



# Brett Mello

HEALTHCARE EXECUTIVE  
SPECIALIZING IN INFORMATION TECHNOLOGY



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## INTRODUCTION

*With over 20 years of achievement, I specialize in building consensus around and harnessing technology to elevate productivity, refine quality standards, and bolster financial performance.*

Experienced at crafting innovative business concepts and solutions while facilitating transitioning operations with a high level of compassion and ethics. Leading teams through all phases of solution delivery and adoption, I prioritize building robust partnerships, nurturing engagement, and cultivating trust to consistently deliver exceptional results.




## WHAT I DELIVER

- Improved IT Performance & Solution Delivery
- Better Customer Service & Response Times
- Innovative & Comprehensive Solutions
- Cost Containment & Greater ROI
- Secure, Reliable, & Fast Systems
- Higher Level of Engagement & Transparency

## EXPERTISE

- Strategic Planning (Dept. & Corp.)
- Technology Development & Adoption
- Organizational Development, Turn Around
- System Integration
- Project Mgmt & Process Improvement (LSS)
- Negotiation & Deal Structuring
- Communication & Training
- Relationship & Team Building, DiSC®
- Budget Management

## CAREER HIGHLIGHTS

- System Upgrades: Meditech 5.64, 6.0, and Expanse 2.1/2.2
- Compliance: Meaningful Use Stages 1, 2 & 3, ICD10, NYS eRx
- Cybersecurity: HIPAA, Org Awareness/Education, Audits, Incident Response, Security Information & Event Mgmt, MIoT, SOC
- HIMSS Analytics Stage 6 EMR Adoption Model 
- Led development of health system strategic plan, developed integrated IT strategic plan 
- Telemedicine: Patient, Provider, Billing, Tools
- Community EHR Integration, Outreach lab/rad interfaces, Oracle HCM
- Process Improvement: Project Management (Agile/Scrum), Change Management, Quality Assurance, Lean Six Sigma, ITIL/ITSM, IT Governance model
- Overhauled server and storage infrastructure, added high availability and system redundancy to ensure 99.999% uptime and performance
- Implemented data analytics platform/architecture, ETL, data warehouse
- Developed technology education and leadership development programs
- First healthcare organization to be awarded Help Desk Institute's Certified Support Center. Increased Physician satisfaction with IT from 59.6% to 85.6% over a three-year period. 
- Assisted organization in achieving Malcolm Baldrige award
- Managed transition from an outsourced to in-sourced IT department maintaining a less than 1% turnover rate
- Implemented measurement tools and developed an IT scorecard to track and report on IT performance and service excellence
- Delivered 97%+ project success rate (on time, on budget) utilizing a common departmental project and change management methodology as well as a PMO

## EDUCATION

### Business of Healthcare

Healthcare Financial Management Assoc

### Executive Leadership Program

Cornell University



### Scrum Startup for Teams

Scrum Inc.

### Certified Professional in Healthcare and Management Systems (CPHIMS)

HIMSS



### Healthcare CIO Bootcamp

CHIME

### Certified Professional in EHR (CPEHR)

Health IT Certification

### Business Administration

Davenport University

### Computer Information Systems

Grand Rapids Community College

## COMMUNITY

New York Hemp Oil (Business Consultant)

Northeast Organic Farming Association  
(Management Committee)

Hangar Theatre (Board Member)

PastorCare – Great Lakes (Advisor)

Institute for Theological Studies (Advisor)

## AFFILIATIONS

HIMSS

CHIME

PMI

HFMA

ACHE

Infragard

## PROFESSIONAL EXPERIENCE

### Chief Information Officer/Chief Information Security Officer

Kingman Regional Medical Center / Kingman, AZ / April 2022 to March 2024

Direct all aspects of this 204 bed, 1800+ employee integrated delivery system's information technology services, project management office, process improvement, and clinical engineering (bio-med). Manage 11 direct and 41 indirect professionals with a \$13 million budget. EMR: Meditech Expanse 2.2

### Chief Information Officer/Chief Information Security Officer

WhidbeyHealth / Coupeville, WA / December 2020 to February 2022

Direct all aspects of this 750 employee critical access hospital's information technology services. Manage 3 direct and 17 indirect professionals with a \$2 million budget. EMRs: Meditech 6.08/Athena Practice 20

### AVP, Chief Information Officer

Cayuga Health System / Ithaca, NY / January 2013 to December 2020

Direct all aspects of this 212 bed, 1900+ employee, multi-hospital integrated delivery system's information technology services. Manage 3 direct and 49 indirect professionals with a \$15 million budget. EMRs: Meditech Expanse/Medent

### Manager, Infrastructure (transitional role)

Fauquier Health / Warrenton, VA / November 2011 to January 2013

Directed infrastructure Engineering and Support Services teams for this 99 bed, 1,200+ employee integrated healthcare system. Manage 7 direct and 4 indirect professionals. EMR: Meditech 5.64

### Chief Information Officer

Rehoboth McKinley Christian Healthcare / Gallup, NM / May 2010 – Sept 2011

Directed all aspects of this 69 bed, 500+ employee healthcare system's information technology. Managed 4 direct and 13 indirect professionals with a \$4 million operating/capital budget. EMR: Meditech 5.x

### Explored launching EMR support/consulting company

Grand Rapids, MI / Feb 2009 – May 2010

### Director Information Technology/Chief Technology Officer

Bronson Healthcare Group / Kalamazoo, MI / October 2002 to February 2009

Directed all IT resource planning, budgeting, and operational initiatives for this 380 bed, 4,500+ employee, Malcolm Baldrige award winning integrated healthcare system. Managed 9 direct and 90 indirect professionals at multiple locations with a \$25 million operating/capital budget. EMR: McKesson Horizon



**Prior to 2002, held IT management positions in global manufacturing organizations such as Johnson Controls, Haworth, and Perrigo**