



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.

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

- 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*

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. EMR: Meditech Expanse 2.2

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. EMRs: Meditech 6.08/Athena Practice 20

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. 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