

- Jennifer Ditmer is the Assistant Vice President of the HCA IT&S Service Management Organization. Jennifer leads the teams responsible for managing and implementing the enterprise-wide processes and technologies to support IT services. Additionally, Jennifer provides leadership to the IT customer service and high availability strategies.
- Before Jennifer led the IT Service Management organization, she spent 10 years in HCA IT Field Operations where she served as
  - Director of Information Security in the Far West Division,
  - Senior Director of IT for the three Las Vegas Facilities,
  - Director of Clinical Applications in the West Florida Division, and
  - Director of Operations in the Far West Division.
- When Jennifer first joined HCA in 2002, she worked on the HCA Corporate IT Internal Audit team. Jennifer earned her bachelor's degree in Information Systems from Middle Tennessee State University and her master's degree in Business Administration from Tennessee Technological University. She is also a graduate of the 2014 HCA Emerging Leaders program.



- Teresa Lawson is the AVP of IT Service Management (ITSM), responsible for strategy and operations of teams including ITSM process owners, disaster recovery, lifecycle management, operational handoff and service management ambassadors.
- She began her career as an IT Auditor for the State of Tennessee before beginning her HCA Healthcare journey in 1999 as an Internal Auditor. She has served in a variety of IT roles, including serving as AVP of IT Service Desk before taking on her current role.
- Teresa holds a Master's Degree in Accounting from the University of Tennessee and maintains her certifications as a Certified Public Accountant and Certified Information Systems Auditor.



- Stephanie Smith is currently the Director of Access Management for HCA Healthcare, which is part of the Service Management Organization. Stephanie is responsible for a team of 85 Local Access Coordinators located across the US that provide access management support for all facility and division workforce members. Her team's responsibility include access management provisioning, tier 2 customer support, project/acquisition engagement and identity and access tool administration.
- Stephanie has been with HCA Healthcare for over 15 years and has served in a variety of roles such as Business Analyst, Lead EHR Analyst, Access Manager and Director of Clinical Support. Most recently Stephanie led the consolidation of 15 divisional access teams to 5 regional teams which realized a 60% reduction in time to complete access requests.
- Stephanie is proud native Nashvillian and a graduate of MTSU with a Master's Degree in Computer Information Systems.



- Carty Hassett is the Director of the High Availability Program. Carty started her career in telecom in the DC area working for MCI. She came to Nashville to become VP of Service Delivery for Bluestar (DSL start up). While telecom took a hit Carty then joined Asurion and was a director in their managed wireless division. She had an opportunity to make the jump to healthcare and joined HCA 11+ years ago. She has been the corporate DTS, Service Desk director and has been leading the High Availability program since late 2019.
- Carty has her BA in Biology from University of Virginia and her MS in Physiology from Georgetown University.



- Frances Potts is the Director of IT Service Desk Operations for HCA. In her 13 years with HCA Frances has held various Service Desk Director Positions. In 2007 Frances was hired to help build the first IT Service Desk for Mountain Division. In 2011 she expanded the Service Desk Operations to include 2 additional Divisions and was instrumental in the creation of the first Regional Service Desk for HCA. Today she leads 5 Regional Teams and the corporate SD operations, the goal is to be one team serving all customers no matter where they are in HCA.
- Frances earned a Bachelor of Arts in History and a Master of Social Work from the University of Utah. Prior to changing careers to Information Technology Frances spent 13 years as a Child and Family Therapist for a Community Mental Health system, and several years contracted as a Family Advocacy Program Manager for the Department of Defense. Frances is a lifelong healthcare professional focused on improving patient and provider experiences, and takes pride in building accountable, engaged and high performing teams no matter the industry.



- Kristy Ewton is the Director of Service Management and currently responsible for the ServiceNow platform as well as standardization of service management across the enterprise (ESM). She has worked in IT at HCA for 18+ years across multiple departments, including Customer Support, Implementations as well as leading multiple desktop support teams.
- Kristy has a BA in biology and an MBA in Business and Healthcare Management.



- Tara Ledford is the Senior Director of Service Operations. She is a certified Nuclear Medicine Technologist and served at local Nashville hospitals for 3 years before transitioning into IT support for Radiology systems. Her 13 year career at HCA has provided lots of opportunities in IT service desk, product development, implementations, user workflows, event management, and overall service operations.
- She has her Black Belt Lean Six Sigma Certification and enjoys improving processes every day whether it involves modifications in resource alignment, process, or technology. Tara has a B.S. in Medical Imaging Technology with a Minor in Physics from Belmont University. Her Nuclear Medicine Technology training was completed at Vanderbilt Medical Center University.



- Chris Young is the Director of the HCA IT&S Event and Problem Management teams. Chris leads the teams responsible for alerting and monitoring platforms, alert response, and alert analytics, as well as, Problem Management. These teams are responsible for implementing the enterprise-wide standards, technologies, and support for all things Event and Problem Management.
- Prior to his current role, Chris spent several years in HCA IT Field Operations' TriStar Division where he served as
  - Director of Technical Services,
  - Facility Director of IT for Stonecrest Medical Center, and
  - Director of Operations.
- Chris first joined HCA in 2005 where he worked on the HCA IT&S Facility Technology Refresh program. Chris earned his bachelor's degree in Business Administration from American Military University and his master's degree in Business Administration from Aspen University. He is currently enrolled in the 2019 HCA Emerging Leaders program.

