



Vice President, HR Automation, Insights & Systems

Leadership Profile

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WittKieffer

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The Opportunity

Mercy seeks a dynamic, distinguished executive to serve as its Vice President (VP), HR Automation, Insights & Systems, located in Saint Louis, MO. This is a unique opportunity to join the sixth largest and one of the most respected Catholic healthcare institutions in the United States.

Leveraging values consistent with Mercy's almost 200-year heritage, co-workers work as a team to deliver high-quality healthcare services emphasizing clinical excellence and personal compassion. Mercy is proud of its heritage as a Christian, Catholic, not-for-profit Ministry, and is successfully positioned to continue as such in the future.

Mercy is seeking an innovative executive to lead and implement a strategic direction that reflects a values-centered and compassionate approach to healthcare. The leader should be bold, a strategic thinker, a superb communicator and a strong relationship builder with top-tier management and leadership experience skilled at navigating the health care landscape. The new VP must have a deep knowledge of and commitment to the population they serve. They should also have the vision to help move the organization into a new chapter as it explores the most efficient ways to balance and improve access, affordability, and health care quality. This leader must fully understand the critical role they play in the advancement of Mercy's mission in our Ministry. This key leader must be a forward-thinking visionary who anticipates the needs of colleagues and the organization.

This is an outstanding opportunity for a dynamic, focused, and progressive leader to live and work in a very desirable, competitive, and highly advanced healthcare market. Qualified candidates will bring broad HR systems and analytics leadership experience. The ideal candidate will be experienced, results-driven, and focused on continuous improvement. They will have strong emotional and social intelligence and be skilled at developing a meaningful connection to peers and individuals at all levels of the organization. They will inspire others and represent the excellence of the organization on a local, regional, and national level.

Organization Overview

Mercy is headquartered in Saint Louis, Missouri and consists of 40+ hospitals, 800+ physician practices and outpatient facilities. The Ministry is comprised of 50,000+ co-workers and 2,400+ physicians serving millions each year over a multi-state footprint, which includes operations in the states of MO, AR, OK and KS, in addition to outreach ministries in LA, MS and TX. Mercy currently has a net patient revenue of approximately \$9 billion.

Although founded by the Sisters of Mercy in 1986, Mercy Health System's heritage goes back more than 190 years. It began with an Irish woman named Catherine McAuley, who wanted to help the poor women and children of Dublin. Though McAuley had a modest upbringing, she received an unexpected inheritance that allowed her to fulfill her dreams. In 1827, Catherine opened the first House of Mercy in Dublin and a few years later, she founded the Sisters of Mercy, the first religious order not bound to the rules of the cloister, whose Sisters were free to walk among the poor and visit them in their homes. In 1843, the Sisters of Mercy came to the United States.

Mercy Health System has grown over the years into the sixth largest Catholic health care system in the U.S. with 44 acute care and specialty hospitals. With our cutting-edge technologies and 42,000+ co-workers, Mercy serves millions of people yearly while staying committed to Mercy's original mission. In addition to operating in Missouri, Arkansas, Oklahoma, and Kansas, Mercy has outreach ministries in Louisiana, Mississippi, and Texas.

Among Mercy's many awards and recognitions, Modern Healthcare Magazine ranked Mercy ninth in the country for integrated health care delivery.

Mercy's full-service hospitals treat a wide range of patient needs. The St. Louis campus alone hosts specialty centers including oncology, cardiovascular care, obstetrics, women's health, pediatrics, emergency services, burn care, stroke care, behavioral health, home health and many others. Mercy Hospital St. Louis also offers innovative heart treatments. Mercy's Level I Time Critical Diagnosis (TCD) STEMI Center helps provide lifesaving care for patients who have had heart attacks. The top-notch level of care at this facility attracts the best and brightest talent from around the nation and was recently recognized by Becker's Hospital Review as a top 150 place to work in health care.

Learn more about the legacy of Catherine McAuley at: [mercy.net/OurHeritage](https://www.mercy.net/OurHeritage)



30 Hospitals
Acute Care & Critical Access

45,005 Co-workers
Healthcare

193,613 Surgeries
Inpatient & Outpatient

15 Hospitals
Specialty Care

2,425 Physicians
Mercy Clinic

731,496 Visits
Emergency Room

3.4 million visits
Outpatient (Hospital & Clinic)

2,294 Providers
Advanced Clinic Practice

25,233 Births
Maternity Services

5,075 Beds
Staffed Inpatient

872 Facilities
Physician Practices & Outpatient

186,095 Discharges
Acute Inpatient

Evolving Technology

- A 10-year collaboration agreement between Mercy and Mayo Clinic - a first-of-its-kind alliance between two large health care systems - will use data science to pinpoint diseases earlier and transform health care to a more predictive, proactive, preventative and wellness care focused model that will be integrated with Mercy's electronic health record.
- A first-of-its-kind app and on-demand platform - Mercy Works on Demand - enables Mercy's full and part-time nurses to pick up extra shifts when available.
- From critically ill patients in the hospital to chronically ill patients at home, Mercy monitors patients 24/7/365 using high-speed data and video connections and medically intervenes when and where patients need it with a comprehensive team approach. That effort now moves to Hospital@Home services, coming soon to all our regions.
- Among the first health care systems in the U.S. to have a comprehensive, fully integrated electronic health record that provides real-time, paperless access to patient information and a record that follows each patient regardless of where they seek care at Mercy.
- MyMercy, a free service, allows patients to connect online with their doctors, plus see medical information, view test results, renew prescriptions, and schedule appointments and e-visits using a personal computer, tablet or smartphone.
- Opened the new Mercy Center for Performance Medicine & Specialty Care that will advance the consumer experience in health care.
- Multi-Cancer Early Detection Test - a new blood test pinpoints more than 50 different types of cancer earlier than ever before.
- TUG robots - Hospital-based robots assist staff with linen, meal and medication deliveries for patients.

Recent Achievements

- Earned the Excellence in Patient Experience Award as the top large health system in the country for patient experience, a distinction made by NRC Health, a leader in building personalized health care solutions and data-driven insights.
- Named one of America's most innovative companies by Fortune magazine.
- Recognized as one of the nation's "Most Wired" for the 19th time by the College of Healthcare Information Management Executives.
- One of the top 10 most successful Accountable Care Organizations in the country, improving the health of Medicare patients and saving the government \$61 million in FY20 alone.
- Recognized by health care supply chain leader Global Healthcare Exchange (GHX) as a "Best 50" health care provider for supply chain excellence.
- Received A grade for billing ethics from The Leapfrog Group, an independent national health care watchdog organization, and Money magazine.

- Named one of America's Best Employers for New Grads by Forbes magazine.
- Becker's Health Care name Mercy St. Louis as one of its 2023 top 150 places to work in health care.
- Signed first-of-its-kind training affiliation agreement with the U.S. Air Force Reserve Command to give
- Air Force reservists' access to vital training at 12 Mercy hospitals.
- Chosen by Patient-Centered Outcomes Research Institute (PCORI) to pioneer projects that will more quickly move research results into clinical care so patients will benefit sooner.
- First in the U.S. to expand family medicine residency program, adding an optional extra year focused on obesity.
- Named one of the Top 100 Rural & Community Hospitals in the United States by the Chartis Center for Rural Health.
- The American Heart Association has awarded its 2022 Get with the Guidelines - Stroke Gold Plus award to five Mercy hospitals - Mercy Hospital Jefferson, Mercy Hospital Lincoln, Mercy Hospital South, Mercy Hospital St. Louis and Mercy Hospital Washington.
- Mercy has served as Official Medical Provider to the St. Louis Cardinals since 2013. Mercy's lineup of multispecialty physicians is focused on the care and prevention of illness and injuries, ensuring Cardinals players are at peak performance. With enhanced attention to the mental health of elite athletes, Mercy's team also provides mental health services for the Redbirds. From spring training in Florida, to all St. Louis home games throughout the season, Mercy has a primary care physician and orthopedic specialist on deck and ready. For postseason play, physicians travel with the team as well.
- In 2022, the Cardinals signed a 10-year extension with Mercy, which includes health care category exclusivity. Mercy also provides medical coverage for the team's minor league affiliate, the Springfield Cardinals.
- Mercy Rehabilitation Hospital St. Louis was named one of America's best rehabilitation centers in 2022 by Newsweek.
- Mercy Hospital South has earned the Joint Commission's Gold Seal of Approval® and the American Stroke Association's Heart- Check mark for Comprehensive Stroke Center Certification, the most demanding stroke certification offered by The Joint Commission.

Position Summary

The VP, HR Automation, Insights & Systems serves as the key coordinator of HR systems and HR analytics across the Ministry and is responsible for the effective and efficient operations of all HR systems. The VP, HR Systems and Analytics is accountable for the achievement of objectives consistent with the Ministry's mission, vision, values, and operational plans.

The VP, HR Automation, Insights & Systems will work in a collaborative and proactive manner with other members of the senior leadership team and HR to grow the Ministry, improve operational performance and attain strategic goals and objectives. They will be creative and will possess extraordinary integrity, developing trust at all levels of the organization.

Mercy is seeking a decisive leader with a collaborative style who will provide systems thinking and leadership to ensure the delivery of high quality and cost-effective patient care services across the Ministry.

Reporting Relationships

Reporting to the Senior VP and Chief People Officer for the Ministry, Catherine Codispoti, the VP, HR Automation, Insights & Systems will be supported by a strong team, including:

- Executive Director, HR Systems
- Director of Analytics, Insights & Data Science
- Director of Automation
- Director of HRIS

Responsibilities

The successful VP, HR Automation, Insights & Systems candidate will:

- **Strategic Leadership:** Develop and implement the HR technology strategy in alignment with the ministry's goals, ensuring scalable platform solutions for future growth.
- **Inclusive Servant Leader:** Aligns with our values and charisms to serve our coworkers, communities and ministry in an inclusive manner ensuring varying perspectives are always incorporated into visioning, troubleshooting and solutioning
- **Collaboration:** Partnering with HR leadership and other departments to identify system improvements and enhancements to support organizational objectives.
- **System Management:** Oversee the administration of the HRIS, including system configuration, data integrity, and security compliance. Ensure the system meets all necessary standards and regulations.
- **Customer Obsessed:** An excellent relationship builder who thrives on collaboration and real-time feedback to incorporate into solutions
- **Project Management:** Lead HRIS projects, from system selection and implementation to upgrades and integrations, ensuring they are delivered on time, within scope, and budget.
- **Data Science:** Experience leading or partnering with reporting and analytics teams. Track record of producing accurate data, reports, cutting-edge predictive analytics, and insights through use of data science.
- **Reporting and Analytics:** Relentless focus on data integrity to drive accurate reporting, ability to deliver current state reporting and the know-how, consultative approach to move organization to predictive analytics.

- Vendor Management: Manage relationships with HRIS vendors and ensuring that service levels meet organizational needs.
- Data Analysis and Reporting: Develop and oversee the generation of reports and analytics to support decision-making processes, ensuring data accuracy and consistency.
- Training and Support: Leverage the HR systems & talent analytics team on the training of HR staff and end-users on HRIS functionalities. Provide ongoing support and troubleshooting.
- Change Management: Lead change management initiatives, in partnership with the change management function, related to HRIS processes, ensuring smooth transitions and minimal disruption.

Goals and Objectives

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

- Partner with senior leaders to become fully integrated into the Mercy leadership team. Be perceived as a solid team player who has credibility, integrity, accountability and contributes broadly as a subject matter expert in technology.
- Evaluate the current structure and staff to ensure effectiveness. Develop and mentor a proactive, high performing team that is solutions driven and viewed as a collaborative partner with IT and across the ministry.
- Evaluate and identify opportunities to grow a high-performing team and enable a culture that energizes and supports staff and offers career growth and development opportunities to aid recruitment and retention.
- Develop standards, principles and governance as it relates to data usage, access and intelligence which democratizes data thus enabling data access for end users and providing insight and actionable information leading to an agile, data driven organization in support of operational excellence and performance improvement.

Candidate Qualifications

Education/Certification

- Bachelor's degree in Information Systems, or a related discipline highly preferred in addition to relevant work experience.

Knowledge and Work Experience

- Minimum 10 years of progressive experience in human resources IT, systems management, or analytics, including successful leadership of an organization of similar complexity; preferably in a healthcare setting.

Leadership Skills and Competencies

- Innovation: Creates new and better ways for the organization to achieve success; establishes an environment that encourages innovation, transformation, and calculated risk-taking; demonstrates unwavering commitment to improvement.
- Relationship Builder: Effectively builds and sustains both formal and informal relationship networks, internally and externally to the organization.
- Results Orientation: Consistently achieves desired results, even under challenging circumstances.
- Inclusive, Humble, Approachable: Serves others first; is self-aware; engages openly and encourages other individuals' growth and development, so that they can reach their full potential.
- Visionary: Anticipates large-scale and local changes that will affect the organization and its environment; able to project the organization into the future and envision multiple potential scenarios/outcomes; able to design competitive strategies and plans based on future possibilities.
- Social Consciousness: Is committed to social responsibility and community health and stresses responsibilities to the public and exhibits ethical behavior.
- Passion for Excellence: Demonstrates a commitment to high-quality clinical excellence and consistent patient care and services. Believes in exceptional patient care, education, research, and service to the community.
- Decisiveness: Makes timely decisions based on values, goals, facts, and good judgment; uses decision tools effectively and at appropriate times; shows a good sense of timing related to decision making.
- Impeccable Reputation: Has integrity, credibility, the capacity to build trusting relationships and a management style that seeks to share information and welcomes input into the decision-making process. Is a respected leader who possesses the relevant interpersonal, communication and listening skills to fit within Mercy's culture.
- Strong Mentorship: Ensures accountability, as well as being supportive and open with staff; talks beyond the day-to-day tactical matters and shows confidence and optimism about the future state of Mercy while engaging others in the journey.

The Community

St. Louis, Missouri

Located near the confluence of the Mississippi and Missouri rivers, St. Louis is the second-largest city in Missouri with over 300,000 residents. Its bi-state metropolitan area has an estimated population of over 2.8 million, making it the largest metropolitan area in Missouri.

No matter your travel style, you'll find plenty to do in St. Louis. The city is full of free, world-class attractions and boasts an arts-and-culture scene that's second to none.

St. Louis boasts miles and miles of green spaces and parks. From the city's Forest Park, Gateway Arch National Park, City Garden's outdoor sculpture park and Kiener Plaza to the sandy beach of Creve Coeur Park and the caves of our state parks, there is plenty of outdoor space ready to explore and enjoy with family and friends.

St. Louis brings students programs through its 19 universities and private schools. At St. Louis University (SLU), founded in 1818 and the first university west of the Mississippi River, over 13,000 students choose from close to 100 undergraduate and 75 graduate programs.

Soulard, the city's oldest neighborhood settled by a large number of immigrants from Germany and Bohemia, is home to Anheuser-Busch. Visitors to the brewery can take a free tour, which includes a stop at the world-famous Budweiser Clydesdales' stables.

In 2022, Food & Wine readers named St. Louis "the next great food city," citing a food and dining scene "impressive in its caliber, expansive in its diversity, and uncommon in its breadth." St. Louis consistently ranks as one of the leading U.S. cities in the number of independent restaurants per capita.

The Gateway Arch celebrates the westward expansion of the United States and the pioneers who made it possible. Since its completion in 1965, the monument has taken millions of visitors on the trip to the top to enjoy stunning views stretching up to 30 miles to the east and west. A riverboat cruise on the Mighty Mississippi offers sightseers another perspective on this magnificent monument.

St. Louis has four professional sports teams: MLB St. Louis Cardinals, NHL St. Louis Blues, MLS St. Louis City SC and XFL St. Louis Battlehawks. The area also has professional horse racing at Fairmount Park in Collinsville Illinois and IndyCar, NASCAR and NHRA car racing at Worldwide Technology Raceway in Madison, Illinois.

St. Louis is a city of neighborhoods, 79 to be exact, each with its own unique character and style. Explore St. Louis to find areas with their own sets of traditions, annual events and festivals, eclectic boutiques and signature cuisine.

Sports

St. Louis is home to the St. Louis Cardinals, who have been playing to sell-out crowds here since 1892. The team has won over 9,900 games and 11 World Series championships. The St. Louis Blues have also been a main attraction for sports enthusiasts here and won the 2019 Stanley Cup. In addition to the Cardinals and Blues, St. Louis is now the home of the St. Louis City SC MLS team and the St. Louis Battlehawks XFL team.

Recreation

Residents enjoy world renowned eateries, sports venues and activities that abound. Bicycle trails unite the region, along with pride for the arts and entertainment district. Whether it is a lazy afternoon of fishing on one of the many public waterways or a zooming roller coaster, you will never be bored in St. Louis.

Education

Education in St. Louis is provided by more than two dozen public school districts, independent private schools, parochial schools, and several public library systems. St. Louis also is home to more than 30 colleges and universities.



Procedure for Candidacy

Please direct all nominations and applications to Rachel Polhemus and Scott Dethloff 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 "Become a Candidate" button.

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