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Hackensack
Meridian Health

Position Profile

Chief Information Officer

Contents

About Hackensack Meridian Health	2
Key Network Indicators	2
Awards and Certifications	3
Mission.....	3
Vision	3
Position Description	4
Overview	4
Job Responsibilities.....	5
Leadership Profile.....	7
Community Information	9
Awards & Recognition.....	9
Schools	10
Recreation & Entertainment	11
Middlesex County Largest Employers.....	12
Cost of Living	12
Procedure for Candidacy	13

Hackensack Meridian Health has retained Kirby Partners to identify, qualify and present individuals for this position. This Position Profile is designed to assist qualified individuals in assessing their interest in the position.

About Hackensack Meridian Health

Hackensack Meridian Health is composed of thirteen core hospitals:

- Bayshore Community Hospital
- Hackensack University Medical Center
- HackensackUMC Mountainside
- HackensackUMC Palisades
- HackensackUMC at Pascack Valley
- Heart and Vascular Hospital
- Jersey Shore University Medical Center
- John Theurer Cancer Center
- Joseph M. Sanzari Children's Hospital
- K. Hovnanian Children's Hospital
- Meridian Health
- Ocean Medical Center
- Raritan Bay Medical Center
- Riverview Medical Center
- Southern Ocean Medical Center

The merger of Hackensack University Health Network and Meridian Health in 2016 created New Jersey's most integrated and comprehensive health care system and the second largest hospital system in the state.

Key Network Indicators

- 28,000 Employees
- Medical staff includes 6,000 physicians
- 200 + locations
- 9 Community Hospitals
- 2 Children's Hospitals
- 2 Academic Medical Centers
- Combined market of 1.5 million people

Awards and Certifications



- U.S. News & World Report- #1 Hospital in New Jersey
- Becker's Hospital Review- 50 of the Greenest Hospitals in America and
- 100 Great Places to work in Healthcare
- Healthgrades- America's 50 Best Hospitals
- Magnet Nursing Recognition- American Nursing Credentials Center
- Practice Greenhealth- Environmental Excellence Award
- Joint Commission- Gold Seal of Approval
- Hospitals & Health Networks- Top 100 Most Wired and Top 25 Most Wired Health Systems in New Jersey
- National Research Corporation- Consumer Choice Award 2016/17

Mission

“To provide the full spectrum of quality life-enhancing care and exceptional services to create and sustain healthy, vibrant communities.

We are setting the standard for providing quality care. We are humanizing the health experience. We are defining the future of medicine.”

Vision

To be the region's leading health care provider and the health care workplace of choice.

For more information, please visit:

<https://www.hackensackmeridianhealth.org/>

Position Description

Title	Chief Information Officer
Location	Edison, NJ
Responsible To	Chief Financial Officer

Overview

The Chief Information Officer (CIO) will be accountable for the development of short and long term strategies for Hackensack Meridian Health Information Technology.

Responsibilities include:

- Setting overall IT strategy that supports the goals, vision, mission and strategy of Hackensack Meridian Health
- Leadership of large technical teams as well as executive and board interaction
- Setting strategy and vision for current and future technology needs
- Operation management of technology in a large IDN with multiple locations, including an academic facility and community hospitals that serve numerous locations
- Providing data analytics knowledge, expertise and support for clinical reporting, research, and data warehouses
- Driving innovation to increase patient engagement, patient safety and patient as well as employee satisfaction
- IT security leadership

The successful candidate will have extensive experience in leading a large scale IT organization through significant change, including the merger of technology, staff, and cultures of two merging organizations.

An initial and immediate task for the new CIO will be blending the cultures, organizational charts and technology of the Hackensack and Meridian teams.

As Information Technology becomes a critical driver in the success of healthcare systems, and a catalyst to value differentiation, the CIO has the responsibility to introduce new ways to shape processes and transform the business while keeping feasibility in mind and balancing complexity, cost and risk.

The CIO will provide the foundation for a secure and flexible technology environment that supports and enhances the work of all clinicians, executives, and the organization.

The CIO will work across all of Hackensack Meridian Health to lead, align, drive, and provide a technology enterprise that provides secure and efficient systems. The CIO is responsible for developing and leading high performing teams that provide exceptional technology and customer service throughout the organization.

The CIO will set all IT strategies and continually learn and embrace new technologies and work within the organization to accomplish clinical and business objectives. They will also establish a vision and drive successful implementation for all shared services within the organization. This individual is also responsible for separating marketing rhetoric from technical facts and identifying value-added automation opportunities for technologies that can make a significant difference in Hackensack Meridian Health's competitive position.

As a shared service provider to Hackensack Meridian Health hospitals, partner companies and joint ventures, the CIO will have a customer-focused and value-driven approach to delivering shared services, including developing and deploying comprehensive solutions for the enterprise.

Job Responsibilities

Leadership:

- Provide leadership and accountability for information system activities for all entities of the system; improve IT competencies and overall efficiency
- Support and bring together teams and systems for all M&A activity
- Engage in ongoing communication with senior system executives and physician leaders to identify IT products and services that can directly and indirectly improve patient care, operational efficiency, and major initiatives
- Lead, manage, and coach a high performance team to achieve the objectives outlined in the strategic plan

Strategy:

- Establish, implement and monitor the IT Strategy to meet both short and long-range goals, objectives, policies and operating procedures
- Partner senior leadership and business stakeholders to ensure that the technology strategy is aligned and in sync with the clinical and business strategy
- Establish Hackensack Meridian Health as a destination hospital system/employer for physicians and leaders by providing a superior technical environment and experience
- Lead the IT planning process and provide an environment of continual improvement within the organization
- Develop the information technology business plan and control operational budget and expenditures
- Educate senior management about current and predicted IT technologies, trends, opportunities and threats

Operations:

- Work with key stakeholders to implement appropriate clinical systems standardization to improve patient management, patient safety, data collection and cost savings
- Provide key investment advice to improve the effective use of IT resources, investments and budgets
- With IT leadership team, determine technology fit, value, likelihood of adoption and probability of successful implementation for all investments
- Provide leadership and operational management of all physical IT infrastructure as well as for an Epic implementation and optimization
- Ensure that organizational plans and initiatives are uniformly understood and properly interpreted by IT practitioners and that all IT activity complies with regulations and laws governing business operations; align information technology risk management with enterprise-wide risk management
- Maintain knowledge of IT suppliers and current technology, equipment, prices, and terms of agreements to minimize the investment required to meet established service levels
- Link and apply complex technologies to business strategies

Innovation:

- Keep abreast of evolving clinical and business priorities and goals to ensure Hackensack Meridian Health IT functions are being provided in a manner consistent with industry best practices

Security:

- Develop and enforce policy and procedures to ensure the protection of the systems' IT assets and the integrity and privacy of information entrusted to or maintained by the system
- Educate and provide best practices and expertise in all areas of HIPAA and data security within the organization
- Establish and oversee enterprise-wide technology policies, standards, procedures and guidelines to prevent the unauthorized use, release, modification or destruction of data

Data:

- Provide leadership, knowledge and technology support for all data analytics, population health, and reporting
- Through experience, knowledge and continuous education, keep executive leadership and the board apprised of the use and scope of data

Leadership Profile

Skills and Abilities:

- Proven experience creating and executing technology strategy and technical solutions in a large, complex organization
- Proven record of establishing and executing an IT vision and the ability to drive successful delivery of customer focused IT solutions
- Demonstrated ability to collaborate cross-functionally with teams in a fast-moving and dynamic business environment
- Capability to build a team and operate with a regionally distributed network of colleagues to solve problems quickly
- A track record of strong communication skills in influencing a dynamic set of stakeholders with competing interests toward win-win outcomes

Management Behavioral Competencies:

- Business principles and techniques of administration, organization, and management to include an in-depth understanding of the key business issues that exist in the health care industry. These include, but are not limited to, knowledge of strategic and operational planning, health care economics, personnel administration, federal, state and local laws, marketing, financial and cost analysis and trends in the health care industry
- Knowledge of equipment and software characteristics of various computer systems and a general understanding of system features and their integration capabilities
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation, project management and operational management
- Business process analysis and redesign
- Strong philosophies on innovation as a change agent

Education and Experience:

- Bachelor's degree in computer science, business administration, or a related field
- A Master's degree in Health/Hospital Administration, Public Health, or Business Administration, is highly preferred
- Clinical experience is a plus
- Tenure within a healthcare organization utilizing Epic as their EMR is a benefit
- Strong experience with ambulatory systems is highly desired
- Proven and progressing 15 or more years of experience in building and leading effective IT service teams that have the critical skills of innovation, industry and solutions/applications needed to run the enterprise business operations
- A background leading the technology of a large, multi-faceted organization in the range of \$1 billion+ in revenue
- Experience leading a department of 100+ personnel

- Proven ability to manage complex, multi-dimensional healthcare transformations or similar experience in other related industries
- Strong experience in supporting business transformation, active collaboration, agility, technical excellence and the successful delivery of technology, systems and process solutions through the management of matrix teams within a large organization
- Demonstrated ability to translate business objectives into integrated and cost-effective technology and business systems strategies
- Demonstrated ability to support the business today while concurrently designing and planning the new IT strategy, execute the strategy without disrupting the business as usual
- A proven leader in establishing climate, culture and strategic directions that drive success
- Strong leadership, management and experience in facilitating change management. Ability to motivate teams to produce quality results within challenging timeframes and ongoing change
- Demonstrated ability as a valued senior team member who can effectively and positively influence others in a team-oriented, collaborative environment
- Well-established executive with broad business acumen and proven influencing and collaboration skills
- Exceptional ability to build and maintain successful working relationships
- Demonstrated ability to interpret and advise on technological trends
- Confident and effective communicator; able to communicate technology in both simple and complex terms
- Experience in using vendors as strategic partners, including the ability to explore joint commercialization opportunities
- Demonstrated ability to blend the technologies, people, and culture of multiple organizations preferred
- Experience managing large capital and operational budgets

Additional reading on Bob Garrett: <http://www.njbiz.com/article/20170320/NJBIZ01/170319823/>

Community Information



Edison, New Jersey is within an hour's drive to New York City, Philadelphia and the Jersey Shore. Historic Edison is centrally located to many other desirable towns and communities such as Jersey City, and New Brunswick (home to Rutgers University). With high achieving public schools, a central location, vibrant business environment and diverse community, the Middlesex county area is great place to live, work and raise a family.

Within Middlesex County, Milltown was recently named by NJ Family Magazine as the editor's pick for one of the best towns for families in the state. Covering only 1.6 square miles, Milltown is "peaceful, close-knit and kid-friendly as they come." The township's eight parks add to its small-town charm, the magazine states.

Awards & Recognition

- Edison, N.J. ranked among 4 Best Places to live in NJ and as one of the Top 50 places to reside in the country, *Money Magazine*, 2016
- Seven townships in Middlesex County ranked in the top 20 Best Places to Raise a Family, *niche.com*
- Edison Township Public Schools ranked in the Top 25 Best School Districts in New Jersey, 2017, *niche.com*
- Middlesex County holds AAA Bond Rating, *Standard and Poor's*



Schools

- Middlesex County offers many excellent high ranked schools districts.
- These nearby area school districts have a GreatSchools rating of 10 out of 10:
 - Cranbury Township
 - West Windsor-Plainsboro
 - Millstone Township
 - Montgomery Township



Recreation & Entertainment

- Edison is a convenient 45 minute train ride into NYC, offering easy access to one of the best metropolitan cities for arts, culture and shopping.
- Edison Township also has beautiful places to spend leisure time at such as Roosevelt Park, the oldest park in Middlesex County. The park spans across 217 acres of trees and contains an eight acre lake that is stocked for fishing by the state. There are multiple facilities in Roosevelt Park that provide many opportunities for outdoor sports such as tennis, basketball, softball and ice skating.
- A thriving restaurant scene is present along the streets of New Brunswick's downtown where French, Cajun, New American, Ethiopian, Japanese, Middle-Eastern and Italian restaurants have received noteworthy praise.
- The Raritan Bay area around New Brunswick is a scenic location with marinas, parkland and cultural venues along the river bank with beautiful waterfront views.
- Golfers can enjoy the 10 public and 13 private courses in the area.



Middlesex County Largest Employers

- Robert Wood Johnson University Hospital
- Novo Nordisk
- Wakefern Food Corp.
- J.F.K. Medical Center
- Bristol-Myers Squibb
- St. Peter’s Healthcare System
- Silverline Building Products
- Johnson & Johnson
- Raritan Bay Medical Center
- Home Depot
- United Parcel Service
- Amerada Hess Corporation
- Walmart Stores Inc.
- Ericsson
- Prudential Insurance Company
- Aetna/US Healthcare
- BASF Catalyst, LLC
- Colgate-Palmolive
- Dow Jones & Company
- White Rose Inc.
- International Technidyne Corporation

Cost of Living

	Edison, N.J.	U.S.
Overall	135	100
Grocery	106.5	100
Health	111	100
Housing	185	100
Utilities	134	100
Transportation	105	100
Miscellaneous	115	100

Cost of Living Data Source: Sperling’s Best Places

For more information about the area, please visit: <http://www.edisonnj.org/>

Procedure for Candidacy

Interested candidates should submit their resume to Steve Bennett or apply online at kirbypartners.com.

Candidates should expect two interviews with Kirby Partners recruiters (including a video conference interview). You may be asked to complete an Executive Profile and submit references to be considered for presentation to the Hackensack Meridian Search Committee. All inquiries will be treated in confidence, and your references will not be contacted without your prior knowledge and approval.

For more information

contact:

Steve Bennett, Vice President

407-788-7307

sbennett@kirbypartners.com



Kirby Partners is a leading executive search firm specializing exclusively in healthcare IT. We leverage our 28 years of experience to efficiently place leaders at top organizations.

Kirby Partners does not discriminate based on race, color, ethnicity, national origin, sex, pregnancy, sexual orientation, gender identity, religion, disability, age, genetic information, veteran status, marital status, and/or political affiliation in its programs, activities, or employment.

Note: The material presented in this position specification should be relied on for informational purposes only. This material has been copied, compiled, or quoted in part from Hackensack Meridian 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.