

NEWS RELEASE

Chartis announces leadership promotions

The firm promoted 14 individuals who are committed to improving healthcare performance and transforming care delivery.

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<https://www.chartis.com/about/news/chartis-announces-leadership-promotions>

Chartis, a leading healthcare advisory firm, today announced it has promoted six professionals to senior partner and eight to partner. These leaders will help drive digital, performance, and strategic transformation while developing solutions that address healthcare's most pressing challenges.

"I'm proud to watch the career advancement of these inspiring leaders," said Chartis President Greg Maddrey. "They are well positioned to implement innovative solutions that strengthen our teams, create lasting value, and reshape healthcare for the better."

Senior Partners

Jason Abbot, PharmD, Performance Transformation

Abbot has been a pharmacist for 25 years, with experience in health system operations, leadership, and consulting. He specializes in pharmacy enterprise strategy development, specifically the evaluation of clinical and distribution operations, process improvement, and project implementation. Recent work includes leading the implementation of a system-wide 340B integration plan for a rural community hospital. The firm's pharmacy practice has grown threefold under Abbot's leadership—a direct result of his ability to build strong client relationships, lead a collaborative team, and deliver innovative results.

Sue Anderson, Strategic Transformation

Anderson has more than 20 years of experience advising hospitals, health systems, academic medical centers, and physician practices. Her work is concentrated in service line strategic planning, partnership development, hospital-physician alignment, and enterprise strategic planning. She has distinguished herself through her thoughtful approach to strategic planning and her ability to build lasting client relationships. Anderson has written a book on cardiovascular service line planning and is a frequent presenter and author on healthcare strategy topics.

Mark Bourdenko, Strategic Transformation

Bourdenko has more than a decade of experience advising academic health systems, community health systems, children's hospitals, payers, senior services organizations, and private equity investors on strategic initiatives. His primary areas of focus are enterprise strategy, partnerships, service line growth, value-based care, workforce planning, and health equity. Recent engagements include developing an enterprise strategy for a multi-state health system, leading a partnership search, conducting strategic diligence for a regional health plan, and developing a joint venture to expand pediatric care. Bourdenko is a frequent speaker to board audiences and industry organizations on healthcare strategy.

Sue Fletcher, RN, Performance Transformation

Fletcher brings more than 15 years of healthcare experience advising community and academic health systems on strategic planning and performance initiatives. She brings deep expertise in access, referral management, care team design, APP optimization, operating model redesign, and burnout solutions. Her recent work has focused on enhancing the consumer experience within ambulatory care, managing the pre- and post-merger integration of large health systems, and realigning organizational structures. Fletcher is a highly sought-after mentor who empowers others and encourages her teams to embrace new challenges.

Keith Lukasik, Strategic Transformation

Lukasik has more than 15 years of healthcare strategy and financial advisory experience. He leads engagements spanning strategy, partnerships, and due diligence across all healthcare services and healthcare IT sectors. He advises leading health systems and private capital-backed organizations to advance their growth, M&A, and innovation agendas. A relationship-builder, Lukasik is a strong advocate and educator for junior colleagues and leads new business development efforts to expand Chartis' reach across the healthcare ecosystem.

Sachin Sharma, Performance Transformation

Sharma has more than 15 years of experience helping hospitals and health systems improve financial, operational, and clinical performance. He specializes in leading financial and operational transformation initiatives that drive sustainable margin improvement and operational excellence. A recognized expert in workforce operations and labor productivity, Sharma has partnered with academic medical centers, integrated delivery systems, children's hospitals, community hospitals, and faith-based health systems across the country to support financial and enterprise-wide performance improvement.

Partners

Stephanie Crabb, Digital & Technology Transformation

Crabb has more than three decades of healthcare industry experience in program/solution development and delivery, client service, and business development. She has deep expertise in designing and managing large, complex strategy, planning, operations, and IT implementation programs for payers and providers. She advises senior executives in the areas of digital strategy and data ecosystem enablement, consumer experience, product and agile operating models, CRM strategy and implementation, and change

management. Crabb has been instrumental in advancing the firm's thought leadership and consulting methodologies to accelerate the delivery of desired client outcomes. She is a passionate people leader who activates and optimizes the client-Chartis people ecosystem to drive sustained transformation.

Paulo Farqui, Digital & Technology Transformation

Farqui has more than 16 years of experience supporting strategic and operational initiatives for healthcare delivery organizations. He brings deep expertise in technology transformation, leadership, change management, strategic planning, and mergers and acquisitions. His work focuses on advising senior healthcare leaders on operating model redesign, systems integration, digital and technology strategy, and financial performance improvement. Farqui is also a recognized thought leader in AI, playing a key role in advancing the firm's AI offerings while helping clients accelerate digital transformation, strengthen AI readiness, and translate emerging technologies into measurable enterprise value.

Sean Huffman, Performance Transformation

Huffman has more than 20 years of healthcare experience specializing in revenue cycle management, specifically the transformation and optimization phases of revenue cycle engagements at academic medical centers, large network health systems, children's and rural hospitals, outpatient and ambulatory surgery centers, and physician/specialty practices. Huffman routinely leads engagements focused on cash acceleration and reducing avoidable write-offs and aged A/R days, ultimately increasing net revenue and collections by optimizing organizational structure, processes, and technology. Aside from his financial operations experience, he is a respected people leader within the practice.

Jeff Jung, Performance Transformation

Jung has more than 10 years of experience advising healthcare providers on operational transformations and strategic alignment. His experience spans project management across clinical and financial performance improvement, with additional specialization in workforce optimization. He has partnered with a wide range of organizations, from small rural community hospitals to national hospital systems, helping them sustain margin improvement while shaping future care delivery models. Jung is skilled at navigating complexity and ambiguity and is a revered coach and developer of internal talent.

Kristin Manzi, Performance Transformation

Manzi is a revenue cycle leader with more than 16 years of experience across clinical operations, revenue cycle, and strategy, with deep expertise in Epic workflows and best practices. She has served as a trusted partner on engagements spanning Epic operational readiness, revenue cycle transformation, margin improvement, assessments, and system optimization across academic medical centers, health systems, community hospitals, and children's hospitals. A mid-revenue-cycle operations expert, Manzi brings a big-picture, integrated perspective with a focus on operational and technology-enabled solutions. She is viewed as a respected leader who develops and mentors talent and builds high-performing teams.

Brian Rice, Performance Transformation

Rice is a revenue cycle transformation leader with more than a decade of experience helping healthcare organizations improve financial performance, optimize operations, and navigate complex EHR

implementations. He has served as a trusted advisor on engagements spanning revenue cycle assessments, technology implementations, operational redesign, and enterprise transformation initiatives across academic medical centers, integrated health systems, and physician organizations. He brings deep expertise in Epic revenue cycle workflows, reporting, and performance improvement, helping organizations leverage technology to drive sustainable operational and financial outcomes.

Nicole Schneider, Digital & Technology Transformation

Schneider has 16 years of experience in healthcare IT with a focus on Epic clinical applications. She has served as an advisor for academic medical centers, children's hospitals, community hospitals, and healthcare systems, providing IT and operational support through Epic implementations, organizational readiness programs, optimization, and clinical decision support design and reengineering. Recent project work has included Epic implementations and Community Connect strategy in various health delivery organizations. Internal teams look to Schneider for her deep technical expertise, strategic thinking, and trusted client leadership.

Cassie Thiessen, Professional Services Team

Thiessen is a Partner and Vice President of Talent Acquisition with nearly 20 years of recruiting experience spanning both agency and corporate settings, with a focus on healthcare consulting and executive search. She is known for her strategic approach to talent acquisition, commitment to inclusive hiring practices, authentic leadership, and ability to build trusted relationships with candidates and business leaders alike. Today, she drives the firm's unprecedented hiring growth by implementing scalable talent strategies, fostering operational excellence, and developing recruiters across the organization.