



**Centermark**  
P L A C E M E N T S

**Position Profile:**

Chief Information Officer  
Santa Cruz, CA

**Prepared by Centermark Placements**

The position profile has been compiled by Centermark Placements on the basis of our exclusive arrangement with the client to help them identify and hire for the specified role.

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## POSITION TITLE: Chief Information Officer

### Company – Santa Cruz Community Health (SCCH)

- 45 years in business with a reputation of providing high-quality health care to the community in Santa Cruz, CA
- Mission-driven organization that provides patient care regardless of one's ability to pay! The organization's model is based on the belief that health care is a human right, not a privilege. SCCH delivers high-quality care to all ages, genders, ethnicities, abilities, sexual identities and orientations
- Well-funded, financially stable non-profit with a \$20M operating budget and 160 employees
- Growing organization with expansion plans underway that include a new, state-of-the-art health care facility to meet the increasing demand for their services in the community
- Federally Qualified Health Center that takes an active leadership role in the community, working in close connection with a variety of partner organizations including HIO, hospitals, school districts and social service organizations

### Benefits and Features

- **EXCELLENT Benefits and Compensation Plan includes:**
  - Health Insurance through Kaiser or Blue Shield PPO; Vision and Dental are also provided
  - PTO includes: Vacation Days + 10 Paid Holidays + B-Day + Sick Days
  - 401K with matching funds
- **Work in a beach community** - clinic locations and admin office are **one mile from the beach!**
- Ability to split your time between working on-site in the clinics/admin office and your home office
- Visible position within the organization reporting directly to the CEO who is an effective communicator, leader and health care strategist. Over the past 10 years, CEO has led the organization through various phases of expansion and development and has secured an array of community partnerships to solidify the organization's position as a key health care provider in the Santa Cruz community
- You'll benefit from an established relationship with a Managed Services Provider for additional IT support
- Be a valued member of a collaborative and well-rounded C-Suite team including the Chief Operational Officer, Chief Financial Officer, Chief Medical Officer, Chief Behavioral Health Officer, and Chief Human Resources Officer
- Enjoy autonomy and empowerment to advance IT initiatives. Someone who can create a business case for proposed investments, opportunities, integrations, etc. will be highly valued
- Work for an organization that is deeply mission-driven knowing that your contributions will have a lasting impact on the community
- Do you have an interest in taking on a broader leadership role in the community? A dynamic leader and communicator may have the opportunity represent the SCCH on the Board of the Santa Cruz HIO as well as community development organizations if that is an area of passion
- Lead the IT strategy for the organization's expansion plans that include:
  - Moving the East Cliff Family Health Center clinic to its new location at 1500 Capitola Road within the next 18 months
    - The 1500 Capitola Road development project, a 20K sq. ft, 2 story building, is part of a partnership between SCCH, Dientes Community Dental and MidPen Housing – the first mixed-use development of its kind in Santa Cruz
    - Visit [1500capitolaroad.org](http://1500capitolaroad.org) for more information and watch a [Video Overview](#)
  - Future expansion of the Women's Health Center location is taking shape in partnership with the City of Santa Cruz
  - Small satellite location coming online in the near future
- Join a dynamic organization that is large enough to make a significant impact in the community without the bureaucracy of large health system
- Opportunity to take the lead role in the process of selecting the best EMR for the organization's future. The organization currently uses eClinicalWorks and is in the process of evaluating the best platform for its future to increase clinic efficiency, integration and connectivity with partner organizations
- Leverage your passion for team building to mentor health IT, health data and quality assurance/quality improvement professionals within the organization while also planning for future hires in alignment with SCCH's continued expansion and strategic plan

## **Outdoor Paradise – Santa Cruz, CA**

Santa Cruz is located on California's Central Coast, 65 miles south of San Francisco (30 miles south of San Jose – nearest airport) and 35 miles north of Monterey. Situated on the northern side of Monterey Bay and hugged by redwood forested mountains, Santa Cruz County has 29 miles of beaches including 14 state parks/beaches.

The climate is mild, with summer temperatures in the mid-70s and winter temperatures in the mid-50s. The sun shines 300 days a year which provides endless opportunities to explore Santa Cruz County's great outdoors. Tide pooling, hiking in the redwoods, world-class surfing, mountain biking, backpacking, sailing, kayaking and more.

[Learn More About Santa Cruz's Outdoor Activities](#)





### **The Role You Will Play**

- Align technology adoption with the organization's strategic plan
- Lead the integration of crucial IT functions throughout both large-scale projects and many other smaller scale clinical improvement projects
- Take ownership of the intersection of strategy and health informatics including continued integration of behavioral health, external social services agencies, school district partnerships, monitoring in-home patient health, etc.
- Expand the organization's telehealth capabilities
- Evaluate EMR platforms and play a central role in the selection process in preparation for a future transition
- Hands-on leadership role with direct reports that include two IT Specialists. Partner with the data team comprised of a QI Director and additional support staff. The organization has invested in Tableau and other data reporting tools to develop a suite of dashboards and other reporting tools
- Design and customize software systems and platforms to improve customer (staff and patients) experience
- Evaluate vendors and negotiate vendor contracts to ensure that service level agreements are met. Work closely with IT vendors to ensure clear and timely communication of service needs, challenges and solutions
- Direct the financial activities of the IT department, budgets, analysis of costs, value, and risks of information technology in order to advise management and recommend actions
- Work in conjunction with other team members to support data informatics collection and use at all levels including CQMs, UDS and other reporting requirements
- Facilitate the assessment, documentation, and recommendations for business processes and workflows to achieve current and future IT-supported objectives
- Act as Security Officer, performing audits and investigations related to IT policies

### **Background Profile**

- Bachelor's Degree in Information Technology or related field. Master's degree desirable
- 5+ years' experience in an IT leadership role within a health care organization such as Systems Administrator, IT Manager, IT Director, or similar. Prior CIO experience is desirable
- Experience in an IT management role in a complex health system is valued
- Significant experience in and knowledge of all facets of IT including systems applications, database administration, financial systems, networks, telecommunications, computer hardware and software, etc.
- Experience with eClinicalWorks, EPIC or other EMR platforms is valuable
- Strong problem-solving and communication capabilities
- Able to convey complex technical concepts and solutions to broad audiences, including medical and behavioral health providers and administrators
- Effective management skillset including, hiring, discipline and performance evaluation
- Knowledge of data analysis, data storage and data collection is valued
- Responsible for oversight of IT staff, including, but not limited to hiring, discipline and evaluating performance



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