Aurora Health Care Patient Service Market Leaders, November 2009

Aurora Health Care

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Message from Sue Ela, R.N.

Leading our transition

Patients are at the center of all we do. That’s why the 11 Patient Service Markets are so important. They reflect what we’ve learned about how and where patients seek care. Since patients receive most of their care close to home, we established the market structure to focus leadership locally and coordinate Aurora’s services in a community.

We selected a group of outstanding leaders to oversee the Patient Service Markets. They will help us deliver the best experience to every patient, every time. I encourage you to use this resource to learn more about our market leaders.

Thank you for your commitment to the transition process and for everything you do to serve our patients.

Sue Ela
Executive Vice President & Chief Operating Officer
Aurora Health Care
Greg is executive vice president of the Mid Market Group for Aurora Health Care. In a job that emphasizes collaboration and service integration, he works to balance advocacy for the local markets with Aurora's systemwide goals and objectives. Greg describes his new role as being a "conductor of a health care symphony," in which all components need to be harmonious with each other to be the most effective. Greg is also a key member of the Operating Council, which is responsible for the total patient experience, setting and monitoring standards for care delivery and other operational targets, allocating capital, and determining core business processes.

Improving the quality of health care at Aurora is personal for Greg. He grew up in Wisconsin and has many relatives and friends who receive their health care through Aurora. He wants each one of them to know we are doing everything we can to deliver the highest-quality and most cost-effective care to them.

Greg joined Aurora in 2008 as executive vice president for the South Region, coming from SynergyHealth in West Bend where he served as president and chief executive officer. Prior to that, he held executive positions at Fort HealthCare in Fort Atkinson, St. Francis Hospital, Samaritan Health Plan and Midwest Dialysis Centers.

Greg has been active in the American College of Healthcare Executives for more than 30 years. He serves as an advisory board member for the University of Wisconsin – Milwaukee College of Health Sciences, and is a Fellow with the American College of Healthcare Executives, serving as past president of the Wisconsin Chapter. Engaged in the community, Greg eagerly shares his time and skills with various nonprofit organizations.

Greg is married to his wife Chris, a native Californian, and with great salesmanship, convinced her to live in the Midwest. They have three children: Matthew who works in state government in Madison; Jessica, a grade school teacher in Genoa City; and Allison, a senior at UW – Milwaukee majoring in communications. With a strong emphasis on family, Greg and Chris have always made it a point to involve their children in whatever they do, whether it is traveling in and outside of Wisconsin, boating, fishing, or just being together and sharing cooking skills and recipes.
Dan Bonk
Executive Vice President
South Market Group

Dan Bonk is executive vice president of the South Market Group. He serves as a point of connection for the Patient Service Markets at the system level, balancing advocacy for the local markets with Aurora’s systemwide goals and objectives. Dan believes his role is to facilitate, integrate, and make sure that Aurora’s mission, vision and strategic plans are real for those we serve.

The delivery of quality health care as defined by both caregivers and patients has always been Dan’s top motivation. Dan was born at Aurora Lakeland Medical Center before it became an Aurora hospital, and with several surgeries and months of rehabilitation early in his life, Dan saw what he liked and didn’t like about how health care is delivered. He came to work for Aurora because he saw an organization that was putting time, resources and emphasis on quality improvement, and he wanted to be a part of the team that makes quality a priority for patients.

Dan joined Aurora in 2003 as executive vice president of the Central Region, after serving as president of St. Francis and St. Joseph hospitals in Milwaukee. He has been in administrator or president roles for 20 years, serving in hospitals in Tennessee, Florida, South Carolina, Arizona and Wisconsin. His college years were spent at UW – La Crosse, where he was a two-time All-American in track.

Dan is on the boards of the Community Recreation Department and the YMCA in Sheboygan, as well as on the Advisory Board of the Medical Tourism Association. He was the first president of the Wisconsin chapter of the American College of Healthcare Executives.

Three people have been role models for Dan. His mother, who is now 74 and has worked in the same clinic in Whitewater for 38 years, kept him on track and going in the right direction after his father died when he was 15. Early in Dan’s career, a boss taught him that being caring, compassionate and fiercely competitive are not mutually exclusive traits. His wife Carrie has set the bar high for him as a parent, community leader and Christian.

Dan has been married to Carrie for almost 16 years. Although not currently practicing, she is an infusion pharmacist, and has been the school board president for the last several years. They have a daughter, Mackenzie, 14, and a son, Colten, 11. With a family that is very active in sports, Dan spends much of his free time coaching and watching.
Brad Hahn

Executive Vice President
North Market Group

Brad Hahn is executive vice president of the North Market Group for Aurora Health Care. With an emphasis on collaboration and service integration, he works to balance advocacy for the local markets with Aurora’s systemwide goals and objectives. Recognizing that one of the fundamental changes with the new structure is to provide greater autonomy to the local markets, Brad views his role as parts consultant, advisor and advocate for the local markets at the system level. He ensures that the local leaders have the tools, resources and support they need to be successful in providing the best possible patient experience, and that integration is successful within and between the markets.

Brad believes that if we can improve the experience in terms of quality and satisfaction for those we serve, we will have higher caregiver engagement and improved growth and financial performance. Over his nearly 20 years at Aurora, Brad has been involved with many talented people as we have entered into new markets. The pace and complexity of our successful expansions have been very rewarding to Brad, and continues to motivate him today in making all that we have created work together better for the good of our patients.

Brad most recently served as vice president of finance and business development for our Kettle Moraine Region. He joined Aurora in 1990 as vice president of finance for the then named Hartford Memorial Hospital, and moved into the vice president of finance for the Central Region in 1997.

Brad has participated in a wide variety of roles on community boards. He has been involved with the Red Cross, chambers of commerce and foundations that support local communities. He has become especially interested in economic development, serving on several Ozaukee and Waukesha county boards.

For Brad, his parents have influenced his life the most. Although not having much besides each other, they gave Brad, his brother and sister a great start in life, teaching them respect and the value of hard work. They recently celebrated their 50th wedding anniversary, a true testimony to the strength they provided their children.

Brad and his wife Kim, who owns a retail shop in West Bend, have three daughters, Meghan, 25, Kaely, 23, and Kristan, 21. They live in Jackson with their dog Jack and cat Phoebe. Whenever Brad has a spare moment, he’ll be out on the golf course, watching sports or spending time with his family at their cottage.
Patient Service Market Leaders
Aurora Health Care Patient Service Markets and Market Groups

North Market Group
- Marinette
- Greater Green Bay
- Oshkosh and Fond du Lac
- Manitowoc

Mid Market Group
- Greater Milwaukee West
- Greater Milwaukee East
- Greater Milwaukee South
- Waukesha and Jefferson
- Racine, Kenosha and Northern Illinois

South Market Group
- Burlington and Waukesworth
- Sheboygan and Calumet
- Wisconsin
- Illinois
Scott Baker
*Burlington and Walworth*

- Vice President of Clinic Operations, Aurora Medical Group
- A resident of Oconomowoc with his wife and their three children
- An Aurora caregiver since 2001

A self-motivated leader, Scott brings a participative leadership style to the Burlington and Walworth Patient Service Market. In his time with Aurora, he has seen transition in facilities with the development of Aurora Medical Center in Summit and patient focus through his work on the Time-starved Families project.

Scott is a leader who believes everyone has something to contribute and he understands that leaders must listen to and act on caregivers’ feedback. He looks forward to challenging and changing the status quo if it means a better experience for our patients and caregivers.

Jeffrey Bard
*Oshkosh and Fond du Lac Lead*

- Vice President of Clinic Operations, Aurora Medical Group in Oshkosh
- An Appleton resident with his wife and their two school-age children
- An Aurora caregiver since 2007

Those working in the Oshkosh and Fond du Lac Patient Service Market will find Jeff to be a collaborative leader who is interested in listening to input from others. As he leads during this transition, he’ll look for guileless colleagues who can match his honest, empathic, forward-looking style.

Much of Jeff’s work at Aurora is shaped by the loss of his mother-in-law to metastatic breast cancer. This experience has expanded his empathy for patients, the people who love them and the people who provide their care.
Edward Barylak, M.D.

*Manitowoc*

- President, Aurora Medical Group in Manitowoc County
- Married with three children
- An Aurora caregiver since 1975

Dr. Barylak describes himself as a diplomatic leader who enjoys working with people using a team approach. As a physician leader, he brings a perspective of understanding patient, clinical and caregiver needs to our transition.

Dr. Barylak understands that engaged caregivers create better outcomes around safety, patient satisfaction and clinical quality. He looks forward to working with colleagues who share his continuous pursuit of excellence.

Michael Bergmann

*Waukesha and Jefferson*

- Administrator, Aurora Medical Group
- He and his wife reside in Dousman with their four children
- An Aurora caregiver since 2002

Being a member of the Aurora Medical Group Burlington and Wilkinson teams has provided Mike with great learning experiences and opportunities to improve patient care. He currently is helping to develop a new era of health care in western Waukesha County with the new Aurora Medical Center in Summit.

His leadership style is based on integrity, trust and teamwork. Those around him will find that he is driven by results through positive change and a desire to achieve an environment for our patients that will afford them the best patient experience.
Robbie Carlson  
*Greater Milwaukee Southeast Sub-market*

- Administrator, Aurora Medical Group  
- Married parent of three adult children and two grandchildren  
- An Aurora caregiver since 1980

With experience as a medical group administrator for more than 12 years, Robbie is ready for the challenges of our transition. Having worked to onboard physicians, and with hospital leaders and direct caregivers, she understands the approach it will take to integrate services for our patients.

Robbie's leadership style is all about teamwork, collaboration and accountability. She looks forward to learning the Greater Milwaukee Southeast Sub-market and forging partnerships with open-minded, positive team players who share her goals of creating an environment where patients enjoy an exceptional experience.

Philip Carney, M.D.  
*Racine, Kenosha and Northern Illinois Lead; Burlington and Walworth*

- Vice President of Medical Operations, Aurora Medical Group  
- Resident of Lake Geneva with his wife  
- An Aurora caregiver since 2009

Dr. Carney brings a fresh look and a relatively different perspective to our transition. After 34 years with Kaiser Permanente, he understands the role that relentless pursuit of excellence on behalf of patients and co-workers serves in enhancing our environment.

He believes patients will value receiving care within an integrated delivery system. He enjoys partnering with colleagues who share his commitment to winning on behalf of patients and caregivers.
Stephen Caselton, M.D.  
*Marinette*

- President, Aurora Medical Group in Marinette
- Resident of Marinette; parent of three children and grandparent to four
- An Aurora caregiver since 1977

Dr. Caselton has always believed that every challenge deserves your best effort. A self-described member of the “old school,” he hopes to lead by example during our transition.

Colleagues should expect someone who is demanding and candid, and also supportive and collaborative. His commitment and loyalty apply to his leadership style as well as to the care he gives his pediatric patients and their families.

Andrew Catanzaro, M.D.  
*Greater Milwaukee East*

- Medical Director, Aurora Advanced Healthcare
- Married with two adult children and two grandchildren
- An Aurora caregiver since 1978

With 30 years of experience in direct patient care, Dr. Catanzaro brings to our transition a desire to solve the “unsolvable.” He envisions integrating the clinical activities of Aurora Medical Group, Aurora UW Medical Group and Aurora Advanced Healthcare physicians to serve our patients.

Those working with Dr. Catanzaro will find a friendly, creative and consistent leader, who is proud of Aurora’s development as the highest-quality integrated care system in eastern Wisconsin. He values colleagues whose skills complement his own.
Robert Devermann, M.D.
Oshkosh and Fond du Lac

• Vice President of Medical Operations, Aurora Medical Group in Oshkosh
• Married with two adult children
• An Aurora caregiver since 1994

Dr. Devermann is rooted in our belief that patients are at the center of everything we do. His involvement with the One Aurora Team, the Aurora Health Care board and Planetree Steering Committee give him an in-depth understanding of our transition goals.

Dr. Devermann’s years of clinical practice and physician leadership experience give him a unique perspective. He understands patient needs, clinical implications and caregiver impact. He looks forward to working with colleagues of integrity, who have a good sense of humor and make changes happen.

John Feeney
Oshkosh and Fond du Lac

• Chief Administrative Officer, Aurora Medical Center in Oshkosh
• Resident of Green Lake with his wife and their twins, Aiden and Maddy
• An Aurora caregiver since 1999

Becoming the chief administrative officer at Aurora Medical Center in Oshkosh has taught John the value of a team approach to problem-solving. He looks forward to creating positive outcomes for our communities and working with colleagues who appreciate the team that creates those outcomes.

John’s goals for our transition mirror Aurora’s relentless pursuit of quality care for every patient. He believes bringing patients into the process ensures they are informed and part of the process. His strong relationships with medical staff, caregivers and community members are valuable assets.
Fran Finley
*Waukesha and Jefferson Lead*

- Chief Administrative Officer, Aurora Medical Center in Summit
- Resident of Oshkosh with her husband and their two children
- An Aurora caregiver since 2003

Fran has more than 25 years of health care experience and played a key role in leading the start-up of Aurora Medical Center in Oshkosh. The hospital in Oshkosh has been a Planetree hospital since inception, ushering in a new era for Aurora Health Care.

After personal health care experiences changed Fran’s life, she vowed she’d change the rules if given the chance. She targets nonsensical “rules” and works to meet the needs of patients, families and friends. Her approach is to collaborate with colleagues, foster an environment for challenging the status quo, and offer new and different insights.

John Gallagher, M.D.
*Greater Green Bay*

- Vice President of Medical Operations, Aurora Medical Group in Green Bay
- Married with two children
- An Aurora caregiver since 1980

Dr. Gallagher leads by giving caregivers around him the confidence to perform to their maximum ability. His goal in our transition is to create an environment of success that makes Aurora the best in quality outcomes, patient satisfaction and caregiver engagement.

Dr. Gallagher is motivated by a constant desire to make a significant difference in our world. His ideal colleagues are honest and hard working, and share his desire to improve the patient experience.
Andrea Gavin, M.D.
*Sheboygan and Calumet Lead*

- President, Aurora Medical Group in Sheboygan
- Resident of Plymouth and the parent of three children
- An Aurora caregiver since 1992

Professionally and personally, Dr. Gavin is a creative builder. This self-described caring leader also is a decisive, forward-thinking negotiator who advocates for making changes, not avoiding them. Dr. Gavin’s work on Aurora system committees and leadership councils provides a unique perspective and will help her to network for her market. She values colleagues who are open to compromise yet firm in their convictions.

Dr. Gavin thrives on success and learns from failures. She has big goals for her market. She wants to facilitate provider practice growth, ensure success at Grafton, improve and develop programs, and engage caregivers, physicians and patients.

She loves to work outdoors on her 10-acre hobby farm where she remodeled a 100-year-old farmhouse and plans to do her own landscaping.

Carolynn Glocka, R.N.
*Greater Milwaukee Southeast Sub-market*

- Vice President and Chief Nurse Executive, Aurora St. Luke’s South Shore
- Resident of Muskego with her husband and the parent of two adult children
- An Aurora caregiver since 2000

Carolynn brings a nursing background to our transition. She has always taken pride in listening to others and putting patients first. Her 28 years of long-term and rehab care experience help her to understand the full range of patient needs.

Carolynn is an open, honest and self-motivated leader. She looks forward to identifying the uniqueness of the Greater Milwaukee Southeast Sub-market and matching our resources to the needs of our patients.
Mark Gridley  
*Greater Milwaukee West Sub-market*

- Administrator, Aurora Medical Group in Washington County
- Resident of Adell with his wife and their young son, Liam
- An Aurora caregiver since 2005

Mark recognizes the importance to our transition of Aurora’s being a “best place to work.” He believes you can’t have a patient-centered care environment without engaged staff, so attracting and retaining great caregivers is one of his passions.

Mark believes his servant-leader philosophy helps him to be collaborative, empathetic and inclusive. When he works with colleagues who share his dedication to service, Mark knows we create an outstanding patient experience and enhance our status of being the health care organization of choice.

Jim Hinnenthal  
*Greater Milwaukee West*

- Senior Vice President of Operations, Aurora Advanced Healthcare
- Married with three adult children
- An Aurora caregiver since 1981

Jim’s strong finance background keeps him grounded in the importance of responsibly managing resources. He is most proud of Aurora’s continuous improvement in patient satisfaction scores.

Those around Jim will find a collaborative, goal-oriented leader who targets increased patient satisfaction, caregiver engagement and stronger integration of care in our transition efforts. Jim believes that working with colleagues who are honest, selfless, creative and humorous leads to ideal working relationships.
**George Hinton**  
*Greater Milwaukee East Sub-market*

- Chief Administrative Officer, Aurora Sinai Medical Center  
- Resident of Milwaukee with his wife. Between them, they have eight children and six grandchildren  
- An Aurora caregiver since 2000

George embodies personal commitment to patient care. As the Administrator of the last downtown hospital in Milwaukee, he knows the importance of community service and believes a superior health care system is at the heart of it all.

George is motivated by achieving the best outcomes for our patients and brings a flexible leadership style to our transition. He focuses on patients and their families, and places a priority on teamwork. George wants caregivers on his team to be themselves and share his emphasis on creating an excellent experience for patients.

**Lisa Just**  
*Greater Milwaukee West Sub-market*

- Chief Administrative Officer, Aurora Medical Center in Hartford  
- Married with two sons  
- An Aurora caregiver since 1991

Lisa began her health care career as a physical therapist, and that experience is the foundation of her grounding in teamwork and partnership. She has grown up with change at Aurora Health Care having participated in the Good Samaritan merger with Mount Sinai, and West Allis Memorial’s affiliation with Aurora, for example.

Lisa embraces change by focusing on the new opportunities created. With a background in strategic planning and hospital leadership, Lisa is ready to work together with integrity to make a difference in our patients’ lives.
Rick Kellar  
*Greater Milwaukee West Lead; Greater Milwaukee South*

- Chief Administrative Officer, Aurora West Allis Medical Center  
- Resident of Pewaukee with his wife and their dog and cat  
- An Aurora caregiver since 1978

Rick was part of the affiliation between Aurora and West Allis Memorial. He has seen plenty of change in health care having transitioned a community hospital into our system and been instrumental in developing the Aurora Women’s Pavilion. These experiences have taught him that relationships are important to successful collaboration.

Rick is comfortable as a team leader or member. Once the direction is set for each market, he believes it is everyone’s responsibility to deliver results that enhance care.

Scott Kenitz, O.D.  
*Greater Milwaukee West Sub-market*

- President, Aurora Medical Group in Washington County  
- Resident of Hartford; married with four adult sons  
- An Aurora caregiver since 1992

As a physician, Dr. Kenitz has seen his share of transitions in health care. After merging from a 12-year solo practice, he joined a medical group, which then became part of Aurora. That experience has shown him the value of group dynamics and the challenges of a multispecialty group.

Thirty years ago his father taught him to “put the patient first and the rest will take care of itself.” Using his hard-working, calm and direct style he looks forward to collaborating within new partnerships to enhance his father’s teachings.
Jon Kluge  
*Greater Milwaukee South Sub-market*

- Vice President of Clinical Operations, Aurora Medical Group  
- Resident of Oconomowoc with his wife and three children  
- An Aurora caregiver since 2006

Jon is motivated to serve others. He strives for a transparent environment where open and honest discussions are safe and encouraged. Jon believes this is the type of environment that expedites problem resolution and promotes the ability to be creative.

Jon’s knowledge of physician practice and ability to build relationships that promote integrated care for patients will be key in our transition. He understands that the right environment and relationships will be necessary as we integrate care across physician practices, clinics and hospitals.

John Konkel, M.D.  
*Greater Milwaukee West*

- Chairman of the Board, Aurora Advanced Healthcare  
- Married for 35 years with four children  
- An Aurora caregiver since 1982

Dr. Konkel brings 25 years of physician multispecialty group leadership to our transition. He knows that providing patients an integrated experience will ensure our success.

For the past two years, Dr. Konkel has successfully led the affiliation with Aurora Advanced Healthcare. This leader with a direct approach values colleagues who are quick, honest, smart and have a sense of humor.
Helga Kowalski  
*Greater Milwaukee East Lead*

- Vice President of Business Development, Aurora Advanced Healthcare  
- Married and enjoys traveling  
- An Aurora caregiver since 1998

Helga brings a unique blend of skills to our transition. She is a registered nurse with an MBA. Her background gives her the clinical knowledge to assess the business decisions she will make in her market.

A participative and collaborative leader who focuses on the development of the skills of the team, Helga is proud that Aurora is making this transition to enhance the patient experience. She is motivated by simplifying work processes to improve patient care and works best with open, honest team players.

Brad Kruger  
*Greater Milwaukee East Sub-market*

- Administrator, Aurora UW Medical Group and Aurora Medical Group  
- Resident of Thiensville with his wife, their three children, two cats, one fish and a guinea pig  
- An Aurora caregiver since 2007

Brad’s proudest Aurora accomplishments occurred while on teams that found better ways to improve the patient experience, including being a part of the Organizational Transition Team that helped to create the new Patient Service Market structure.

His goal is to improve the health and lives of all patients who live in the Greater Milwaukee East Patient Service Market as well as the national image of health care in Milwaukee.
**Steven Long**  
*Manitowoc Lead*

- Chief Administrative Officer, Aurora Medical Center in Two Rivers  
- Resident of Manitowoc with his wife and their four children  
- An Aurora caregiver since 2008

The son of a preacher, Steve moved often when he was a child. He says this experience provided him tremendous opportunities to expand his horizons and served him well as he worked in military hospitals, academic medical centers and physician group practices.

Steve’s mission is to listen, learn and lead. All his actions are guided by the desire to become the “epitome of the servant leader” and to improve the quality of life for patients.

In his spare time, Steve enjoys spending time with family, participating in church activities, and designing, building and driving high performance and racing automobiles.

**Mike Marshall, M.D.**  
*Waukesha and Jefferson*

- Vice President of Medical Operations, Aurora Medical Group  
- Resident of Nashotah with his wife, their son, two dogs and a ferret  
- An Aurora caregiver since 2007

Dr. Marshall has been a key part of the development of a formal Quality Management and Case Management structure in his market. His transition goal is to help us develop a tertiary care health system from the ground up in the Waukesha and Jefferson Patient Service Market.

Dr. Marshall believes in a judicious, yet casual leadership style. It is important to him that decisions are made in a fair and just manner according to objective clinical, business and patient-centric principles. Those partnering with him should expect a leader who is focused on quality relationships and outstanding results.
Tina Mason, M.D.
Greater Milwaukee East Sub-market

- Director of Medical Operations, Aurora UW Medical Group
- Married with adult children
- An Aurora caregiver since 2006

Dr. Mason is personally driven to serve our patients. Her public health experience helps her to identify the health needs of a region, community or market. She’s a goal-oriented leader who is proud of Aurora UW Medical Group’s expansion and the four-year accreditation of the OB/Gyn training program. Dr. Mason has set a personal goal for the transition. She wants to help Aurora become a leader in health, innovation, community collaboration and improvement of health disparities.

Those who work with Dr. Mason will find her to be a relaxed, collaborative and personally accountable leader. She enjoys working with colleagues who are intelligent, “out of the box” thinkers and have a positive attitude.

Mary Beth McDonald
Greater Green Bay;
Marinette

- Vice President of Clinic Operations,
  Aurora Medical Group
- Married with three children and a dog
- An Aurora caregiver since 2001

Mary Beth’s leadership style aligns with our shared value of accountability, teamwork and respect. She holds herself and her team accountable for their actions and results. In her opinion, building and sustaining strong teams leads to a work environment of mutual respect.

Colleagues working with Mary Beth will find a leader who is collaborative and respectful with time for humor. Exceeding our patient experience targets will be important to her in our transition.
W. Randall McKennie
*Greater Milwaukee South Sub-market*

- Vice President of Operations, Aurora St. Luke’s Medical Center
- Resident of Menomonee Falls with his wife and two sons
- An Aurora caregiver since 2003

Using elements from a number of different formal leadership styles, Randall leans heavily on the tenets of servant leadership. Having seen the healthcare delivery system from a number of different angles, he is well-suited to help lead the Greater Milwaukee South Sub-market. His belief that strong teams are created when people can trust each other and work together toward common goals guides his approach to our transition.

Randall believes in managing change by making it an adventure and keeping an open mind. This belief has been tested. Before coming to Aurora, Randall spent his entire life on the East Coast. Now the adventure includes finding “win-win” solutions with his partners and occasionally enjoying a good bratwurst.

Dan Meyer
*Greater Green Bay Lead*

- Chief Administrative Officer, Aurora BayCare Medical Center
- Resident of Green Bay with his wife and four college-age children
- An Aurora caregiver since 2005

Dan is working to create an environment of optimal patient experience by improving caregiver engagement, patient satisfaction and key quality indicators. Colleagues should expect a self-motivated, consensus-building leader. He believes in setting high expectations and then the foundation for our caregivers to turn those expectations into concrete results.
**Daniel Miota, D.O.**  
*Greater Milwaukee South*

- Vice President of Medical Operations, Aurora Medical Group  
- Married with three children and one grandchild  
- An Aurora caregiver since 1984

Dr. Miota still considers patient care his job. While his current operations role calls for a different kind of patient care, the outcome is still about improving care and keeping the focus on patients.

Dr. Miota looks forward to working with colleagues who are collaborative, will challenge his thinking, and who are not afraid to offer new ideas.

**Jean Misna**  
*Marinette Lead*

- Administrator, Aurora Medical Group in Marinette  
- Resident of the Marinette area with her husband and two school-age children  
- An Aurora caregiver since 2004

As the leader of a smaller market, Jean has learned that she must be the wearer of many hats. She also knows that being goal-oriented also means being flexible. If a door closes, she’s learned to open a window to get the job done. She believes successful collaboration will be critical to success in the transition.

She believes colleagues who have a can-do attitude and are committed, innovative, collaborative and fun drive results. With colleagues like this she expects nothing short of goal attainment and exceptional results.
**Thomas Murphy**  
*Manitowoc*

- Administrator, Aurora Medical Group  
- Resident of Manitowoc with his wife and their five school-age children  
- An Aurora caregiver since 1999

Tom has already seen and led “transition” at Aurora Health Care. He led the integration of two very diverse group practices from in the Manitowoc/Two Rivers area. These clinics had been strong competitors and now have the singular focus of serving our patients.

Tom leads without micro-managing, and he provides support and resources to accomplish goals. He knows the road ahead may not be easy, but after driving 4,000 miles with his wife and five children to the Grand Tetons this summer, he’s ready for the challenge.

**Chris Olson, R.N.**  
*Racine, Kenosha and Northern Illinois*

- Chief Administrative Officer and Chief Nurse Executive, Aurora Medical Center in Kenosha  
- Married and the parent of two children  
- An Aurora caregiver since 1997

A self-described eclectic leader, Chris says she has a participative style. She is a nursing professional who takes great pride in the progress Aurora has made in improving the patient experience via clinical outcomes.

Her ideal colleagues are honest, open to new ideas, hard working and willing to share the good and the bad news. She is driven by the knowledge that our goals are to be achieved and will produce a better experience for those we serve.
Dennis Potts  
*Greater Milwaukee South Lead*

- Vice President, Greater Milwaukee South Patient Service Market
- Married and the parent of three children
- An Aurora caregiver since 1979

Dennis has seen and been a part of a lot of the transition in our history, having worked with Aurora Health Care for 29 years. He has always looked at our changes as an opportunity to grow and learn personally and professionally.

As he leads our Greater Milwaukee South Patient Service Market, Dennis brings his supportive and respectful leadership style to our transition. He is always looking to provide what is best for our patients, their families and our caregivers, so that we can continue to provide the best patient experience to those we serve.

Don Sanada  
*Racine, Kenosha and Northern Illinois*

- Vice President of Clinical Services, Aurora Medical Group
- He and his wife reside in Waukesha
- An Aurora caregiver since 2000

Don is motivated by developing a team that works hard, has fun and accomplishes established goals. He is proud of the success that Aurora Medical Group has had in its employment strategy to improve patient care.

Those working with Don will find a collaborative and team-focused individual who strives for transparency with others. In our transition, he wants to remove barriers and establish a framework to continue integrating Aurora Health Care and our physician partners.
Kathy Skowlund, R.N.
Burlington and Walworth Lead

- Chief Administrative Officer, Aurora Lakeland Medical Center and Aurora Memorial Hospital of Burlington
- Resident of Wales with her husband and two sons
- An Aurora caregiver since 1977

Kathy’s goals are to build a committed team that is focused on creating an outstanding patient experience for the communities we serve. Her experience in adapting to new structures and living through changes will suit her well in our transition.

Kathy believes leaders serve the organization and have a special role in nurturing, sharing a compelling vision and listening. Her ideal colleague is honest, lives our shared Aurora values, has fun and is present during the “tough times.”

Linda Smith
Greater Milwaukee East

- Vice President of Critical Growth Markets
- Resident of Green Bay with two dogs and a cat
- An Aurora caregiver since 2001

Linda brings a self-described “Google Earth” style to our transition. She has the ability to view problems and ideas close-up or from the 100,000 foot level. Linda believes this skill helps her to improve our journey toward patient-centered care.

Her ideal colleagues work together with honesty, a sense of humor, and creativity. They have a view of the present situation with the long-term vision in mind. Aurora’s decision to participate in the CMS/Premier Hospital Quality Incentive Demonstrative project for Medicare is an example of the big-picture vision that Linda believes in.
Patient Service Market Leaders

Michael Urban, M.D.
Greater Milwaukee South Sub-market

- President, ERMED Emergency Physicians
- He and his wife are the parents of three young children
- An Aurora caregiver since 2002

Dr. Urban believes in creating a culture where putting patients first is not just a slogan, but the driving force behind every decision made. Working within his complex sub-market, he plans to communicate and implement tactics to improve our patient experience.

Being a good listener and a consensus builder are traits Dr. Urban learned through his experience in the Marine Corps. Those around him ideally share his commitment to excellence, have a vision for success and actively work to improve our organization.

Theresa Vos, M.S.
Greater Milwaukee South

- Director, GI/Pulmonary Endoscopy and Ambulatory Services
- Resident of Burlington with her husband
- An Aurora caregiver since 1996

Terri brings more than 30 years of clinical and 25 years of volunteer leadership to the Greater Milwaukee South Patient Service Market. She notes that change has been the only constant in her professional career and believes her motivation to be a change agent will be important.

Those around her will find that she values a cohesive team whose shared vision is built on interdependent working relationships that support our values. Her ideal colleagues will set their sights on the common purpose and work diligently for our patients.
Len Wilk
*Sheboygan and Calumet*

- Chief Administrative Officer, Aurora Sheboygan Memorial Medical Center
- An Aurora caregiver since 1992

Len brings diverse hospital administrator experience to his market role. He is the former administrator at Aurora Sinai Medical Center and is proud of the commitment Aurora has made to all the communities we serve.

Those working with Len will find a collaborative leader who stresses open communication and accountability. His goals center on earning recognition for our total patient experience, including elements of patient satisfaction and continued honors for quality.

Tom Zilavy
*Sheboygan and Calumet*

- Administrator, Aurora Medical Group in Sheboygan
- The father of two college-age daughters
- An Aurora caregiver since 2000

The maturation of Tom’s children into adulthood has taught him that the only constant in life is change. He’s ready for our transition. Driven by a desire to meet our goals, he recognizes the value of a diverse set of ideas. Tom sees the value in all sides of a discussion and will work to find “win/win” solutions that serve our patients.

Tom leads through a participative style and believes the best ideas come from those closest to patients working in concert to improve care and integrate Aurora’s functions.
Patient Service Market Leaders – by market

Burlington and Walworth: Kathy Skowlund, R.N. (Lead); Philip Carney, M.D.; Scott Baker

Greater Milwaukee East: Helga Kowalski (Lead); Andy Catanzaro, M.D.; Linda Smith

Greater Milwaukee East Sub-market: Tina Mason, M.D.; George Hinton; Brad Kruger

Greater Milwaukee South: Dennis Potts (Lead); Dan Miota, D.O.; Theresa Vos; Rick Kellar

Greater Milwaukee South Sub-market: Randall McKennie; John Kluge; Michael Urban, M.D.

Greater Milwaukee Southeast Sub-market: Carolynn Glocka, R.N.; Robbie Carlson

Greater Milwaukee West: Rick Kellar (Lead); John Konkel, M.D.; Jim Hinnenthal

Greater Milwaukee West Sub-market: Scott Kenitz, O.D.; Lisa Just; Mark Gridley

Greater Green Bay: Dan Meyer (Lead); John Gallagher, M.D.; Mary Beth McDonald

Manitowoc: Steve Long (Lead); Edward Barylak, M.D.; Thomas Murphy

Marinette: Jean Mlsna (Lead); Steve Caselton, M.D.; Mary Beth McDonald

Oshkosh and Fond du Lac: Jeffrey Bard (Lead); Robert Devermann, M.D.; John Feeney

Racine, Kenosha and Northern Illinois: Philip Carney, M.D. (Lead); Chris Olson, R.N.; Don Sanada

Sheboygan and Calumet: Andrea Gavin, M.D. (Lead); Thomas Zilavy; Len Wilk

Waukesha and Jefferson: Fran Finley (Lead); Mike Marshall, M.D.; Mike Bergmann
Our values

We believe . . .

that every patient deserves the best care.
in responsibly managing resources.
in accountability, teamwork and respect.