culture, the University encourages students to discover their passions and advocate for their interests through more than 100 degrees in undergraduate and graduate studies. Complementing Chico State is Butte College, a well-regarded community college with a strong regional reputation for workforce preparation, transfer pathways, and career-focused education. Located just outside the city, Butte College serves as an important access point to higher education for students across the North State, emphasizing hands-on learning and community engagement. Together, CSU Chico and Butte College produce nearly 200 BSN, ADN, and LVN graduates annually, many of whom choose to remain in the Chico area and join the Enloe Health team through a strong, collaborative nursing education partnership that supports seamless academic progression and workforce development.

Chico is also home to one of the largest municipal parks in the nation. Bidwell Park truly is the crown jewel of the City of Chico. With its array of hiking and mountain biking trails, picnic areas, and swimming holes, it is a city park like no other, and visitors are invited to explore the many resources and amenities the park has to offer.

According to Sunset Magazine, Chico is rated as the “Best Place to Reboot Your Life,” with its charming downtown and over 4,000 acres of parks. It’s also fertile ground for budding businesses, thanks to support from groups like Innovate North State, plus the tech-savvy students at Chico State. The town embodies a combination of urban and rural assets that make it a desirable place to live, work, and play. Chico provides ready access to large metropolitan areas like the San Francisco Bay Area to the west and to the east, Lake Tahoe—a scenic mountainous getaway—without the high cost of living. In fact, San Francisco’s cost of living is 69.5% higher than Chico’s. Lower housing costs are a major contributing factor to Chico’s lower cost lifestyle.



Living in Chico is a dream for those who love the outdoors. With 172 days of sun, you will have plenty of time to enjoy Chico’s beautiful natural setting with parks, rivers, and quick access to hiking, skiing, boating, hunting, and fishing in the foothills on the weekend. Winters are generally mild with lows dipping into the 20’s during the coldest months with highs touching the low 100’s during the hottest. No matter the time of year, there is always something to get you outside.

Chico is an affordable place to raise your family without compromising on the factors important to your family. There is a strong school system, a well-regarded medical community, and a high level of public safety. In addition, Chico has a 12-minute average commute time; work is not something you go away to—it’s part of your lifestyle. Access to global markets is convenient through commercial air service at Sacramento International Airport (90 miles south).

There’s a lot to love here, which is why it’s a favorite place for so many people. Downtown Chico is a place to discover year-round with its ongoing street festivals, live music, foodie finds, an eclectic art scene, brand-name clothing, one-of-a-kind shops, historic tours and museums, impressive public art, a vibrant farmer’s market, fun art programs, and a beer lover’s paradise.

And maybe that’s the secret: it’s a city so bountiful, it finds a way to speak to everyone. From a vibrant array of restaurants and handcrafted treats to shopping, art, music, and some of Northern California’s best hiking, Chico has enough to find its way into the heart of every visitor and resident.



Procedure for Candidacy

All applications, nominations, and inquiries are invited. Applications should include, as separate documents, a CV/resume and a letter of interest. Review of applications has begun and will continue until the position is filled.

Please direct all applications, nominations, and inquiries to the WittKieffer consultants assisting Enloe Health with this recruitment, preferably via e-mail, to bamaral@wittkieffer.com.

Please direct all nominations and applications to Diane Smulling Smith and Brittany Amaral through the WittKieffer Candidate Portal by [clicking here](#). Candidates can also find this portal via the WittKieffer website at www.wittkieffer.com and selecting the "For Candidates" dropdown and then "Candidate Portal,"

Diane Smulling Smith	Brittany Amaral
Principal	Associate
267-766-0410	781-564-2618

Enloe 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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