

# BRETT MELLO

## Chief Information Officer | Healthcare IT Executive | Digital Health Leader

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Chief Information Officer with 20+ years of experience leading enterprise IT strategy, cybersecurity, and digital health transformation across healthcare systems and government organizations. Proven track record of stabilizing complex environments, modernizing infrastructure, and aligning technology with clinical, operational, and financial outcomes. Known for driving EHR optimization, improving service delivery, strengthening cybersecurity posture, and building high-performing teams. Trusted partner to executive leadership, with a leadership style grounded in transparency, accountability, and organizational alignment.

### EXECUTIVE IMPACT

- Improved patient safety and care quality through technology enablement
- Measurable reduction in cyber risk posture (e.g., vulnerabilities, phishing success rates)
- High system availability (e.g., >99.9% uptime for critical systems)
- Reduced IT operating costs (vendor & contract management, IT spending controls) while consistently delivering within annual IT budget
- Deployment of AI, automation, or advanced analytics with measurable impact
- Improved IT service visibility by establishing an IT governance model aligned with executive leadership
- High performing teams with high retention and engagement
- Reduced compliance risk exposure, successful surveys, audits (CMS, DNV, HIPAA, etc.)
- High provider engagement and solution adoption

### CORE EXPERTISE

- Healthcare IT Strategy & Digital Transformation
- EHR Optimization & Implementation
- Cybersecurity & Regulatory Compliance (HIPAA, HITECH)
- IT Operations & Infrastructure Modernization
- Cloud Strategy & Data Architecture
- IT Governance, Project Management, & Service Management (ITIL)
- Organizational Turnaround & Performance Improvement
- Budget & Vendor Management (Multi-Million Dollar Environments)
- Stakeholder Engagement & Executive Communication

## **CAREER HIGHLIGHTS**

- **Enterprise Systems & EHR Leadership**
  - Led major EHR upgrades including Meditech 5.64, 6.0, and Expanse 2.1/2.2, and Oracle HCM integration
  - Achieved HIMSS Analytics Stage 6 EMR Adoption Model
  - Increased physician satisfaction from 25th to 95th percentile
- **Regulatory & Compliance Excellence**
  - Met or exceeded Meaningful Use Stages 1, 2, and 3, ICD10, NYS eRx, and HIPAA requirements
  - Strengthened cybersecurity posture through proactive monitoring, awareness programs, and incident readiness aligned with NIST and HITRUST
- **Digital Transformation & Innovation**
  - Implemented telemedicine platforms supporting patient access, scheduling, billing, and provider workflows
  - Advanced AI-adjacent capabilities including automation, analytics, and cloud-based application development (AWS)
- **Data, Analytics & Decision Support**
  - Designed and implemented enterprise data architecture, including ETL processes and data warehouse solutions
  - Enabled data-driven decision-making through analytics platforms and reporting capabilities
- **Operational Excellence & Execution**
  - Delivered 97%+ project success rate (on time, on budget) through PMO governance and standardized methodologies
  - Implemented Agile, Scrum, Lean Six Sigma, ITIL/ITSM, and enterprise IT governance frameworks
  - Developed IT performance scorecards to improve visibility, accountability, and service delivery
- **Infrastructure & Reliability**
  - Modernized infrastructure (server, storage, network) to achieve 99.999% uptime and high-availability performance
  - Improved system scalability, redundancy, and operational resilience
- **Organizational Leadership & Culture**
  - Transitioned from outsourced to insourced IT model with <1% turnover, improving accountability and performance
  - Developed leadership development and technical training programs
- **Service Excellence & Recognition**
  - First healthcare organization to achieve Help Desk Institute Certified Support Center designation
  - Contributed to Malcolm Baldrige award achievement at Bronson Healthcare Group

## **PROFESSIONAL EXPERIENCE**

### **CIO Advisor/Executive Coach** | Sollucio Partners | Seattle, WA

August 2024 – Present

- Advise executives and organizations on strategy, operational optimization, and transformation
- Provide leadership coaching and change management support

### **Virtual Chief Information Officer** | Scaled Health | Washington

September 2025 – May 2026

- Lead IT strategy and operations across three critical access hospitals
- Align technology with clinical, operational, and financial priorities
- Coordinate centralized resources to improve service delivery, standardization, and performance
- Support EHR environments including CPSI and Meditech Expanse

### **Chief Information Officer** | Health Care Authority | Olympia, WA

November 2024 – April 2025

- Led enterprise IT strategy, operations, and planning for statewide healthcare programs
- Managed \$87M budget and 200+ staff
- Partnered with executive leadership to align technology investments with organizational priorities

### **Chief Information Officer/CISO** | Kingman Regional Medical Center | Kingman, AZ

April 2022 – March 2024

- Directed IT operations for a 204-bed integrated health system with 1,800+ employees
- Oversaw IT, PMO, process improvement, and clinical engineering functions
- Managed \$13M budget and cross-functional teams
- Strengthened cybersecurity posture and improved system reliability and performance

### **Chief Information Officer/CISO** | WhidbeyHealth | Coupeville, WA

December 2020 – February 2022

- Led IT operations for a critical access hospital of 750 employees
- Improved service delivery, system performance, and stakeholder alignment
- Managed infrastructure, applications, and vendor relationships
- Managed \$2M budget and 20 staff

**AVP Chief Information Officer/CISO | Cayuga Health System | Ithaca, NY**  
January 2013 – September 2020

- Directed enterprise IT across a multi-hospital system with 212, 1500+ employees
- Led EHR strategy, system integration, and digital transformation initiatives
- Implemented PMO and governance frameworks
- Advanced data and analytics capabilities for decision support
- Managed \$15M budget and 50+ employees

**Manager, Infrastructure & Support | Fauquier Health | Warrenton, VA**  
November 2011 – January 2013

- (Transitional role) Led infrastructure engineering and support teams for 99 bed and 1200+ employees for integrated healthcare system
- Improved system reliability and operational performance

**Chief Information Officer | Rehoboth McKinley Christian Healthcare | Gallup, NM**  
May 2010 – September 2011

- Led enterprise IT strategy and operations for 69 bed, 500+ employee healthcare system
- Managed \$4M budget with 15+ staff
- Stabilized IT environment and improved service delivery

**Explored launching EMR support/Consulting company**  
2009 - 2010

**Director / Chief Technology Officer | Bronson Healthcare Group**  
2002 – 2009 (*Malcolm Baldrige award winning integrated healthcare system*)

- Directed IT operations for a 380-bed, 4,500+ employee health system
- Managed enterprise IT planning, budgeting, and multi-site service delivery
- Managed 9 direct and 90 indirect professionals at multiple locations with a \$25 million operating/capital budget.

## **EARLY CAREER**

Prior to 2002, held IT Management positions in Global Manufacturing Industries such as Johnon Controls, Perrigo and Haworth.

## **EDUCATION & CERTIFICATIONS**

- Business of Healthcare Certification | Healthcare Financial Management Association
- Executive Leadership Program | Cornell University | Ithaca, NY
- Scrum Startup for Teams Certification | Scrum Inc.
- Certified Professional in EHR (CPEHR)
- Healthcare CIO Bootcamp | College Healthcare Information Management Executives (CHIME)

- Certified Professional in Healthcare & Management Systems | Healthcare Information & Management Systems Society
- Business Administration | Davenport University | Grand Rapids, MI
- Computer Information Systems | Grand Rapids Community College | Grand Rapids, MI

### **COMMUNITY & PROFESSIONAL AFFILIATIONS**

- 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)
- Healthcare Information & Management Systems Society
- InfraGard national Alliance
- College of Healthcare Information Management Executives
- Project Management Institute
- Healthcare Finance Management Association
- American College of Healthcare Executives