

Welcome!

Brett R. Mello – Chief Information Officer
Chief Information Security Officer

CIO Role & Responsibilities

Who I Am

Professional Expertise:

- * Strategy/Path Finding
- * Organizational Development/Team Building
- * Information Technology Delivery
- * Quality/Process Improvement
- * Communications/Marketing
- * Group Facilitation/Consensus Building
- * Transformation/Change Management
- * Governance/Planning
- * Negotiation/Deal Structuring

What I Do - The CIO Role

* **Strategist:**

- * Maximize the value delivered across all IT investments
- * Align business and technology strategies
- * Build partnering relationships as well as technological/process confidence

* **Innovation Leadership:**

- * Transform clinical quality through the creative use of tech
- * Advance patient engagement
- * Enable new services & deliver competitive advantage

* **Operations Stewardship:**

- * Deliver efficient IT services/solutions
- * Manage risk and protect core assets
- * Ensure system reliability and resilience

* **Optimize Technology:**

- * Improve decision-making & business intelligence
- * Design technical architecture and workflows to increase business agility



CIO Scope of Responsibilities

at Kingman Regional Medical Center

- * Information Technology
 - * Applications
 - * Informatics
 - * Data Analytics
 - * Infrastructure/Telecom
 - * Support
- * CyberSecurity
- * Process Management
 - * Project Management(ePMO)
 - * Process Improvement (Lean/Six Sigma)
- * BioMed (Clinical Engineering)

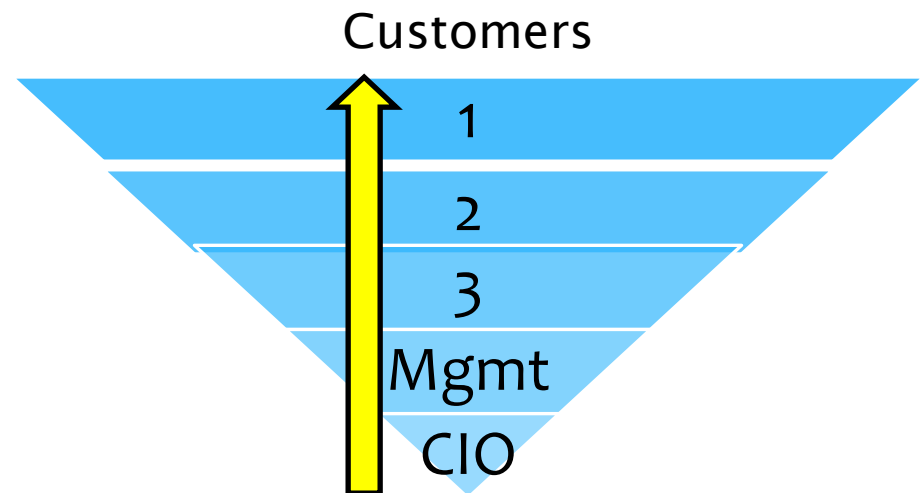
Defining Expectations

My Values

How I Do Things

Management Style

- * Manage by Results
- * Collaborative (Teaming)
- * Objective/Neutral
- * Accessible (24 x 7)
- * Work/Life Balance
- * Holds Accountable
- * Direct/Open Communication
- * Servant Leader



What I Value

- * Honesty/Integrity
- * Action/Initiative
- * Results/Getting Things Done
- * Creative Thinking/Simplicity
- * Customer Service
- * Discussion/Input/Debate
- * Commitment/Loyalty
- * Leadership
- * Quality
- * Meeting commitments/
managing expectations
- * Positive/Can Do Attitude
- * Fun/Humor
- * Critical Thinking Skills

“Above all, try something.”

- Franklin D. Roosevelt

“Simplicity is the ultimate form of
sophistication”

- Leonardo DiVinci

“When we are debating an issue, loyalty means giving me your honest opinion, whether you think I’ll like it or not. Disagreement, at this stage, stimulates me. But once a decision has been made, the debate ends. From that point on, loyalty means executing the decision as if it were your own.” - Colin Powell

Critical Thinking

Analyzing
Conceptualizing
Defining
Examining
Inferring
Listening
Questioning
Reasoning
Synthesizing

Evaluating information + our thoughts in a disciplined way →

More effectively identify and reject false ideas



Helps us refine our thought processes



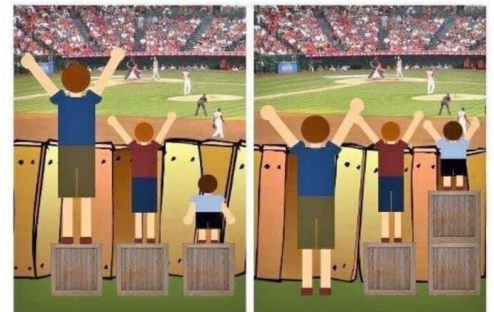
Think and access information more comprehensively

AKA – Question Everything!

My Expectations

What You Can Expect From Me

- * My Trust
- * Support (remove barriers/provide feedback)
- * Autonomy (not a micromanager)
- * Keep You Informed
- * Equip You (tools, education, mentoring)
- * Know Where You Stand
- * Direction (clear on expectations/objectives)
- * Calm/Level Head
- * Fairness/Equitable



My Expectations

Success With Me

- * Keep me informed (timely & complete - no surprises)
- * Tell it to me straight (no gloss)
- * Tell me what you're thinking (I can't read minds)
- * Make sure information is accurate
- * Be prepared (do your homework)
- * Think big picture (relate to other teams or overall department/organization goals)

My Expectations

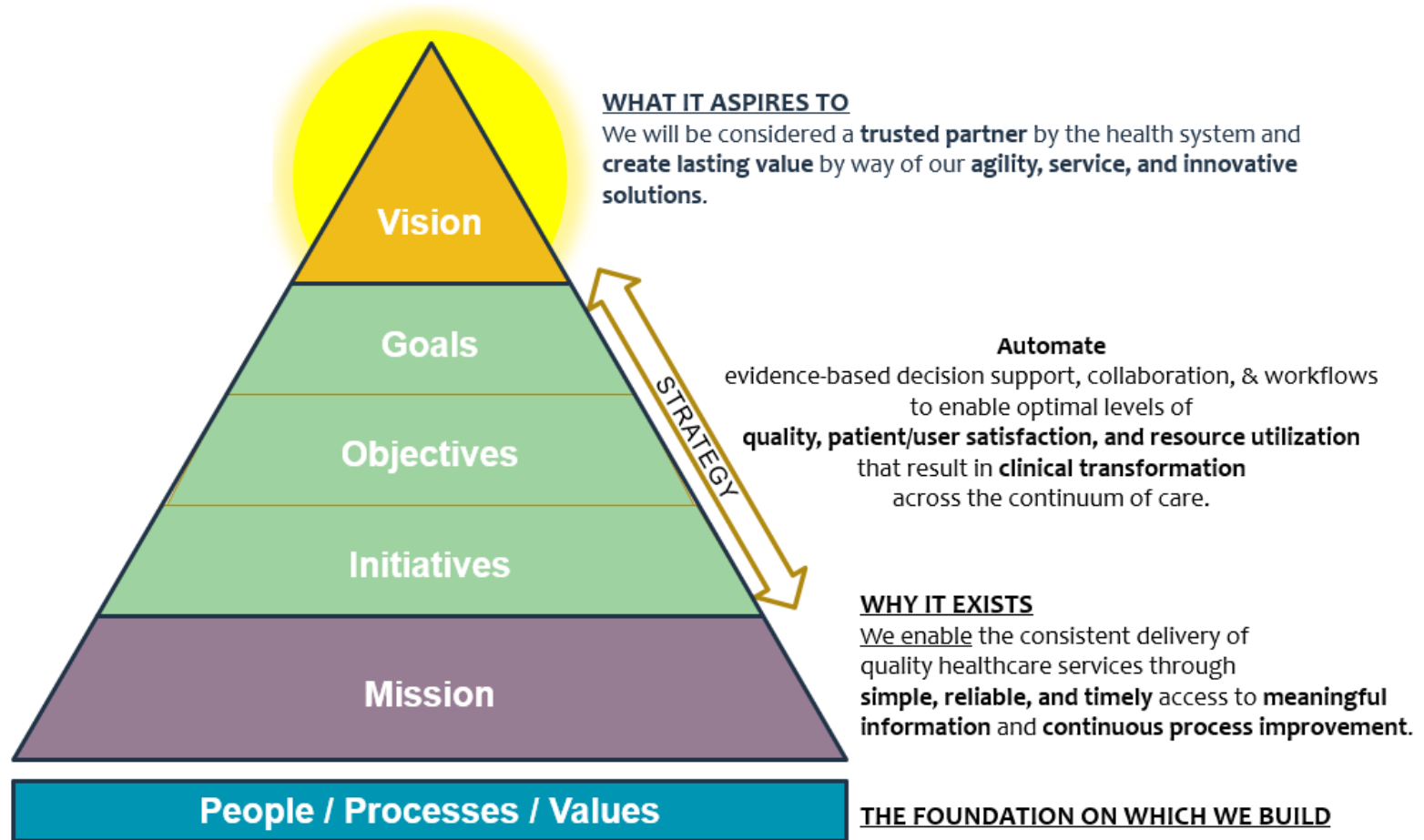
Success With Everyone

- * Respect Everyone
- * Add value to everything that passes through your hands
- * Provide exceptional customer service
- * Meet your commitments (DWYSYGTD)
- * Own the Success of your teammates
- * Golden Rules
 - * Take Ownership
 - * Respond same or next business day
 - * Negotiate timelines and deliverables
- * Resolve Conflicts
 - * Give break
 - * Talk directly
 - * Seek facilitator

Getting From Here to There

IT Strategy

IT Plan for Excellence



Plan Foundation

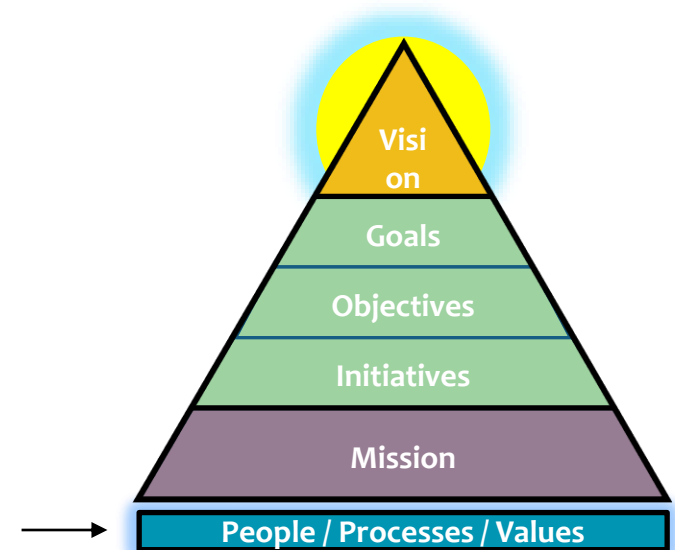
* People & Processes

* People:

- Staffing
- Development
- Collaboration
- Teaming

* Processes:

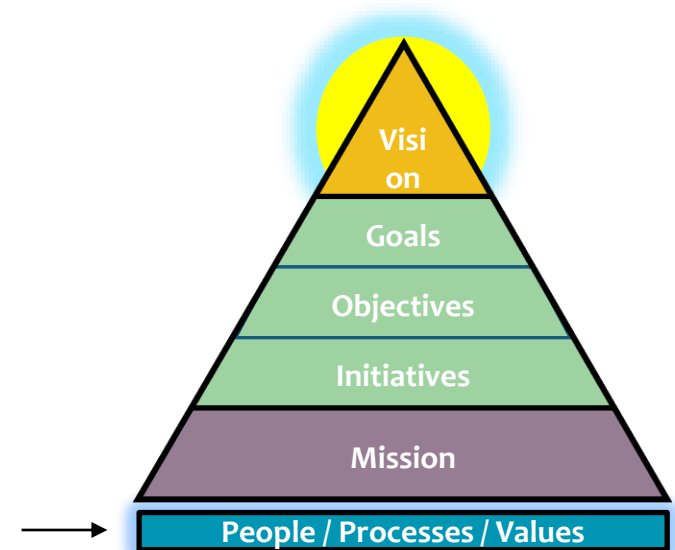
- Governance
- Project Management
- Change Management
- Continuous Performance Improvement



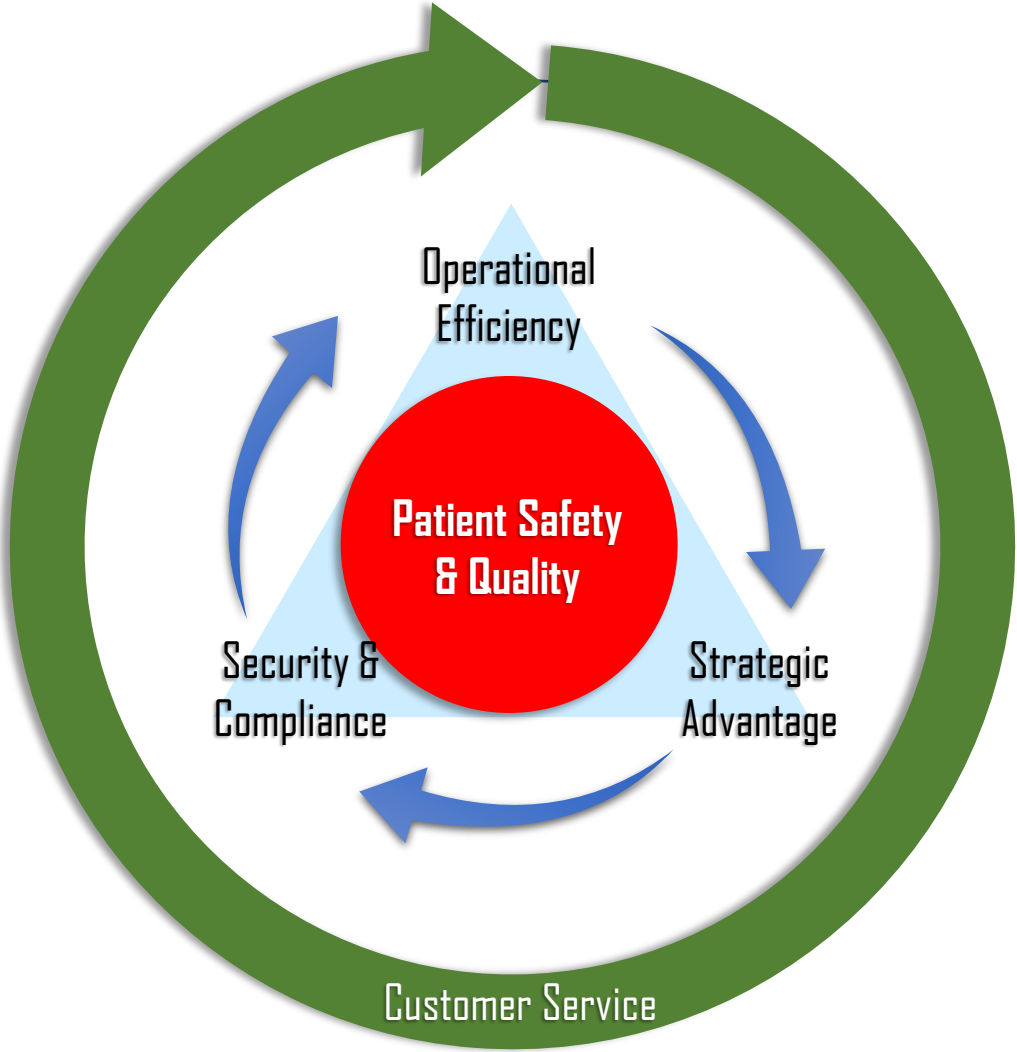
Plan Foundation cont.

* Values

- * Transparency
- * Customer Service
- * Positive/Can Do Attitude
- * Results/Getting Things Done
- * Teaming
- * Quality
- * Critical Thinking Skills
- * Creative Thinking/Simplicity



IT Value Triad



IT Goals & Objectives

- **Operational Efficiency**
 - Compliance (MU/MIPS/AUC/Info Blocking/EPCS)
 - System Performance & Availability
 - Workflow Optimization
 - Analytics/Business Intelligence
- **Strategic Advantage**
 - Digital Health/PT Engagement
 - Telemedicine
 - Population Health
 - Outreach
- **Data Security**
 - Cyber Security (NIST/HIPAA/PCI)
- **Customer Service**
 - IT Service Delivery (ITIL)



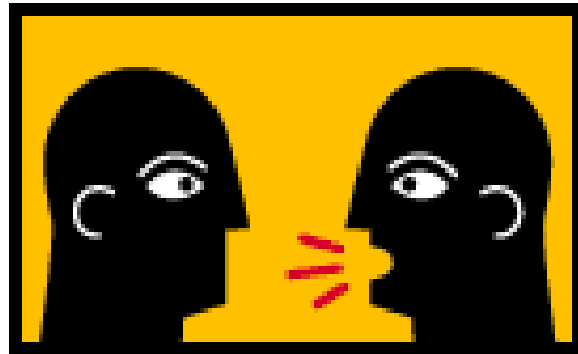
**MISSION
IMPERATIVE**

SECURITY

RELIABILITY

PERFORMANCE

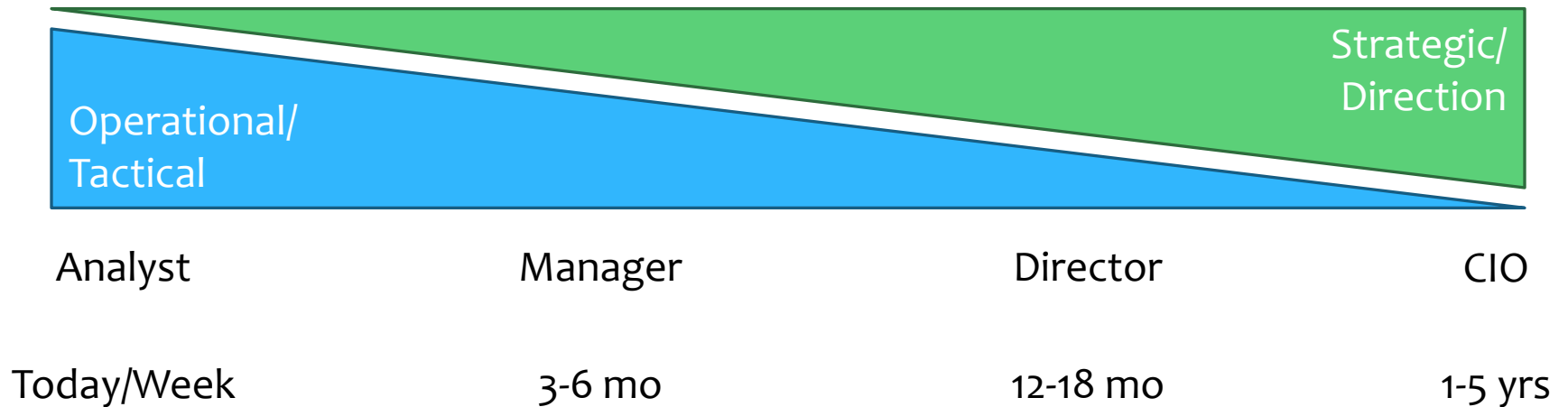
Q & A



Reference

Roles and Responsibilities

We All Play A Part



Every Role Is Important

We Are All Resources To Each Other

