



Senior Vice President, Ambulatory and Medical Group Operations

Leadership Profile

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The WittKieffer logo is displayed in white, italicized, sans-serif font against a dark teal background. The logo is partially overlaid by a decorative graphic of thin, light blue lines that curve and flow across the page.

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Contents

The Opportunity	01
Organization Overview	02
Position Summary	07
Goals and Objectives	09
Candidate Qualifications	10
The Community	11
Procedure for Candidacy	12

The Opportunity

The Senior Vice President, Ambulatory and Medical Group Operations role at Southern Illinois Healthcare (SIH) offers a strategic, collaborative executive the opportunity to serve as a key member of the senior leadership team and lead the continued evolution of SIH's ambulatory platform and employed medical group. Reporting directly to the President and Chief Executive Officer, this individual will provide executive oversight of ambulatory operations, medical group performance, and service line integration, ensuring alignment with the organization's mission, vision, and long-term strategic priorities.

SIH is an independent, not-for-profit health system with more than 4,000 employees and approximately \$800 million in net patient revenue. The system includes four hospitals, a growing ambulatory network, and a medical group of approximately 300 providers. SIH has demonstrated a strong commitment to reinvesting in its people, infrastructure, and clinical programs, and is well-positioned for continued growth. As the healthcare environment shifts toward outpatient care, access, and value-based delivery models, SIH is focused on strengthening its ambulatory footprint, enhancing physician alignment, and expanding services across the region.

The SVP, Ambulatory and Medical Group Operations will play a central role in advancing these priorities by driving the strategic growth, operational performance, and geographic expansion of ambulatory and medical group services. This leader will partner closely with the President and Chief Executive Officer, Chief Financial Officer, Chief Medical Officer, and physician leadership to develop and execute business plans that enhance access, improve efficiency, and ensure a high-quality, patient-centered care model. The role will have direct oversight of capital and operating budgets across the ambulatory enterprise, with accountability for financial performance, resource optimization, and disciplined execution of growth initiatives, including new sites of care and service line expansion.

In addition, the SVP will serve as a key connector across the system, fostering strong relationships with physician leaders, hospital operations, and service line teams to ensure alignment and integration. This individual will champion a culture of quality, safety, and continuous performance improvement, working collaboratively with internal and external stakeholders to advance clinical outcomes and meet regulatory requirements. The SVP will also be responsible for building and developing a high-performing leadership team, promoting accountability, succession planning, and professional growth, while establishing credibility and trust throughout the organization.

The ideal candidate will be a visible, collaborative, and highly respected leader with deep experience in ambulatory and medical group operations within a complex health system environment. They will bring a data-driven and innovative approach to improving access, operational efficiency, and physician engagement, along with a demonstrated ability to lead growth and transformation. This is a compelling opportunity for an experienced executive to shape the future of SIH's ambulatory strategy and play a meaningful role in advancing care delivery across the communities it serves.

Organization Overview

About Southern Illinois Healthcare

SIH is a not-for-profit health care system dedicated to promoting the health and well-being of all people in the communities it serves. The mission is guided by our values: compassion, collaboration, quality, stewardship, integrity, accountability, and respect.

SIH employs more than 4,000 individuals across four hospitals and a medical group of over 30 outpatient and specialty practices, supported by a clinical network of more than 670 employed and affiliated physicians and advanced practice providers representing over 60 specialties and subspecialties, including approximately 300 employed providers. SIH hospitals are located in Carbondale, Herrin, Harrisburg, and Murphysboro, Illinois. SIH also provides services in rural clinics and is a member of the BJC Collaborative, which includes some of America's best hospitals, improving our communities through our charitable community benefits programs.

Southern Illinois Healthcare is an A-rated organization by S&P and an A+ by Fitch, with a strong balance sheet and net revenues exceeding \$800 million. SIH has a large multi-specialty physician group with practice locations throughout SIH's primary service area.

Serving a broad geography accounting for more than 365,000 community members, SIH is driven to meet the health needs of the communities it serves.

Memorial Hospital of Carbondale



Memorial Hospital of Carbondale (MHC) is the flagship hospital for SIH and the regional referral center for the 17-county southern Illinois region. MHC serves as the regional leader in healthcare, offering advanced clinical services to the communities it serves. Physicians in nearly 45 different specialties practice here, bringing expertise and new procedures, but successfully tailoring them to the particular needs of a rural setting. MHC is licensed for 162 beds, oftentimes running close to capacity. With an active medical staff of over 300 providers staffed by a mix of independent and employed physicians, MHC is the market leader across the region. MHC is a Level II trauma center with a family medicine residency program and sports medicine fellows affiliated with the

SIU School of Medicine. SIH is typically able to offer employment to most residents after they complete their residency. The Southern Illinois University School of Medicine and SIH operate a 45,000-square-foot family medical clinic and teaching facility on the MHC campus. The clinic is home to family practice residents and the Physician Assistant program. MHC is also home to the region's only Level II Plus Special Care Nursery, providing advanced care for infants with intensive medical needs and supporting approximately 2,000 births each year.

Herrin Hospital

Herrin Hospital is known for its high-quality care and commitment to clinical excellence. As the longest-serving SIH hospital, Herrin is well known for its rehabilitation, orthopedic, and emergency services, including nationally recognized care for heart attack patients. Herrin Hospital is a 114-bed acute care facility with an average daily census of approximately 80 and is home to the region's first accredited Chest Pain Center and a Primary Stroke Center. Recent renovation and expansion projects improved efficiency, accessibility, and patient comfort, including a three-floor addition that relocated outpatient services to the main level and upgraded patient rooms with private accommodations and flat-screen televisions. The expanded Emergency Department, advanced robotic-assisted surgery using the da Vinci Xi® system, and the region's only inpatient rehabilitation facility further reinforce Herrin Hospital's commitment to high-quality, patient-centered care.



Harrisburg Medical Center

Harrisburg Medical Center is the newest hospital to join the SIH system. Located in Harrisburg, Illinois, the hospital is an 85-licensed-bed acute care facility offering cardiology, medicine, neurology, psychiatry, pulmonology, surgery, and urology services, with surgical care spanning general, ENT, GI, gynecologic, ophthalmologic, and podiatry procedures. The hospital supports more than 12,000 emergency department encounters annually through a modernized ED, 24-hour hospitalist program, and designation as an SIH STAT Heart-activated and Acute Stroke Ready Hospital. Harrisburg Medical Center also provides comprehensive outpatient services, including rehabilitation and ambulatory infusion, and delivers mission-critical behavioral health care through an outpatient program and 31 inpatient adult and geriatric psychiatric beds at the SIH Mulberry Center.



St. Joseph Memorial Hospital

St. Joseph Memorial Hospital has been a fixture in the Murphysboro community for more than 50 years. The 25-bed critical access hospital serves the community as an inpatient facility for primary care and is the only SIH hospital with a Catholic affiliation, following its purchase from the Sisters of the ASC Health System. Staff take pride in the hospital's spiritual roots, reflected in a compassionate, patient-centered approach to care. An integral part of the SIH system, St. Joseph has evolved into a regional provider of specialized outpatient services, including an American Academy of Sleep Medicine accredited Sleep Disorders Center, outpatient infusion therapy, wound care with hyperbaric therapy, and geriatric counseling. The hospital also offers the Upswing Recovery Program, leads the area in outpatient endoscopic procedures, and supports a busy Emergency Department that participates in the SIH STAT Heart Network and operates as an Acute Stroke Ready Hospital.

Southern Illinois Centers of Excellence

Prairie Heart Institute



The core hospital for SIH's comprehensive, regional heart program, the Prairie Heart Institute in Carbondale, brings world-class cardiology services to Southern Illinois. Based in Springfield, Illinois, Prairie is one of the largest and most highly regarded cardiology groups in the Midwest. This Carbondale site is managed through a Joint Operating Agreement (JOA) with Prairie and is adjacent to Memorial Hospital, situated on the same campus. The group is comprised of 9 cardiologists and 8 APPs, all of which have a full-time clinic at the Carbondale site, but many of which also have outreach clinics

across Southern Illinois. Last year, the Prairie Heart Institute in Carbondale performed 150 open-heart procedures and 3300 cardiac cath procedures. With the recent addition of TAVR capabilities, the only service not provided by Prairie is transplant procedures. Prairie Heart Institute services include Cardiac Management Center, Cardiothoracic Surgical Services, Cardiovascular Diagnostic Center, Cardiovascular Pulmonary Rehabilitation, Heart Rhythm Services, Hybrid OR Services including TAVR and TEVAR, vascular services, and the STAT Heart Chest Pain Network, which connects with 10 area hospitals and EMS agencies for diagnostic and treatment protocols.

SIH Cancer Institute

The SIH Cancer Institute addresses a significant unmet need in southern Illinois as the region's first dedicated cancer treatment center. Physically located in Carterville, Illinois, the Cancer Institute operates as a service of Memorial Hospital of Carbondale and is housed in a 43,000-square-foot medical facility. Since opening, the Institute has experienced strong and sustained growth, prompting the recent completion of an additional 17,000 square feet to meet increasing demand. Medical oncology, pharmacy, and infusion services have expanded significantly, with the laboratory now serving approximately 90–110 patients daily. The infusion suite has grown from nine chairs at opening to 27 chairs and frequently operates at capacity. Early volumes exceeded projections, with notable growth in both medical oncology and hematology services. All cancer services, except breast diagnostics, are centralized in one location, allowing patients to receive comprehensive care close to home in a healing environment.

The Cancer Institute is currently staffed by five medical oncologists and multiple employed mid-levels. The Commission on Cancer accredited the SIH Cancer Institute for comprehensive cancer treatment.

SIH Brain & Spine Institute

The SIH Brain & Spine Institute serves as a regional referral center for the treatment of brain, spine, back, and neck conditions throughout Southern Illinois. Institute clinicians perform complex procedures using advanced diagnostic imaging and surgical technologies more commonly found in urban or academic medical centers. Memorial Hospital of Carbondale offers comprehensive neurodiagnostic testing for conditions such as stroke, brain injury, epilepsy, tumors, and spinal disorders, including the region's first 3T MRI, EEG testing, MR and CT angiography, and venography. Neurosurgeons utilize StealthStation™ surgical navigation and the O-arm™ O2 imaging system to deliver precise, minimally invasive cranial and spinal procedures, supported by dedicated nurse navigators to guide patients through care.

The Neuroscience Program includes neurosurgery, neurology, interventional pain management, and rehabilitation, along with Certified Primary Stroke Centers at SIH Memorial Hospital of Carbondale and SIH Herrin Hospital and Acute Stroke Ready Hospitals in Murphysboro and Harrisburg. Through collaboration with eight

regional hospitals and EMS partners, the SIH Brain & Spine Institute Stroke Network provides 24/7 neurology coverage via telemedicine, ensuring rapid access to life-saving stroke care. Additional services include advanced interventional pain treatments, comprehensive inpatient and outpatient rehabilitation, and coordinated care delivered by a multidisciplinary team of physicians, advanced practitioners, and rehabilitation professionals.

To learn more about SIH Brain & Spine Institute and patient stories - <https://www.sih.net/linda>.

Southern Illinois Healthcare Partnerships

SIU School of Medicine

Southern Illinois University School of Medicine Carbondale Family Medicine Residency Program has a primary affiliation with MHC. Eighteen residents rotate through a three-year program at MHC. MHC also has one fellow. SIU has seven full-time and one part-time faculty physician and two full-time physician assistants. The program has community-wide physician support, which allows for an educational benefit not enjoyed by many residency programs. SIU School of Medicine recently opened the Lincoln Scholars program. This program will have eight medical students complete aspects of their training locally. The hope is to grow the class size to 16 students over the next few years.

The BJC Collaborative

BJC HealthCare (St. Louis and Kansas City, Missouri), Memorial Health System (Springfield, Illinois), Phelps Health (Rolla, Missouri), Sarah Bush Lincoln Health Center (Coles County, Illinois), and CoxHealth (Springfield, Missouri) founded the Collaborative in October 2012 to improve the quality and efficiency of patient care in the region. Blessing Health System in Quincy, Illinois, joined the Collaborative in May 2013. SIH was the sixth Collaborative partner to join the group since its inception. Though they remain independent, the health systems in the BJC Collaborative have combined annual revenues of approximately \$10.2 billion, allowing them to jointly pursue initiatives that benefit from the aggregated size and scale of this affiliation. BJC Collaborative members will work together to improve access to and quality of medical care for patients, create additional efficiencies that will benefit our communities, achieve savings, and lower health care costs.

The BJC Collaborative is currently pursuing joint work efforts in the following areas:

- **Population Health Management** – population health information and assessment, physician recruitment and engagement strategies, including Accountable Care Organizations and medical home development.
- **Clinical and Service Quality** – performance improvement, staff development and training, including eLearning, management and leadership development, clinical skills training, clinical decision support, safety event reporting, and emergency preparedness.
- **Capital Asset Management** – supply chain relationships, facilities design, clinical engineering, technology evaluation, energy conservation, and facilities management.
- **Financial Services** – capital resource evaluation analysis, treasury options, revenue cycle, business intelligence, and actuarial expertise.
- **Information Systems and Technology** – meaningful use of health IT, data center management, data warehousing, software applications, hardware configurations, and emerging technologies, data security, and patient confidentiality.

The long-term vision of the BJC Collaborative is to:

- Enhance the delivery of clinical programs and services for their patients and communities

- Improve the quality and experience of care provided to patients
- Provide meaningful population health benefits
- Reduce the total cost of health care services

Mission, Values, and Vision

Mission

SIH is dedicated to improving the health and well-being of all the people in the communities they serve.

Values

- Respect
- Integrity
- Compassion
- Collaboration
- Stewardship
- Accountability
- Quality
- Safety

Vision

Creating a healthy Southern Illinois made stronger by acts of caring that transform lives.

For more information, please visit: [Why SIH? | Southern Illinois Healthcare](#)

Position Summary

Reporting directly to the President and Chief Executive Officer, the SVP, Ambulatory and Medical Group Operations, serves as the system's executive leader for ambulatory care, medical group operations, and service line growth. This role is responsible for cultivating and maintaining strong, collaborative relationships with the medical staff, system leadership, and the communities SIH serves. The SVP provides comprehensive oversight of ambulatory and medical group operations, along with designated service lines, ensuring these areas are led effectively and efficiently to achieve system targets for financial performance, quality, safety, patient experience, and engagement. In partnership with executive and clinical leaders, the SVP helps shape and execute the strategy and vision for service lines, ambulatory operations, and the medical group. Direct reports to the SVP are as follows:

- VP, Physician/APP Services
- VP, Clinic Operations
- Director, Behavioral Health
- Director, Cancer Services
- Director, Cardiac/Vascular
- Director, Rehabilitation & Occupational Medicine
- Director, Neuroscience Services

Responsibilities

The successful SVP, Ambulatory and Medical Group Operations candidate will:

- In partnership with the President and Chief Financial Officer, provide strategic and operational direction for capital and operating budgets to ensure preservation and enhancement of the organization's assets and resources. Maintain effective budgetary controls on matters of staffing, expenses, and capital equipment expenditures; ensure cost-effective operational measures; and monitor the effectiveness of programs and services.
- Support the overall mission and strategic direction of SIH. Ensure the vision, values, behavioral standards, and strategic plan are cascaded throughout ambulatory, medical group, and service line areas. Formulate measures of success and action plan tactics for the effective implementation of strategic plans. Provide executive and operational oversight to ensure appropriate and effective execution and outcomes.
- Build and maintain a cohesive leadership team. Lead team of vice presidents and directors. Effectively evaluate the performance of direct reports and develop and implement succession planning. Promote professional development of direct reports.
- Assist in the development and implementation of a strategic plan that ensures the growth and diversification of ambulatory and medical group services within the marketplace. Develop business plans and programs in support of the strategic plan. Coordinate these plans with Service Line leadership and with the overall strategy and direction of the geographic Market Service Area.
- Oversee the geographic expansion, including review and recommendation of new locations and services across the geographic Market Service Area. Effectively oversee capital projects in the geographic region in collaboration with the SIH executive leadership team.
- Support the quality, safety, and performance improvement systems; collaborate with the medical staff and system leadership and with external agencies related to quality initiatives, including but not limited to purchasers, government agencies, and other stakeholders. Make recommendations for performance-improvement activities related to safety; oversee the reporting of events as required by regulatory agencies, in

collaboration with Corporate Compliance/Risk Management/Legal Affairs. Serve as a champion in advancing a just culture of quality and safety.

- Partner with physician executives, CEO, CMO, and other key leadership in planning, development, and implementation of key initiatives.
- Communicate effectively with physician leaders to ensure positive partnerships.
- Maintain effective relationships and collaborative partnerships with hospital operations leadership teams.
- Ensure that approved policies, plans, and programs are communicated and interpreted to staff and are effectively carried out. Approve operating policies for assigned areas.
- Work to build operational efficiencies across the system. Ensure innovation is built into business plans.
- Develop personal and professional credibility, gain respect, and build confidence throughout the system. Set a tone of leadership in areas of responsibility that is collaborative in nature, focused on analytical decision making, and emphasizes individual and collective accountability for the financial integrity and strength of the organization. Is seen as a visible, approachable leader, with rounding as a regular part of the routine.

Goals and Objectives

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

- Establish personal and professional credibility with physicians, system leadership, employees, and the community through a highly visible, collaborative, and engaged leadership style grounded in trust and mutual respect.
- Foster strong, trust-based relationships with physicians, actively engaging them in strategic planning and operational decision making to enhance practice efficiency, flexibility, and the overall provider experience. Lead physician recruitment and contracting to support growth and alignment with system priorities.
- Advance a comprehensive ambulatory and medical group strategy that strengthens alignment with hospital operations, improves patient access, and supports the growth of key service lines, including Cancer, Cardiac and Vascular, and Neurosciences.
- Lead the development and implementation of a standardized, high-performing operational framework for clinic and practice management that improves efficiency, reduces cost, enhances the patient experience, and ensures consistency across the medical group.
- Improve patient access through optimization of scheduling, throughput, and capacity management, leveraging digital health solutions and innovative care delivery models to create a more consumer-centered experience.
- Create a culture of accountability and performance by implementing data-driven tools, dashboards, and analytics to monitor operational, financial, and quality outcomes. Partner with finance and physician leadership to evaluate practice performance and drive continuous improvement.
- Support the clinical and financial success of the medical group by developing reporting and performance management tools that track productivity, quality, and financial outcomes at the physician and site level. Collaborate with physician and operational leaders to develop targeted growth and optimization plans.
- Evaluate and refine physician compensation models to ensure alignment with organizational goals while building physician confidence in the fairness, transparency, and accuracy of the plans.
- Reduce variation in care delivery and outcomes across ambulatory settings by advancing evidence-based practices, standardizing workflows, and creating a consistent patient and provider experience.
- Build, mentor, and develop a high-performing leadership team through succession planning, talent development, and ongoing professional growth, ensuring the strength and sustainability of the organization.
- Strengthen financial performance through disciplined expense management, operational efficiencies, and resource optimization while maintaining high-quality care and service excellence.
- Expand market presence and community impact by building strong relationships with community leaders, employers, and external stakeholders, advancing service line growth, and improving the overall health of the communities served.

Candidate Qualifications

Education/Certification

- A graduate degree in healthcare administration, business administration, or a health-related field is required.

Leadership Experience and Competencies

- Minimum ten (10) years of experience working in healthcare administration at the administrator, assistant/associate administrator, or similar level primarily in the ambulatory and medical group administrative areas.
- Must have an in-depth working knowledge of healthcare administration, operations, and departments, with primary experience within multi-specialty medical group operations, financial management, strategic planning, physician relations, patient care, quality assessment and improvement, and risk management.
- Demonstrated experience with value-based care models, including Accountable Care Organizations (ACOs) and risk-based Medicare programs, with an understanding of financial, quality, and operational implications.
- Experience must demonstrate competence and success in financial operations, service line growth, and leadership of medical group operations.
- Executive-level experience in a multi-facility/matrix management healthcare system preferred.
- Demonstrated experience in developing business and strategic plans for health care service lines.
- Experience providing leadership to operations teams in an ambulatory setting.
- Demonstrated effective organization performance improvement skills, in-depth working knowledge of agency standards/compliance, and laws applicable to healthcare operations.
- Strong skills in identifying, planning, and executing appropriate and successful healthcare business strategies to meet changing organizational and community needs, and regulatory requirements.
- Must have excellent interpersonal and communication skills; demonstrated skills in leadership, conflict identification and resolution, group problem solving, and group process, as well as organization and prioritization.
- Demonstrates excellent team building, coaching, and mentoring skills. Evidence of leading cohesive, high-performing teams. Able to communicate expectations and hold self and staff accountable.

The Community

Southern Illinois, often referred to as Little Egypt, is a region that is geographically Midwestern but culturally aligned with the Upland South. Two primary centers of commerce anchor the area: the St. Louis, Missouri, metropolitan area, serving roughly 2.8 million people, and the Carbondale–Marion–Herrin–Harrisburg corridor, home to approximately 356,000 residents. The region has experienced significant economic growth, with gross domestic product increasing by more than 25 percent over the past three years, driven largely by strong healthcare and manufacturing sectors.



At the heart of Southern Illinois is Carbondale, widely regarded as the region's cultural and educational center. This eclectic college town is surrounded by scenic natural resources, including more than 500 miles of trails, 12 public lakes, 10 state parks, and extensive forestland and wildlife preserves. The area hosts more than 50 annual festivals and is home to a growing destination wine and craft beverage industry, featuring 15 wineries, numerous vineyards, and breweries. These amenities support an active, outdoors-oriented lifestyle and contribute to the region's quality of life.

Carbondale is home to Southern Illinois University Carbondale (SIU), a public research institution founded in 1869 and the flagship campus of the Southern Illinois University System. SIU Carbondale is one of only 21 universities nationwide to hold both Carnegie Research 1 and Opportunity College designations, reflecting its combination of world-class research activity and broad student access. The University offers approximately 120 undergraduate degrees, 80 master's programs, and 40 doctoral programs, and enrolls students from all 50 states and more than 100 countries. SIU also serves as a cultural hub for the region, presenting concerts, theatrical productions, and art and history exhibits throughout the year.

Carbondale's business district includes major retail centers, such as University Mall, as well as a vibrant downtown featuring locally owned shops, restaurants, coffeehouses, and entertainment venues. Supported by Carbondale Main Street, the downtown area reflects the diversity and creativity of the community. The city's large student population contributes to a wide variety of dining options and a lively arts and music scene, reinforcing Carbondale's role as the unofficial capital of Southern Illinois and a central gathering place for the region.



For additional information, please visit:

www.southernillinoisnow.org

<http://www.carbondalechamber.com>

<http://www.explorecarbondale.com>

<http://www.carbondaletourism.org>

<http://www.carbondalechamber.com/carbondale-schools>

<http://siu.edu>

Procedure for Candidacy

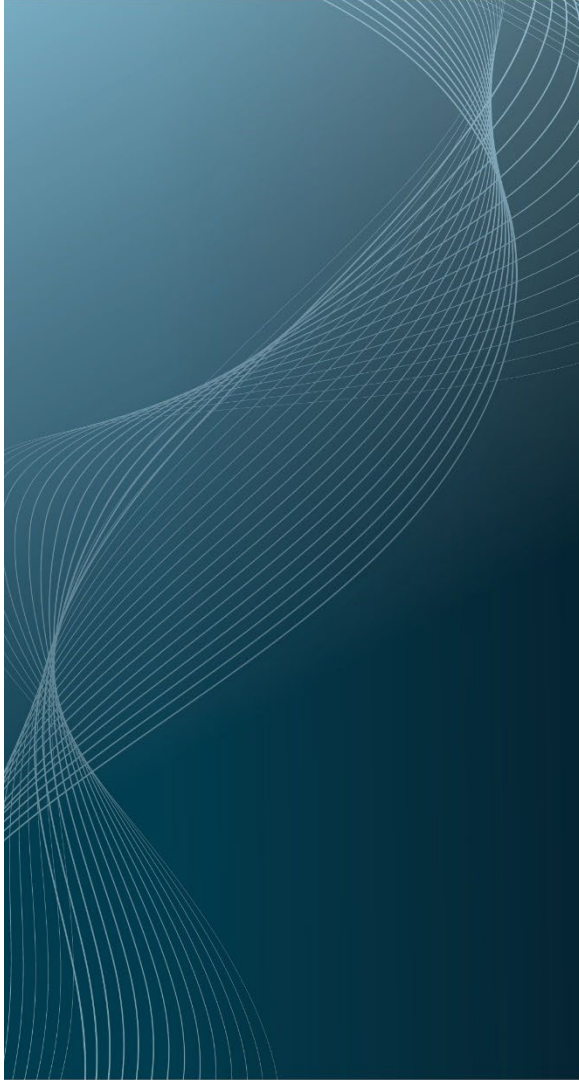
Please direct all applications, nominations, and inquiries to the WittKieffer consultants assisting Southern Illinois Healthcare with this recruitment, preferably via e-mail, to courtneym@wittkieffer.com

Michael Raddatz Senior Partner (630) 247-4941	Jennifer Sonneland Consultant (314) 680-3474	Courteny MacKinnon Senior Associate (502) 644-2566
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SIH 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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