



# Senior Vice President, Chief Information Digital Officer

## Leadership Profile

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The logo for WittKieffer, featuring the name "WittKieffer" in a white, bold, sans-serif font on a dark blue background. The background of the entire page features a decorative graphic of thin, light blue lines that curve and flow across the page, starting from the left and ending at the bottom right.

**WittKieffer**

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## The Opportunity

Covenant Health, based in Knoxville, Tennessee, seeks a dynamic Senior Vice President, Chief Information Digital Officer (CIDO) to join its senior leadership team. As the top information technology leader in the organization, the CIDO will partner with the Chief Executive Officer and Covenant Health's leadership team to ensure continued excellence in IT operations and security for the Knoxville area's largest healthcare enterprise.

Covenant Health is a not-for-profit healthcare organization committed to providing the right care at the right time and place. Covenant Health serves a 25-county region in the highly competitive East Tennessee market. It is the Knoxville area's largest employer, with 11,000 employees and 1,500 affiliated physicians and mid-level medical providers. The latest bond ratings and financial statements affirm that Covenant Health is a stable organization that is well-equipped to continue serving families in the surrounding region and positioned for future growth.

After 22 years of excellent service, Covenant's IT leader recently retired, creating an opportunity for a new leader to continue the journey forward in the evolution of Covenant Health's technology enterprise. The CIDO will provide the strategic and operational leadership to effectively guide the future direction of IT and digital in alignment with the mission and priorities of Covenant Health. The CIDO will develop the vision and plan to advance the technology capabilities of the health system in support business and clinical operations. Key areas of focus for the new CIDO include assessing the existing information systems environment and developing the roadmap for a scalable, integrated platform; modernizing the technology infrastructure; and, advancing data analytics and AI.

Covenant Health's IT team focuses on innovation and optimization. Initiatives include telehealth and virtual urgent care, along with implementation of tele-ICU for enhanced critical care at Covenant Health hospitals. Covenant Health collaborates with Medically Home Group, Inc., to provide hospital-level care to patients in their homes. The health system's innovative Advanced Care at Home program was the first in the region to combine in-home services, virtual care, and remote monitoring for around-the-clock hospital-level care.

The CIDO position provides an excellent opportunity to join a growing, stable, and trusted health system in a beautiful part of the nation. Covenant Health has been expanding as a comprehensive healthcare enterprise with hospitals, clinics, and outpatient services that focus on medical excellence and consumer experience. Its operations are supported and facilitated by innovative information technology that leads the way toward a new frontier of healthcare delivery.

Candidates must be able to demonstrate a passion for the healthcare industry, encourage a forward-thinking mindset and innovation, and establish an environment of accountability. While all qualified candidates will be considered, Covenant Health is seeking candidates with proven leadership skills for a large organization, along with extensive knowledge of healthcare IT innovations and ever-evolving cybersecurity challenges. A "big-picture thinker" and a thoughtful influencer will be an ideal fit. Additionally, the new CIDO will be a compassionate, team-oriented leader who focuses on building deep and lasting relationships with colleagues throughout the organization, board members, and the community at large.

## Organization Overview

Through its integrated healthcare delivery system, Covenant Health is making expert, compassionate care more accessible for its patients and guests.



Covenant Health is a comprehensive, community-owned health system dedicated to improving the health of the people it serves. Established in 1996 by the consolidation of Fort Sanders Health System in Knoxville, Tennessee, and MMC HealthCare System in Oak Ridge, Covenant Health is governed by a voluntary board of directors made up of community leaders and medical professionals.

Covenant Health includes 10 hospitals in East Tennessee:

[Claiborne Medical Center in Tazewell](#)

[Cumberland Medical Center in Crossville](#)

[Fort Loudoun Medical Center in Lenoir City](#)

[Fort Sanders Regional Medical Center in Knoxville](#)

[LeConte Medical Center in Sevierville](#)

[Methodist Medical Center of Oak Ridge](#)

[Morristown-Hamblen Healthcare System in Morristown](#)

[Parkwest Medical Center in Knoxville](#)

[Roane Medical Center in Harriman](#)

[Covenant Health also operates Peninsula, a psychiatric hospital in East Tennessee's Blount County.](#)

Covenant Health provides advanced cancer care through the programs and services of [Thompson Cancer Survival Center](#). Member organizations also include [Covenant Medical Group](#), which includes physician practices throughout the region, and [Covenant HomeCare and Hospice](#). Covenant Health operates outpatient and specialty clinics, behavioral services, rehabilitation therapy centers, urgent care locations, and fitness centers. The health system also provides community outreach programs in the areas it serves.

Covenant Health has five affiliated [philanthropic foundations](#) which raise funds to provide services, equipment, and other resources for excellence in patient care.

Covenant Health offers nursing and medical training programs, including a family medicine residency program at Methodist Medical Center, a partnership with Lincoln Memorial University - DeBusk College of Osteopathic Medicine, and nursing education through Fort Sanders Nursing at Tennessee Wesleyan University. Numerous area healthcare education programs also provide clinical training experiences at Covenant Health facilities.

Covenant Health has been named more than a dozen times as one of the Top 100 Most Wired Health Systems in the country for effective use of information technology. *Forbes* previously has recognized Covenant Health as a best employer, a best-in-state employer, a best employer for women and a best employer for diversity. *Becker's Hospital Review* has recognized Covenant Health multiple times as one of the top 150 places to work in healthcare in the U.S.

## Mission/Vision/Values

**Mission:** We serve the community by improving the quality of life through better health.

**Vision:** Covenant Health is committed to being the region's premier healthcare network by providing patient-centered care that inspires clinical and service excellence, making us the first and best choice for our patients, employees, physicians, employers, volunteers and communities.

**Values:** In service to God and community, we value:

- Integrity
- Quality

- Service
- Caring
- Developing People
- Using Resources Wisely

Covenant Health commits daily to a ***Pledge of Excellence:***

- The patient always comes first
- Excellence in everything we do
- We will make Covenant Health the first and best choice for the communities we serve.

For more information about Covenant Health, visit: [covenantheath.com](http://covenantheath.com)

## Position Summary

The Senior Vice President, Chief Information Digital Officer (CIDO) will be responsible for all operational and strategic aspects of information technology. The CIDO will lead the enhancement of Covenant Health's patient care and outcomes through managing technology integration within Covenant's integrated healthcare enterprise. This key leadership role is responsible for the strategic planning and management of reliable and secure systems.

The CIDO must have a proactive mindset so all areas of responsibility are functioning at the highest level to ensure full support of Covenant Health's mission: to improve the quality of life in our region through better health.

## Reporting Relationships

The CIDO reports directly to the Chief Financial Officer (CFO) and will work closely with IT, business, and clinical leaders within the organization.

Responsibilities include leadership of the following key areas:

- Clinical Informatics
- Cybersecurity
- Information Technology
- Virtual Health
- Data Management and external support

In addition, the CEO of TenHats, a for-profit business and innovation arm of Covenant Health, reports to the CIDO.

## Responsibilities

- Provide the overall information technology vision for Covenant Health.
- Oversee the electronic health records (EHR) system, ensuring its integrity, security, and accessibility.
- Lead the development and execution of informatics strategies related to health IT procurement, implementation, maintenance, and optimization.
- Serve as a strategic liaison for health IT efforts, representing the needs of nursing and patient care teams.
- Act as a change agent, identifying and implementing informatics strategies to support quality patient care and professional practice.
- Maintain relationships with key business partners and industry leaders to leverage best practices and promote emerging technologies.
- Work with vendors to strategize the development and enhancement of clinical information system solutions.
- Develop and implement comprehensive cybersecurity strategies to safeguard Covenant's information assets. This role requires a proactive approach to threat detection, risk management, and incident response.
- Ensure that the IT framework operates efficiently and aligns with Covenant's business objectives. Oversee strategic oversight and management of the organization's IT infrastructure, network, and corporate applications. This role involves ensuring the reliability, performance, and security of IT systems that support Covenant Health's business operations.

- Lead strategic planning, implementation, and management of virtual health technologies and support systems.
- Ensure the integrity, confidentiality, and availability of data assets. This involves strategic oversight and operational management of the organization's data storage and security infrastructure.
- Provide leadership and direction to the IT staff and ensure and instill exceptional customer support.
- Lead, mentor, and develop the IT team, fostering a high-performance culture and supporting professional growth.
- Manage the IT budget and allocate resources effectively.

## Goals and Objectives

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

- Partner closely with senior leadership, cultivating strong relationships and becoming a fully integrated member of the Covenant Health executive team. Be recognized as a credible, trustworthy, and collaborative partner who brings deep subject matter expertise and contributes strategically across the organization.
- Build and nurture relationships with stakeholders at all levels across the health system. Proactively identify and pursue opportunities for strategic partnerships that drive enterprise-wide value.
- Conduct a comprehensive assessment of the current IT organization, including structure, staffing, and resources. Identify any gaps and implement changes to enable a high-performing IT function that is aligned with the evolving needs of the healthcare system. Champion the transformation of IT into a trusted strategic advisor and business partner. Foster a culture of engagement, professional growth, and career development to support talent recruitment and retention.
- Develop, communicate, and implement a forward-looking IT vision and strategy that aligns with the health system's goals and priorities. Effectively articulate this long-term plan to secure necessary funding, incorporating AI and digital transformation initiatives in support of improving the consumer experience. Ensure the strategy is supported by robust operating and capital budgets.
- Lead the assessment and develop the roadmap for the transition from a multi-system environment to an integrated, enterprise platform, presenting a compelling business case that enables scalability and operational efficiency.
- Strengthen the IT governance framework to ensure effective prioritization, evaluation, and oversight of technology investments and initiatives.
- Drive continuous improvement and optimization of key systems, maximizing return on investment and enhancing operational performance.
- Assess the health system's analytics capabilities and develop and begin implementing a plan to improve access to and utilization of real-time business and clinical data across the organization.
- Support and ensure the appropriate investment to modernize the technology infrastructure.

## Candidate Qualifications

### Education/Certification

- Bachelor's degree in Information Technology, Computer Science, or a related field; Master's degree preferred.

### Knowledge and Work Experience

- Minimum of 10 years of experience in information technology, to include multiple areas of expertise, preferably in a complex healthcare system.
- Solid knowledge and experience implementing and optimizing enterprise information systems (EHR, ERP).
- Comprehensive knowledge of current and emerging technologies including digital tools to enhance the consumer experience.

### Leadership Skills and Competencies

- **Visionary Leadership**—a strategic and forward-thinking leader with deep expertise in developing and executing IT strategic plans. Known for creativity, influence, and visibility across the organization. Champions technology as a transformative force and understands its broad impact on the system.
- **Exceptional Communicator**—skilled in engaging effectively across all levels of the organization in a proactive fashion, including physicians, board members, executives, staff, and vendors. A strong listener who translates complex IT concepts into clear, actionable insights for business and clinical stakeholders. Approachable, personable, and confident in executive-level presentations.
- **Collaborative and Consensus-Oriented**—leads through influence and fosters inclusive decision-making. Builds alignment across diverse stakeholders to drive meaningful change. Politically astute, with a proven track record of clinical engagement and adoption. Humble and mission-focused.
- **Transformational Change Agent**—inspires and drives innovation and transformation across teams and initiatives. Energizes people and projects to achieve impactful outcomes.
- **Decisive Problem Solver**—prioritizes organizational needs and allocates IT resources effectively. Makes timely, informed decisions and adapts quickly to changing circumstances.
- **Team Builder and Talent Developer**—cultivates a proactive, service-oriented IT team that partners seamlessly with stakeholders. Attracts, mentors, and retains top IT talent.
- **Mission-Driven and Ethical**—upholds the highest standards of integrity and ethical conduct. Committed to the organization's mission and values.

## The Community

### Knoxville and East Tennessee

Named one of the “Top 50 Places to Live in the USA” by *U.S. News & World Report*, Knoxville is located on the Tennessee River in the foothills of the Great Smoky Mountains. Knoxville is a unique combination of big-city excitement and small-town southern charm. Home to the University of Tennessee and the Oak Ridge National Laboratory, Knoxville has a vibrant downtown area with revitalized neighborhoods and is a regional hub for nightlife and entertainment. Knoxville is within a day’s drive of almost half the continental U.S. and has a modern, accessible airport with direct flights to Las Vegas, Boston, Miami and many cities in-between.

Knoxville is also an excellent choice for families, with outstanding public schools and private K-12 schools. Knoxville is known for its wealth of outdoor recreational opportunities, including the “Outdoor Wilderness,” which boasts over 1,000 acres of outdoor recreational space and 50 miles of greenways, all within city limits. With over 900 miles of hiking trails in the Great Smoky Mountains National Parks and eight nearby recreational lakes, there are plenty of opportunities to keep any outdoor enthusiast busy. The area’s cost of living is 15 percent below the national average, and Tennessee does not have a state income tax. Discover why you should make Knoxville, Tennessee, your next home.

For more information about Knoxville, visit [Visitknoxville.com](http://Visitknoxville.com)



## Procedure for Candidacy

Please direct all nominations and resumes to Nick Giannas, Daniel Young, and Katie Mazzuckelli via the WittKieffer Candidate Portal [here](#). Inquiries may also be directed to the consultants through the portal or [kmazzuckelli@wittkieffer.com](mailto:kmazzuckelli@wittkieffer.com).

*Covenant 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 Covenant 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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Visit [WittKieffer.com](https://www.WittKieffer.com) to learn more.

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