



# Brett Mello

CHIEF INFORMATION OFFICER  
CHIEF INFORMATION SECURITY OFFICER

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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.*

My expertise lies in crafting innovative business and technical solutions while leading transformative operations with a strong emphasis on compassion and ethics. I excel in guiding teams through all phases of solution delivery and process improvement, fostering robust partnerships, and cultivating trust to consistently achieve exceptional results.

## WHAT I DELIVER

Improved IT Performance & Solution Adoption  
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

- Overhauled server and storage infrastructure, added high availability and system redundancy to ensure 99.999% uptime and performance
- Cybersecurity: HIPAA, Org Awareness/Education, Audits, Incident Response, Security Information & Event Mgmt, MIoT, SOC
- Process Improvement: Project Management (Agile/Scrum), Change Management, Quality Assurance, Lean Six Sigma, ITIL/ITSM, IT Governance model
- Developed technology education and leadership development programs
- Implemented data analytics platform/architecture, ETL, data warehouse
- Major System Upgrades: Meditech 5.64, 6.0, and Expanse 2.1/2.2
- Compliance: Meaningful Use Stages 1, 2 & 3, ICD10, NYS eRx
- 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
- 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

Scrum Startup for Teams  
*Scrum Inc.*

Executive Leadership Program  
*Cornell University*

Certified Professional in Healthcare  
Management Systems (CPHIMS)  
*HIMSS*



Healthcare CIO Bootcamp  
*CHIME*

Certified Professional in EHR (CPEHR)  
*Health IT Certification*

Business of Healthcare  
*Healthcare Financial Management Assoc.*



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

*Health Care Authority / Olympia, WA / November 2024 to Present*

Directed all IT resource planning, budgeting, and operational initiatives for this state agency (Medicaid, Public/School Employee Insurance, Behavioral health). Manage 10 direct reports and 200 indirect professionals with a \$87 million budget.

### CIO Advisor/Leadership Coach

*SolluCIO Partners / Seattle, WA / September 2024 to Present*

### Chief Information Officer/Chief Information Security Officer

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

Directed 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.

### Chief Information Officer/Chief Information Security Officer

*WhidbeyHealth / Coupeville, WA / December 2020 to February 2022*

Directed 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.

### AVP, Chief Information Officer

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

Directed 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.

### Manager, Infrastructure (transitory 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.

### 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.

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