



Director of Clinical and Revenue Cycle Applications

Leadership Profile

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Prepared by WittKieffer

A decorative graphic consisting of numerous thin, light blue lines that overlap and curve across the page, creating a sense of motion and depth. The lines are most prominent on the left side and curve towards the right.

WittKieffer

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The Opportunity

Mosaic Life Care (Mosaic) in St. Joseph, MO, seeks a collaborative, forward thinking leader to serve as its next Director of Clinical and Revenue Cycle Applications. This is a unique opportunity to join a regional health system and support its strategic priorities including organizational growth, enhanced quality, increased efficiency, effectiveness and productivity as well as increased access to care.

Mosaic is a physician-led healthcare system serving 35 counties in northwest Missouri, northeast Kansas, southeast Nebraska, and southwest Iowa. The organization serves a population of approximately 270,000 and is the largest employer in the region with more than 4,500 employees. Mosaic is composed of three hospitals: the flagship, 352-bed Mosaic Life Care-St. Joseph; 81-bed Mosaic Medical Center-Maryville; and, Mosaic Medical Center-Albany, a critical access hospital. It is augmented by clinics and a long-term care facility and is the first healthcare system in Missouri that is a member of the Mayo Clinic Care Network. Also, with one of the largest private rural primary care networks in the nation, Mosaic is home of the University of Missouri-Kansas City School of Medicine campus in St. Joseph, MO.

Reporting to the Vice President of Applications and Digital Product Development, the Director of Clinical and Revenue Cycle Applications is responsible for leading the strategy, implementation, optimization, and support of the Epic electronic health record (EHR) and other clinical and revenue cycle applications, services, resources, reports and integrated applications across Mosaic Life Care. This role ensures that clinical technologies align with organizational goals and drive improved outcomes, end user experience, and operational efficiency.

Additionally, the Director works closely with clinical, financial, and operational stakeholders to support the delivery of high-quality, patient-centered care through well-governed, integrated, and innovative applications solutions. The Director contributes to application governance, change control processes, optimization initiatives, and value realization strategies that enhance the effectiveness of care delivery and revenue integrity. The Director oversees the teams responsible for clinical and revenue cycle applications, ensures the design, maintenance, and performance of these systems meet the needs of users, and supports enterprise growth and transformation.

The ideal candidate is an experienced leader with a proven ability to direct and manage applications within a complex health system. Experience with Epic EHR is required. The Director will demonstrate exceptional organizational ability, close attention to detail, and the capacity to meet deadlines in a dynamic setting. They will exhibit proven leadership, sound judgment in establishing priorities, strong service-oriented communication and interpersonal skills, and the ability to motivate others within a collaborative team environment.

Organization Overview

Mosaic Life Care

Mosaic Life Care is a physician-led healthcare system serving 35 counties in northwest Missouri, northeast Kansas, southeast Nebraska and southwest Iowa. With a vision of transforming community health by being a life-care innovator, Mosaic places the holistic needs of patients first by providing the right care at the right time and place offering high value and quality health care. The organization serves a population of approximately 270,000 and is the largest employer in the region with more than 4,000 employees.

Medical Centers and Clinics

Mosaic Life Care—St. Joseph (St. Joseph, MO). A Level II Trauma Center and Level II Stroke Center, this 352-bed hospital is augmented by more than 60 area clinics offering urgent, primary, specialty and emergency care. It is the only tertiary hospital between Kansas City and Omaha.

Mosaic Medical Center—Maryville (Maryville, MO). A Level III Stroke Center, Mosaic Medical Center—Maryville is Critical Access Hospital extended by four rural health care clinics. It offers inpatient, outpatient, primary, specialty, emergency and behavioral health care.

Mosaic Medical Center—Albany (Albany, MO). A Level III Stroke Center and Critical Access Hospital, Mosaic Medical Center—Albany is composed of 25 certified beds and extended by four surrounding family care clinics. It offers inpatient (acute-care and swing bed), outpatient, primary, specialty and emergency care.

Mosaic Long Term Acute Care Hospital (St. Joseph, MO). A hospital within a hospital with 41 beds.

Mayo Clinic Care Network

Mosaic is the only healthcare system in Missouri that is a member of the Mayo Clinic Care Network. Being part of this network allows Mosaic physicians the ability to:

- Conveniently consult with other experts in their field and access resources of the #1 ranked hospital in the nation, Mayo Clinic.
- Incorporate the insights, research and diagnostic recommendations of Mayo Clinic to create a treatment plan personalized to each patient's needs.

UMKC School of Medicine

With one of the largest private rural primary care networks in the nation, Mosaic is the home of the University of Missouri—Kansas City (UMKC) School of Medicine campus in St. Joseph, MO. Mosaic provides rural primary care clinics in Missouri (Albany, Bethany, Cameron, Grant City, New Hampton, Savannah, St. Joseph, Stanberry, Trenton, Maryville) and Kansas (Atchison, Hiawatha, Sabetha, Troy). Mosaic Life Care's extensive high quality rural health care network and state-of-the-art telehealth capabilities provide students the rural clinical backbone for a medical degree (MD) program.

Organizational Statistics	
Total Certified Beds	499
Yearly Discharges	16,000
Yearly Outpatient/Clinic Visits	1.2 million
Emergency Room Visits	61,125
Total Surgeries	19,047

Community Benefit

- Provides more than \$43 million in direct community benefit yearly
- More than 20 organizations funded that impact population health and community benefit
- Foster G. McGaw Prize recipient — one of the most respected community service honors in healthcare

Population Health

- Offers access to FindHelp, a national database and search tool for population health resources such as housing, education and food, to non-profits in the community at no cost.
- Developed extensive partnerships with community agencies to collectively address the barriers to the Social Determinates of Health.
- In 2023, Mosaic implemented Epic as the new electronic medical record (EMR) platform for the health system. This new best-in-class, secure, patient-focused system, allows Mosaic to provide tools and resources to care teams and patients for better health and wellness management. Patients also have a new and robust patient portal powered by Epic's MyChart.

**Mission**

To put the needs of the patient first by empowering a culture where caregivers bring their best, ensuring a healthier future for generations to come.

Vision

For Mosaic to be the first choice and trusted partner in health.

Caregiver Promise

Mosaic is committed to creating and sustaining a culture where Life Care Values provide a foundation of support, safety, and inclusion.

Life Care Values

Mosaic's Life Care Values represent actionable ways each caregiver can make a difference in someone's life by first seeking to understand. Life Care Values guide our actions, behaviors, and align us to build a culture that reflects how Mosaic wants to bring our best every day.

Meet people where they are.

Compassion

See something. Say something.

Integrity

Every interaction matters.

Connection

Build something that lasts.

Sustainability

Respect people, understand your influence.

Equity

For additional information on Mosaic Life Care, visit: mymlc.com

Position Summary

The Director of Clinical and Revenue Cycle Applications will provide strategic and operational leadership for clinical and revenue cycle systems and ensure alignment with the applications roadmap and organizational objectives. In partnership with clinical, operational, and IT leadership, the Director will guide enterprise governance, support prioritization of key initiatives, and advance technology solutions that strengthen patient care, financial performance, and caregiver experience. They will also lead application optimization efforts and evaluate Epic capabilities, emerging technologies, and industry practices to improve performance and maximize value.

The Director will oversee multiple application teams responsible for the support, enhancement, and lifecycle management of Epic and related clinical and revenue cycle systems. The will establish team priorities and performance expectations, manage project timelines and budgets, and ensure compliance, documentation, and data governance standards are maintained. The Director will serve as a trusted partner across the organization, leading cross-functional initiatives, supporting process improvement and standardization, and advancing communication and change management strategies that promote adoption and organizational alignment.

Reporting Relationships

The Director of Clinical and Revenue Cycle Applications will report to the Vice President of Applications and Digital Product Development.

The Director will lead a team of 69 FTEs including the following direct reports:

- Manager of Revenue Cycle Applications
- Manager of Ancillary Applications
- Manager of Ambulatory Applications
- Manager of Acute Applications

Responsibilities

The successful Director of Clinical and Revenue Cycle Applications candidate will:

- Drive alignment of the clinical and revenue cycle systems with the applications strategy, roadmap, and broader organizational goals and objectives.
- Collaborate with clinical and operational leadership to identify and deliver technology solutions that improve patient care, financial performance, and caregiver experience.
- Participate in enterprise IT governance, including Epic Change Control, to ensure coordinated planning, prioritization, and communication of initiatives. Represent clinical and revenue cycle applications in governance forums, steering committees, and strategic planning.
- Identify areas of inefficiency or underutilization within active application portfolio and drive optimization strategies (ex. Epic Gold Stars, Honor Roll, etc.) to maximize value from for improved caregiver and/or patient experience, quality, and/or financial performance. Assess and adopt Epic features, emerging technologies, and industry best practices to continuously improve performance and value realization.
- Lead and develop multiple applications teams responsible for configuration, support, and enhancement of Epic and other clinical and revenue cycle systems to ensure business standards and service levels are met.

- Establish team goals, metrics, and performance expectations for teams within areas of responsibility, ensuring alignment to department priorities.
- Provide regular coaching, feedback, and development planning for team members to foster growth and accountability.
- Ensure project timelines, deliverables, and budgets are effectively managed across initiatives.
- Oversee the design, build, testing, implementation, and ongoing maintenance of Epic and other clinical and revenue cycle systems.
- Manage the full application lifecycle including upgrades, enhancements, and system integrations. Ensure application documentation, compliance standards, and data governance policies are upheld.
- Serve as a trusted partner to clinicians, operational leaders, and IT peers in advancing strategic and operational goals and objectives.
- Lead or support service delivery including cross-functional projects, process improvement initiatives, and system standardization efforts and ensure business standards are achieved, as well as identifying cross-functional impacts and areas of potential risk management.
- Facilitate communication and change management strategies that promote adoption, collaboration, and system-wide alignment.

Goals and Objectives

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

- Serve as a trusted member of the IT management team, providing leadership and direction for clinical and revenue cycle applications in alignment with organizational priorities.
- Build strong, credible relationships with clinical, operational, and IT leaders to advance shared goals and strengthen cross-functional collaboration.
- Contribute to the development and execution of a forward-looking applications strategy and multi-year roadmap that supports strategic, operational, and digital priorities.
- Assist in enterprise governance oversight for clinical and revenue cycle applications, ensuring disciplined prioritization, coordinated planning, and effective execution of initiatives.
- Shepherd the optimization, enhancement, and lifecycle management of Epic and related systems to improve performance, user experience, operational efficiency, and value realization.
- Manage and develop a high-performing application teams through clear expectations, strong accountability, ongoing coaching, and intentional support for professional growth and retention.
- Ensure the successful delivery of application initiatives by overseeing project execution, resource alignment, budgets, compliance, documentation, and data governance standards.
- Partner with senior leadership to advance enterprise technology and digital priorities, including emerging technologies such as AI.

Candidate Qualifications

Education

A bachelor's degree in computer science or a related field such as, information systems, health informatics, Business, or equivalent experience is required

Knowledge and Work Experience

- Minimum of five years of progressive experience supporting Epic applications in a healthcare environment.
- Demonstrated success leading application teams within a complex healthcare setting.
- Experience with systems design and development, including business requirements analysis, solution development, and day-to-day operational management.
- Strong knowledge of computer systems and application support practices.
- Experience in IT planning, organization, and development, including budget planning and fiscal accountability, preferred.
- Familiarity with enterprise software applications, outsourced systems, and cloud-based platforms.
- Strong organizational skills with close attention to detail and the ability to manage deadlines in a complex, dynamic environment.
- Demonstrated leadership skills, including the ability to establish priorities and manage competing demands effectively.
- Strong interpersonal, communication, and service-oriented skills, with the ability to work effectively in a collaborative team environment.
- Ability to motivate and support others, fostering teamwork, and helping colleagues become more effective in their roles.

Leadership and Competencies

- **Collaborator**—able to develop relationships and work through influence and involve the right stakeholders to effect change; has strong change management skills; approachable; humble; able to engage others; capacity to inspire others and contribute to creative thought
- **Effective communicator**—able to translate IT concepts to business and clinical personnel; proven written, verbal, listening, and presentation skills; direct and transparent
- **Team builder**—strong management and mentoring skills; capable of building, developing, and retaining a high-performing team
- **Strategic thinker**—proven ability to successfully define and implement strategic direction in concert with the organization's vision; problem solver; proven ability to see the big picture; creative; proactive
- **Current industry knowledge**—excellent working knowledge of current IT industry trends; able to leverage industry network

- **Detail-oriented and organized**—solid project management and time management skills
- **High integrity**—operates with strong integrity and ethics; instills trust and honesty

The Community

St. Joseph, MO

Mosaic's service area offers big-town amenities in charming settings. Just a 45-minute drive from Kansas City, Missouri, St. Joseph's amazing architecture whispers fabulous tales of grit and determination from long ago, when rich merchants formed a small town on the Missouri River to outfit settlers moving west. Remnants remain in the small business owners who offer unique shopping and dining opportunities. It's no wonder so many artisans call St. Joseph home, where their work is celebrated during fairs and festivals throughout the year.

During the summer, residents can sit back and enjoy a concert on the parkway, professional football training camp, a movie, miniature golf, go-karts and other amusements. In the fall, they can attend a high school or college football game, pick a pumpkin, drink a latte and get set to experience fine fall foliage and festive holidays. The communities offer both private and public school systems.

One mile from Mosaic's main campus is Missouri Western State University (MWSU), a public, four-year university. Known for its applied learning focus, Mosaic works collaboratively with many MWSU programs. Further north, is Maryville, home to Northwest Missouri State University, which offers undergraduate and graduate courses as well as a full complement of collegiate sports. Spanning the gently-rolling hills is Albany, home to some of the best pond fishing, white-tailed deer hunting, lightening-bug-lit front-porch evenings and the brightest Friday night lights east of the Missouri River.

For additional information on St. Joseph, MO, visit:

<https://www.stjosephmo.gov/>

<https://stjomo.com/explore/>



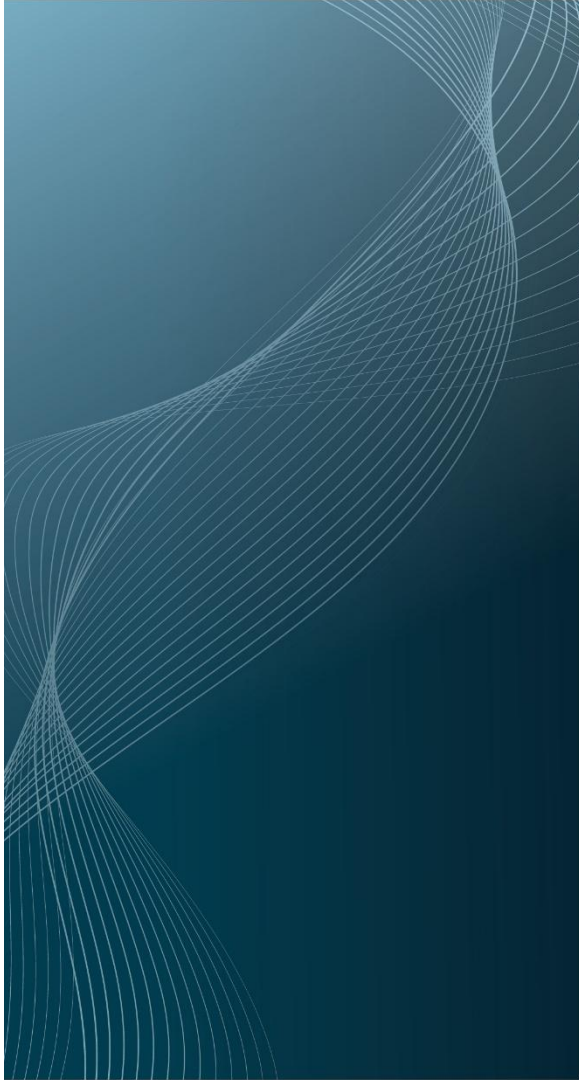
Procedure for Candidacy

Please direct all nominations and resumes to Nick Giannas and Ethan Robles via the [WittKieffer Candidate Portal](#). Inquiries may also be directed to the consultants through the portal or erobles@wittkieffer.com

It is Mosaic's policy to recruit, hire, pay, train, and promote individuals, as well as administer any and all personnel activities, without regard to race, color, religion, age, gender, national origin or ancestry, marital status, military/veteran status, or status as a qualified individual with a disability, in accordance with applicable laws. Mosaic will not tolerate any unlawful discrimination and any such conduct is prohibited.

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 Mosaic Life Care 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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