

Cynthia Caruso

OBJECTIVE

Board Profile, extensive background in medical technology and operations industry. Swift and progressive career progression from Director / VP roles to Chief of Operations building out new business within strong market leading organizations. Achieved industry recognition in emerging electronic health record marketplace. Creator of strong management teams and committed organizations. Experienced non-profit Board Member.

Senior Management Leader, where proven strengths in the areas of analysis, leadership, and creativity along with extensive experience in healthcare operations, accountable care and technology which enable organizations to leverage investments and resources to achieve their organizational goals.

BACKGROUND SUMMARY

Demonstrated experience and increasing management responsibility has included:

Robust Operational skills

Customer Service and Management

Successful Track Record of Building High Performance Teams

P&L Ownership and Financial Acumen

Mergers and Acquisition

Innovative Thought Leader

Technology Strategy and Direction Setting

Experienced Public Speaker

PROFESSIONAL ACCOMPLISHMENTS

Provided operational leadership to multiple clinical settings (orthopedic surgery, oncology, and allergy/asthma). Specifically supported the growth and establishment of the Steadman Hawkins Clinic and the expansion of Rocky Mountain Cancer Centers in the Denver metro area. Lead the implementation of multiple technology solutions throughout tenure in practice operations.

Facilitated launch of new business and technology, iKnowMed, an electronic health record solution, providing comprehensive clinician documentation and computerized order entry. Provided direct oversight for all sales, implementation, engineering and software development activities including a complete application conversion to Oracle and Java. Provided executive sponsorship and support for implementation to over 1200 physicians. iKnowMed Solution became the key cornerstone to numerous corporate operational and strategic initiatives in addition to gaining "best in KLAS" rating for oncology EHR solutions.

Developed one of the nation's largest oncology specific data warehouses, normalizing more than 700 million transactions and containing data on over 4 million unique patients. Solution provides significant operating improvements through timely delivery of customer dashboards and reports and as a foundation for a data and informatics. The business consistently contributed more \$12M in EBITDA to the corporation.

Provided leadership during pre and post acquisition of US Oncology by McKesson, including the consolidation of two large oncology specific technology business units and multiple software solutions. Merged multiple technology campuses and cultures while in heavy technology certification mode.

Provided operational leadership to the launch of a new Aetna, Inc business, Practice iQ. Practice iQ provided accountable care solutions to targeted large primary care physician groups. Lead numerous CMS Medicare Shared Savings Program (MSSP) applications for 2014 programs, 100% of which were approved by CMS.

PROFESSIONAL EXPERIENCE

January 2014 - Current – CoFounder / Director / The Caruso Foundation / Boulder, CO

The Caruso Foundation's vision is to promote and grow the entrepreneurial community, locally and statewide in Colorado. This includes promoting the growth of business startups, and supporting provocative and innovative endeavors, both in terms of breakthrough ideas and human progress as well as building infrastructure for sustained growth.

March 2012 - December 2013 – Chief of Operations / Practice iQ (Aetna, Inc) / Houston, TX

Responsible for operational leadership and sales support to new Aetna business focused on Accountable Care, harnessing newly integrated technologies, care management resources and operational consulting.

November 2001 - March 2012 – Practice Director, Rocky Mountain Cancer Centers / VP of Operations and GM, iKnowMed / US Oncology, Inc / Houston, TX

Provided operational and financial management of statewide comprehensive oncology practice. Strategic development leader focused on financial performance, customer service, operational efficiencies, technology adoption, and cultural integration. Transitioned to VP of Operations (2006) for newly acquired technology business for US Oncology corporation. Responsible for the delivery of integrated practice management and electronic medical record applications to enterprise customers. Worked closely with customers, Product Management and Development teams to deliver optimal solutions to enable key business processes for customers

1998 - 2001 - Self Employed Accounting Services / Longmont CO

Provided accounting and consulting services to various clients, including previous employers.

1995 –1998 – Practice Director, Steadman Hawkins Clinic / Denver CO

Responsible for the development and business performance of premier orthopedic surgery practice, launching from world renowned Vail, CO operations. Comprehensive oversight included contracting and coordination with Denver Broncos Football Club and other professional sports teams.

1990 – 1995 – Practice Administrator, Allergy, Asthma & Immun. Clinic of CO / Englewood CO

Responsible for comprehensive medical practice management in an expanding clinical practice environment. Provided guidance and leadership through increased managed care changes in the marketplace.

EDUCATIONAL BACKGROUND

B.S. Accounting, University of Wyoming

ADDITIONAL INFORMATION

Advisory Board Member, Center for Women's Health and Research / CU Health- Anschutz

Board Member, BStrong Organization

Previous Board member, MyLifeLine.Org

Member, HIMSS / MGMA

Article: Clinical Oncology News / 2009 / "Ready for EHR? Tips for Selecting the Right System"