

Susan A. Goodson

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Transformational Chief Digital & Information Officer leading enterprise-wide modernization, AI integration, and operational excellence across complex academic medical centers. Recognized for repositioning IT as a strategic partner, fostering transparency and trust, and delivering measurable outcomes in efficiency, engagement, and business functions.

Core Competencies

Digital Health and AI Strategy | Enterprise Transformation & Turnaround Leadership | Cybersecurity & Data Modernization | Epic and Clinical Systems Optimization | ERP | Cloud Infrastructure Modernization | Portfolio Governance & PMO Leadership | Stakeholder Engagement & Change Enablement | Fiscal Discipline & Operational Excellence | OKR and KPI Models

Professional Experience

Ann and Robert H. Lurie Children's Hospital – Chicago, IL

July 2024 - Present

Senior Vice President and Chief Digital Information Officer (January 2025)

Vice President and Associate CIO (July 2024 – January 2025)

Report directly to the CEO, lead a \$108M operating and \$34M capital portfolio supporting 8,200 Lurie Children's employees, 364 beds, and \$2B in annual revenue. Oversee a 325- member division through an eight-person leadership team spanning applications, HIM, digital health, AI and data, PMO, and technology infrastructure. Repositioned Information Management as a strategic accelerator for clinical, research, and operational excellence; linking technology modernization to institutional strategic plan.

- **Epic Refuel:** Returned the enterprise to Epic Foundation, eliminating legacy data structures and deploying Express Lanes and Precision Staffing tools that improved workflow efficiency by 50%.
- **Visage Imaging Implementation:** Modernized imaging to a cloud-based, AI-ready platform providing consistent tools, improved interoperability, and faster diagnostics.
- **Digital-Enabled Facility Expansion:** Led IM readiness for new hospital facility — encompassing clinical systems, infrastructure, and patient-facing digital experience.
- **Epic Strategic Partnership:** Established immersion visits that re-aligned Epic and Lurie as operational partners, accelerating access and scheduling improvements across Respiratory Therapy, PeriOperative Services, and Clinical Informatics.
- **AI-Enabled Documentation:** Deployed Ambient Scribe to reduce physician cognitive load and accelerate encounter closure times.
- **Governance & Culture:** Centralized PMO and portfolio governance, increasing transparency, delivery predictability, and value creation. Reduced turnover from 13 % to 8 %, and elevated IM's Net Promoter Score through engagement, collaboration, and clear priorities.

University of Chicago Medicine – Chicago, IL

September 2012 – July 2024

Deputy CIO (2023 – July 2024)

Executive Director; Business Applications, IT Administration, and IT PMO (2012 – 2023)

Leader of enterprise applications, change management, clinical engineering, and strategic growth & expansion portfolio. Accountable for IT finance and business management, human capital, IT strategic plan, and PMO / portfolio management functions.

- **Responsible for enterprise application platforms and web development** programs including Oracle Cloud ERP, Kronos Dimensions, Hyland OnBase, SiteCore, and Collaboration toolset. Managed and provided oversight for an overall IT capital and operating budget of \$150M, directly accountable for \$50M.
- **Manage the clinical engineering strategic plan, project portfolio, and operational functions.** Direct oversight of a \$27M outsourced managed services contract vendor. Implemented financial and contract governance controls that delivered an on-target annual expense and avoided \$7M in unnecessary expense.
- **Implemented SiteCore Content Management System** in Microsoft Azure Hosted environment. Leveraged an agile approach that enabled the Marketing team to re-launch the UCM brand; initial business results included 25% increase in site traffic with specific metrics to track customer conversion rates.

Children’s Hospital Colorado - Aurora, CO

January 2003 – August 2012

IT Director 2007 – 2012

PM and Manager of Project Services 2003-2006

Directed IT operations spanning PMO, analytics, and applications. Delivered RTLS strategy producing \$10M in combined savings and revenue gains over five years. Established first enterprise analytics function, delivering core toolset within 12 months of funding.

Navidec, Inc. - Greenwood Village, CO

January 2001 – January 2003

Project Manager

Quovadx – Englewood, CO (formerly XCare.net)

May 2000 – December 2000

Product Manager

Education

University of Wisconsin at Whitewater – Bachelor of Business Administration, Finance

Lake Forest Graduate School of Management – MBA Candidate, 2027 expected graduation

Board Membership

Board of Directors – Rule4; Boulder, CO. 2020 – 2022