

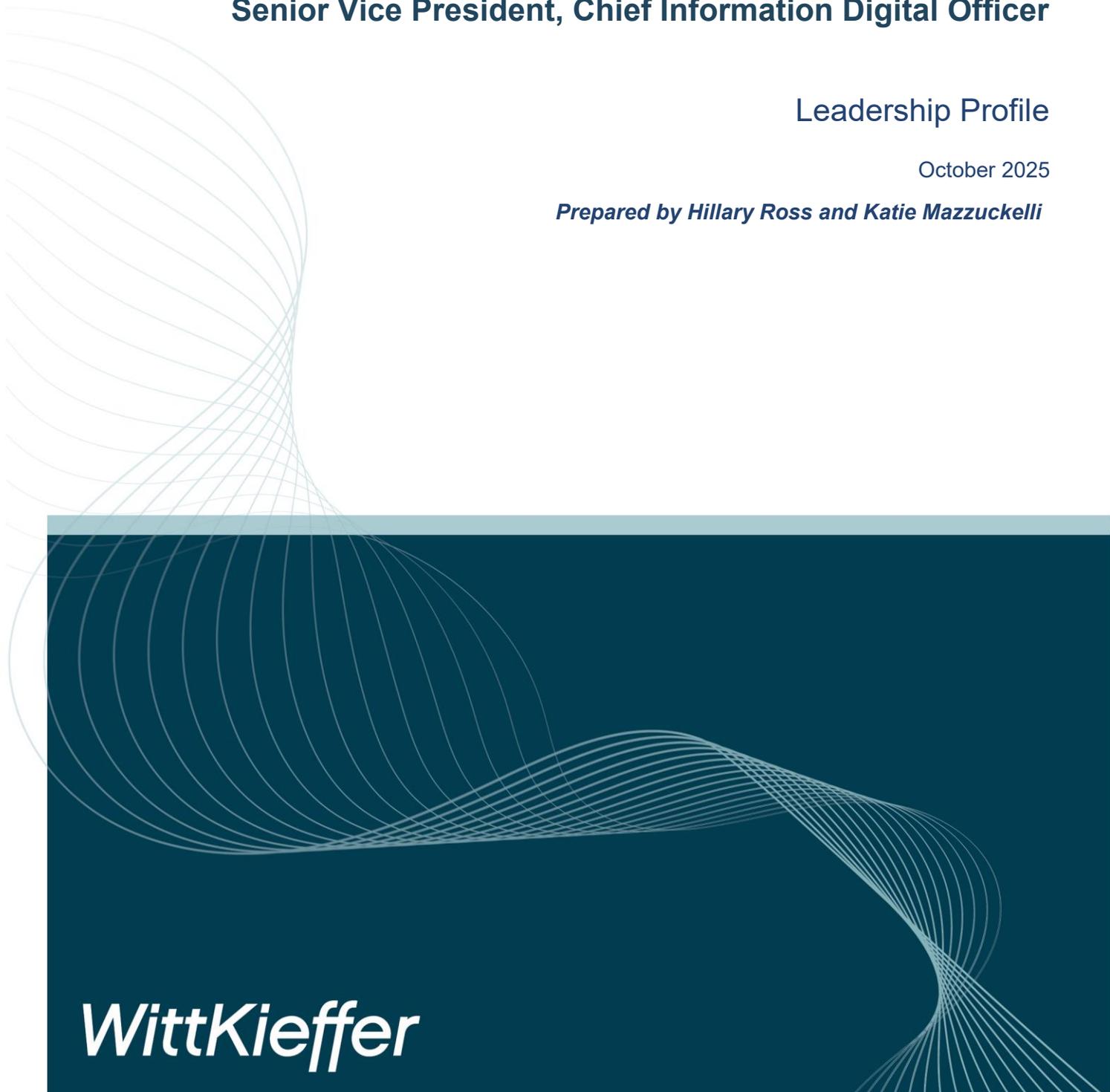


**Senior Vice President, Chief Information Digital Officer**

Leadership Profile

October 2025

*Prepared by Hillary Ross and Katie Mazzuckelli*

A decorative graphic consisting of numerous overlapping, light blue, curved lines that create a sense of motion and depth, flowing from the left side of the page towards the right, partially overlapping the dark teal background.

**WittKieffer**

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## The Opportunity

St. Charles Health System (St. Charles) seeks a strategic information technology leader to serve as its Senior Vice President, Chief Information Digital Officer (CIDO). This is an exceptional opportunity for a visionary IT leader to impact care delivery through leveraging technology with the largest provider of healthcare in Central Oregon.

As the only truly integrated delivery system in Central Oregon, St. Charles operates four acute care hospitals totaling 381-licensed beds plus a large complement of ambulatory services and hospital-based clinics. With 94 percent market share in its primary service area, St. Charles is poised for continued growth to meet the needs of Deschutes, Crook and Jefferson counties. The Central Oregon region is a hub for tourism and economic development on the east side of the Cascade Mountains. St. Charles has long been focused on implementation of a Lean management system, with a culture of continuous improvement.

Reporting to the Chief Operating Officer, Michael Hartke, the CIDO will be an integral member of senior leadership. The CIDO will regularly represent St. Charles in the community and to industry and will stand as a role model for executive presence and value-based decision-making. The CIDO will lead all aspects of information technology, contributing to and ensuring alignment with the strategic and operating plans of the system. Key areas of focus for the CIDO will be to develop, communicate and implement the IT road map; assure effective governance; and to structure and enable a high-performing team. The CIDO will also develop and implement an analytics strategy and drive forward a digital plan that supports performance improvement and innovative growth through the appropriate use of technology.

The CIDO will be an innovative, emotionally intelligent and confident leader with demonstrated experience building and leading IT transformations in a complex health system. The CIDO will be a collaborative, high integrity, team-oriented professional with exceptional communication skills, who can build and leverage relationships across the organization. The CIDO will need to be strategic, and a strong and decisive leader who can leverage change management skills effectively to drive innovation in an evolving health system.

## Organization Overview

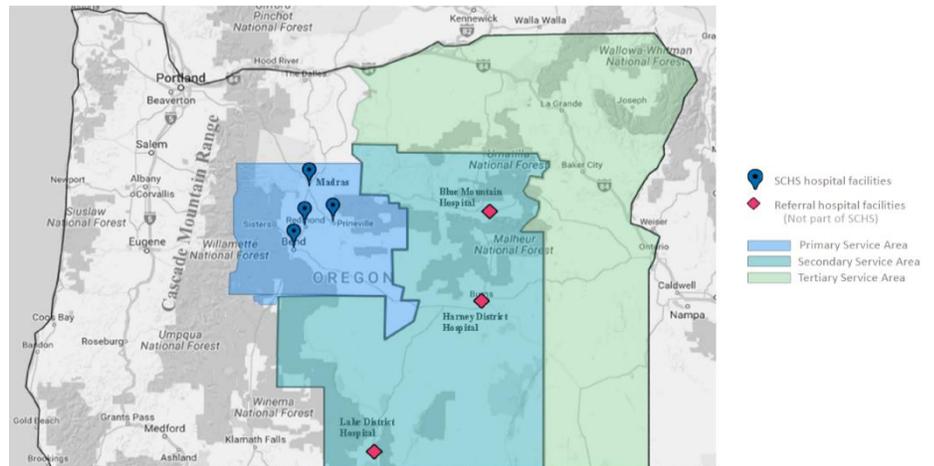
St. Charles Health System (St. Charles) is a private, nonprofit organization with a vision of creating America's healthiest community, together. Headquartered in Bend, Oregon, St. Charles is an integrated delivery system that provides a full range of quality, evidence-based healthcare services for more than 240,000 people within a 32,000 square-mile area in Central and Eastern Oregon. The healthcare system operates four acute care hospitals totaling 381-licensed beds and is the sole provider of acute care services in the Bend, Redmond, Madras and Prineville, Oregon communities. St. Charles employs approximately 430 providers covering a range of primary care and more than 30 specialties in 48 locations in three counties throughout Central Oregon, providing comprehensive, convenient and compassionate healthcare.

St. Charles believes its strength is its people. The organization is focused on operational excellence and looks to its caregivers to serve as frontline problem-solvers. In addition to its hospitals, primary care and specialty clinics, the health system has several associated joint ventures with area partners and a variety of outpatient services, including home health and hospice agencies.

St. Charles has more than 5,200 employees augmented by almost 500 volunteers and approximately 900 members of the privileged medical staffs for the four hospital campuses. The organization is a community not-for-profit and is governed by highly engaged self-perpetuating Board of Directors, including the CEO. The board has six active committees including Safety and Quality, Finance, Audit and Compliance, Governance, Professional Review and Compensation.

St. Charles Health System is an industry leader and is dedicated to providing high-quality care and the latest in healthcare technology to the communities it serves. St. Charles implemented Epic as its EHR in 2018 and has maximized the use of Epic throughout the system earning a Level 10 Gold Star Rating, one of only a handful of institutions worldwide to achieve this honor. St. Charles offers access to Epic through the Community Connect program to other hospitals and health-related organizations in the region to support these smaller facilities' ability to access a robust health information system.

St. Charles' **vision** of "*Creating America's healthiest community, together*" establishes the aspirational path for innovation and organization development. The **mission** of the organization, "*In the spirit of love and compassion, better health, better care, better value*" articulates goals of improving the patient experience of care, improving the health of populations, and reducing per capita cost of healthcare while also linking St. Charles' employees to the organization's history and purpose. Organizational **values** of "*Accountability, Caring and Teamwork*" provide the bedrock for the corporate culture and define how operational decisions and actions are made at St. Charles.



## St. Charles – Bend Campus



St. Charles Bend, a 292-bed acute care hospital, is the only Level II trauma center in Oregon east of the Cascade Mountains. St. Charles provides a wide range of services at this site including medical, surgical, obstetrical, emergency, cancer care, open heart surgery and interventional cardiology, total joint replacements, complex eye surgery, neurosurgical care, pediatric, neonatology and other highly

specialized services. The St. Charles Cancer Center, accredited by the American College of Surgeons Commission on Cancer and the National Accreditation Program for Breast Centers, offers radiation and medical oncology services and cancer support, and was one of only 24 cancer centers in the country to earn the 2018, Outstanding Achievement Award by the Commission on Cancer. The award recognizes the cancer center's commitment to providing the highest quality of comprehensive cancer care to the community.

St. Charles Bend offers a robust cardiology program including cardiothoracic surgery and interventional cardiology including transcatheter aortic valve replacements (TAVRs). In 2019, St. Charles Bend opened a new patient tower with an expanded Intensive Care Unit and additional Progressive Care Unit rooms. The space has made an impact throughout the region with more patients able to stay closer to home for critical care services. The St. Charles Bend inpatient rehabilitation department reached the 95<sup>th</sup> percentile for each Press Ganey reporting period in 2020, earning a Guardian of Excellence® Award for Patient Experience.

The St. Charles Stoke Program adheres to the highest standard of care and was recognized in 2025 with the American Stroke Association Get With The Guidelines® (GWTG)– Stoke Gold Plus Quality Achievement and Target: Stroke Honor Roll Elite and the Stroke Honor Roll Advanced Therapy awards at St. Charles Bend. St. Charles Prineville was awarded the American Heart Association's GWTG – Rural Stroke Recognition Gold award in 2025. St. Charles Madras was awarded the American Heart Association's GWTG – Rural Stroke Recognition Silver award in 2025; and, St. Charles Redmond was awarded the American Heart Association's GWTG – Rural Stroke Recognition Bronze award in 2025. The program was also awarded the Gold Seal of Approval from The Joint Commission for meeting the requirements for Advanced Certification as a Primary Stroke Center.

In 2025, St. Charles Health System was one of only 14 institutions across the nation to earn the Antimicrobial Stewardship Center of Excellence designation from the Infectious Diseases Society of America.

## St. Charles – Redmond Campus

Located 18 miles north of Bend, the St. Charles Redmond campus is a 48-bed, Level III trauma center, serving Northern Deschutes County and surrounding communities. The Redmond campus offers inpatient care, emergency services, mammography and other radiology services, outpatient surgery, and laboratory services. In 2018, St. Charles Redmond was ranked the top hospital in the state of Oregon for quality and safety according to *HealthInsights*. The health system is in the process of building a new Cancer Center on the Redmond campus that will provide expanded access to cancer care for the Central Oregon region. St. Charles also operates a family care clinic, sleep medicine clinic, center for women's health, outpatient rehabilitation and many additional services in the Redmond community.



## St. Charles – Madras



St. Charles Madras is a critical access hospital with 25 licensed beds providing surgical services, imaging, intensive care, a family birthing center, medical and emergency care and an outpatient laboratory. Located 44 miles north of Bend, the hospital is adjacent to 1,000-plus square miles of The Confederated Tribes of Warm Springs Reservation. A \$17 million expansion project was completed in 2017, to modernize the facility, create two new operating suites, expand emergency services and provide new lab and imaging spaces.

## St. Charles – Prineville

The 16-bed critical access St. Charles Prineville hospital campus opened in 2015. Located 49 miles northeast of Bend, this Level IV trauma center provides inpatient care, an emergency room, mammography and other radiology services, inpatient and outpatient surgical services, and laboratory services among others. In 2020, St. Charles opened an expansion in Prineville with more space for rehabilitation services, visiting specialists and walk-in family care appointments. St. Charles Prineville was named one of the top 100 Critical Access Hospitals in the country in 2025 by the Chartis Center for Rural Health.



**St. Charles Foundation** is a not-for-profit with a mission to support St. Charles Health System in the delivery and advancement of world-class healthcare in Central Oregon. The St. Charles Foundation works with the community to develop and steward philanthropic resources to fund programs and capital projects that improve health, prevent disease, enhance quality of life and provide the highest quality care possible for all St. Charles patients now and in the future.

St. Charles participates in a number of joint ventures and partnerships including Cascade Medical Imaging, LLC, Heart Center of the Cascades, LLC, Caravan Health ACO 17, LLC, Cascade SurgiCenter, LLC, Central Oregon Clinically Integrated Network, LLC, Central Oregon Magnetic Resonance Imaging, LLC, Health Future, LLC, and Southern Oregon Linen Service.

Additional information about St. Charles may be obtained by visiting the website at <https://www.stcharleshealthcare.org>.

## Position Summary

The Senior Vice President, Chief Information Digital Officer (CIDO) will drive all aspects of information systems and technology for St. Charles Health System and for Epic Connect Partners, providing leadership, vision and organizational direction. The CIDO will administer and coordinate planning and implementation of information systems to meet administrative, operations and regulatory requirements as well as to enable achievement of the system's vision and strategic goals which include the coordination of technology infrastructure, enterprise application and global voice and data throughout the system. This position is expected to lead high-profile strategic transformational initiatives that will directly impact the success of the business.

### Reporting Relationships

The CIDO will report to the Chief Operating Officer, Michael Hartke, and will be a visible and highly integrated senior executive. The CIDO will lead a team of approximately 200 FTEs.

### Responsibilities

The CIDO will be responsible for the following, by area:

#### Strategy

- Develop strategic plans that support an integrated, progressive technology environment for the health system to best meet current and future needs
- Seek opportunities for digital innovation within the organization where appropriate. Track and evaluate emerging technologies. Stay current and knowledgeable regarding advances with technology in the industry, including maintaining an expert understanding of national initiatives

#### Systems and Technology Expertise

- Determine the health system's long-term information system and technology requirements and develop hardware/software solutions to accomplish business objectives and support system goals
- Implement best practices for technology services development with a strong customer-service orientation, including program management, proven infrastructure methodologies, systems integrations, quality assurance and operational support
- Implement company policy, methodologies, procedures, and practices relative to IT and systems to ensure security and privacy policy compliance
- In partnership with other clinical and operational leaders, engage physicians, nurses and all clinicians in the effective use of technology to improve outcomes, reduce errors and provide a positive care environment for patients and staff

#### Management

- Hire, direct, coach and monitor the performance of all direct reports, to develop and maintain a high-performance team that meets organizational and department goals
- Foster an environment that promotes professional growth and staff development through effective leadership and education
- Collaborate with teams to review processes and identify/implement opportunities for improvements, applying Lean concepts and tools

- Develop and utilize metrics to drive IT performance; lead the IT team as a data-driven department and be transparent with the organization in sharing team metrics. Benchmark the industry to stay current with trends regarding information technology and its use inside and outside healthcare
- Intentionally lead with a focus on advancing diversity, equity, inclusion and belonging practices

### **General and IT Leadership**

- Actively participate in both strategic planning and operational activities to manage IT strategic investments, and to effectively set and balance technology priorities and efficient IT operations across the organization
- Complete and monitor IT systems and technology budgets and business plans. Review monthly financial reports to ensure that IT implementation projects are appropriately planned and completed for the health system and Epic Connect partners
- Build and promote collaboration and transparency across the company over decisions on alignment of IT resources and strategic direction, including prioritization and timing of IT-related initiatives
- Manage IT vendors and contractors to ensure compliance with contractual obligations and achievement of desired/contracted goals and objectives
- Support the vision, mission and values of the organization in all respects
- Conduct all activities with the highest standards of professionalism and confidentiality. Comply with all applicable laws, regulations, policies and procedures, supporting the organization's corporate integrity efforts by acting in an ethical and appropriate manner, reporting known or suspected violation of applicable rules, and cooperating fully with all organizational investigations and proceedings
- Support Lean principles of continuous improvement with energy and enthusiasm, functioning as a champion of change

## Goals and Objectives

- The following goals and objectives have been identified as priorities for this position:
- Form effective partnerships with St. Charles Health System leaders and become fully integrated into the organization. Become established as a thought leader in information technology and identify opportunities for strategic partnerships enterprise wide
- Fully evaluate the information technology enterprise and develop an IT strategic plan that aligns with the St. Charles Health System strategic and operating plans, especially ensuring the organization's ability to scale. Communicate this plan throughout the enterprise
- Perform an assessment of the current IT organization including resources, projects, structure and staff. Provide the leadership and management to enable a high-performing, service-oriented team
- Partner with leaders across the system in assuring a governance structure that effectively reviews and prioritizes technology investments, projects and effectiveness
- Develop a robust analytics strategy and platform that enables a single source of truth and improves access to, and utilization of, real time data
- Lead optimization of Workday and continued optimization of Epic, including engagement of all key stakeholders; drive best practices, benchmarking to the industry
- Collaborate in the development of a comprehensive digital plan for St. Charles Health System by identifying opportunities for digital innovation and the advancement of new technology solutions that directly support business objectives in patient care, telehealth, population health and other growing areas

## Candidate Qualifications

### Education/Certification

- Bachelor's degree required; Master's degree in Administration, Business Administration, Information Technology or related field, preferred

### Knowledge and Work Experience

- Ten-plus years of information technology experience or comparable education and experience leading IT strategic initiatives with at least five years of leadership experience, preferably within a healthcare provider organization
- Current knowledge in use and trends of technology in healthcare
- Experience with Lean concepts is a plus.

### Leadership Skills and Competencies

- **Strategic** – strategic and visionary thinker; forward thinking; a creative leader with executive presence
- **Strong and effective communicator** – visible, present and engaged; superior verbal and written communication skills; strong executive presentation skills; good listener; capable of interacting effectively at all levels of the organization and with multiple stakeholders, including physicians, Board members, leadership and staff
- **Change management** – demonstrate support for innovation and for organizational changes needed to improve effectiveness; able to help others to successfully manage organizational change
- **Proactive** – decisive; able to evaluate the best course of action and make decisions at the appropriate speed
- **Collaborative** – a consensus-driven leader who works through influence and involving the right stakeholders to effect change
- **Team builder** – mentor; exceptional ability to lead, facilitate, coach and manage; proven ability to support and encourage individuals and teams so that they have the desire to present their best work
- **Analytical thinker** – data-oriented; a problem solver; able to analyze, investigate and interpret data, issues and situations by using a logical, systematic and sequential approach
- **Ethical management** – possesses the highest degree of personal and professional integrity; works ethically, according to professional and organizational values; mission-driven

# The Community

## Bend, Oregon



Bend is a city in the geographic center of the state and the county seat of Deschutes County, Oregon. Bend is Central Oregon's largest city and is the de facto metropolis of the region. Bend is a friendly, highly attractive area in an inviting mountain community with a cosmopolitan appeal. Majestic, snow-capped peaks adorn the high-desert skyline, making for some of the best weather in Oregon, think sun-drenched days and cool nights, along with endless options for play time. At an elevation of 3,628 feet, Bend enjoys the predominately dry climate of the Great Basin. Sunny days, low humidity and cool nights provide the most common weather pattern.

Dubbed the "outdoor playground of the West," Bend is world famous for both its outdoor pursuits and pristine beauty. One can catch an art exhibit, dine at an award-winning restaurant or climb South Sister, the state's third highest peak. To the east of Bend is high desert vegetation and to the west, Bend is surrounded by U.S. Forest Service land. The recreational opportunities are abundant; everything from mountain biking, hiking, rafting, golfing, fishing, rock climbing, camping, downhill and cross-country skiing, snowmobiling, general sightseeing and much more.

The area is growing with a 71 percent increase in population in Deschutes County since 2000, with total population of 240,000, and a 31 percent increase in population in Bend since 2010. There are a variety of communities and housing options one could consider as well as excellent educational options including Oregon State University Cascades.

The Central Oregon economy continues to grow and diversify. Retail, forestry, health care, technology and manufacturing are the leading industries in the region. Deschutes County tax base grew 66 percent from 2014 to 2018, and the County is rated AA1.



For additional information, visit the following websites:

<http://www.visitbend.com/>

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

[www.bendchamber.org](http://www.bendchamber.org)

<http://www.greatschools.org/oregon/bend/>

## Procedure for Candidacy

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

All inquiries, applications and nominations will be held in the highest confidence.

*St. Charles is committed to providing equal employment opportunities to all caregivers. St. Charles seeks to recruit, hire, develop and retain qualified caregivers for the organization. In doing so, St. Charles will recruit, place, promote and determine compensation without regard to gender, race, color, religion, age, disability, national origin, marital status, veteran status, sexual orientation, gender identity or expression, pregnancy, genetic information or any other protected class or characteristic.*

*St. Charles is an equal opportunity employer.*

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