

Summary

Overview

Transformative, inspirational and results-driven Business and Technology executive within large-scale healthcare and hospitality environments. Attains aggressive goals, catalyzes change and advances sustainability by designing and executing high performance-based strategies, cultivating top-tier talent, infusing expectations and accountabilities, instilling customer-centric practices and forging collaborative cultures.

Selected Career Highlights

Transformational Executive who embraces the future, articulates the vision, formulates the strategic and tactical roadmaps, socializes change in realistic doses, executes with precision and consistently delivers to promise.

Inspirational Leader who champions the strategic journey; infuses high energy, encouragement and enthusiasm into each endeavor; and thoughtfully challenges leaders and teams to innovate creative pathways toward achieving stretch goals.

Goals & Metrics-Driven Performer who establishes clear and concise expectations; requires exceptional, evidence-based behavior and deliverable outcomes; and rewards high performing leaders, teams and individuals based on organizational contributions and results.

Professional Development & Enrichment Advocate who continuously surveys the landscape for the best and the brightest talent; provides knowledge transfer, learning opportunities and training “tool kits” for team and individual success; and enables professional and personal growth plus goal achievement.

Relationship Cultivator, Collaborator and Sustainer who deeply values, genuinely promotes and thoughtfully initiates and nurtures authentic and enduring trust-based relationships.

Areas of Expertise

Leadership	Strategy & Process
Transformational Leadership	Strategic Plan Execution
Cultural Assimilation (Acquisitions & Consolidations)	Performance & Efficiencies Optimization
Organizational Transparency & Communication	Complexity & Risk Mitigation
Employee Engagement	Social Media Methods Adoption
Relationship Advancement	Customer Servicing Strategy Planning & Execution
Committee Sponsorship, Goal Formulation & Results Attainment	Compliance & Regulatory Alignment & Adherence
Customer Advocacy & Experience Enrichment	Policies, procedures & standards documentation
Industry Agility (Cross-Industry Expertise)	Security & SOX Assessments, Audits & Adherence
Project Management Office (PMO)	Professional Development & Enrichment
Business Case Development	Leadership Mentoring & Coaching
Governance, Standards & Methods Adoption	Workshop Curriculum Creation, Deployment & Facilitation
Business & IT Goals Alignment	Presentation Preparation & Motivational Speaking
Business Portfolio Prioritization	Event Design, Planning & Execution
Resource Management	Career Path Design, Planning & Execution
Hardware and Software Solution Integration	Behavioral Assessments & Course Corrections
Goals & Benefits Realization	Diversity Promotion & Encouragement

Professional Experience

Optum – National, Healthcare

Vice President, IT Change Leadership, National
Develop and manage the IT Change Leadership function that provides methodology, framework, processes, templates, and tools to build sustaining capability across the IT enterprise; ITIL, ProSci Change Management, DiSC, Agile, NPS, and 360.

Chief Information Officer, CA & NV Markets
Devised and implemented competitive advantage technology strategies enabling world class healthcare delivery with a results-based focus on quality, growth, physician engagement, patient experience, and Enterprise IT/Market Leadership collaboration.

ArcVida – Global, eLearning

Advisor and Career Coach
At ArcVida, we believe the world needs more people who love their careers, people who can't wait to get to work in the morning and who end the day feeling energized and excited. Whether you have a pretty good idea of what you want to do or no idea where to start, we'll guide and support you from where you are now, into a career you'll love.

NCH Healthcare System (NCH) – Regional, Healthcare

Chief Information Officer
Devised and implemented competitive advantage technology strategies enabling world class healthcare delivery through a close partnership with the NCH Board and Cerner Corporation.

Hospital Corporation of America (HCA) – Global, Healthcare

Chief Information Officer, MidAmerica Division
Devised and implemented competitive advantage technology strategies enabling world class healthcare delivery.

Director, Field Operations, Corporate Headquarters

Devised and implemented key corporate, division, market and facility-level operating initiatives to achieve key performance metrics.

Division Information Security Official, Far West Division

Devised and implemented key corporate, division, market and facility-level information security initiatives to mitigate security risks.

Director, Information Services & Technology, Mountain View Hospital

Led the execution of the Information Security Plan, SOX Audits, Information Security Assessments (ISAM-based), HIPAA Security Risk Assessments, Disaster Recovery Plan and ongoing Security Application web portal monitoring.

University Medical Center – Regional, Healthcare

Assistant Director, Information Services Operations

Led solution delivery and operational efforts of 41-person technology team including Network Specialists, Computer Technicians, Help Desk Representatives & Analysts, Data Center Computer Operators, Communication Technicians and PBX Operators.

Previous Experience – National, Transportation & Regional, Entertainment

- National Airlines
- Rio Suites Hotel & Casino
- New York – New York Hotel & Casino
- Stratosphere Hotel and Casino
- MGM Grand Hotel and Casino

Education and Credentials

Master of Business Administration (MBA), University of Phoenix

Bachelor of Science (BS), Hotel Administration, University of Nevada, Las Vegas

Executive Training

5 Behaviors of a Cohesive Team Accreditation (2020)
Everything DiSC Management Certification (2019)
Everything DiSC Workplace Certification (2019)
Certificate with Distinction, Healthcare Management & Leadership, UCLA (2017-2019)
Certified Professional Coach, ICF, (2017)
Certified Healthcare CIO (CHCIO) (2016)
CHIME CIO Boot Camp (2014)
Effective Facilitator Training (2014)
Distinguished Toastmaster (2012)
Scarlett Leadership Institute Executive Program (2010)
DDI Curriculum Facilitator-Certified (2010)
ModelNetics Graduate-Certified (2009)
Summer Program, Hotel Ecoliere, Lausanne, Switzerland (1995)

Board/Advisory

Advisor & Career Coach, ArcVida (since 2020)
Board Member, CHIME (2020 – 2022)
Board Chair, Career Growth & Networking, Southern CA Systems for Information Management (since 2019)
Associate Faculty, CHIME (since 2018)
Vice President Advocacy, HIMSS Southern California Chapter (2018 – 2019)
Vice President Marketing and Communications, HIMSS Southern California Chapter (2017-2018)
Board Member – Children's Bureau of Los Angeles (2017 – 2020)
Board Member, Charity Golf, Wounded Warriors Project (2015)
Vice President Membership, HIMSS Heart of America Chapter (2011-2012)

Affiliations

Host, HIMSS Southern California Podcast (2017 – 2020)
Chair, CHIME Fall Forum Planning Committee (2017)
Vice-Chair, CHIME Fall Forum Planning Committee (2016)
Santa Rosa High School Foundation – Women in Leadership
Scholarship Program (2014)
Team Leader, Making Strides Against Breast Cancer, American
Cancer Society (2013)
Member, College of Healthcare Information Management
Executives (CHIME) (since 2013)
Team Leader, Bikers for Babies, March of Dimes (2011 – 2013)
Area Governor, Toastmasters International (2011-2012) –
Founded MidAmerica Division Chapter (2011)
Member, Health Information Management Systems Society (HIMSS)
(Since 2011)

Awards

Outstanding Executive, Advancing Women in Technology (2018)
Fellow, College of Healthcare Information Management
Executives (CHIME) (2018)
Hospital and Health Networks Most Wired Recipient (2015)
HIMSS Analytics EMRAM Level 7 Recipient (2015)
Kansas City Business Journal – NextGen Leaders Award (2014)
Kansas City Magazine – Kansas City Rising Star Award 2014 HCA
Press Release & KC Magazine Press Release
Kansas City Business Journal – Women Who Mean Business Award
(2013)
Toastmasters, Outstanding Corporation Support Award (HCA
MidAmerica) (2013)
Kansas City Business Journal – IT Impact Awards (HCA
MidAmerica) – (2011, 2013, & 2014)
Distinguished Toastmaster, Toastmasters International (2013)