



**RUDISH HEALTH | LEADERSHIP PROFILE**

**Chief Operating Officer**



# RUDISH HEALTH

## LEADERSHIP PROFILE

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# RUDISH HEALTH

## LEADERSHIP PROFILE

<b>Position</b>	Chief Operating Officer
<b>Organization</b>	White Plains Hospital, part of Montefiore Einstein
<b>Location</b>	White Plains, NY
<b>Website</b>	<a href="http://wphospital.org">wphospital.org</a>

### Opportunity

White Plains Hospital, a nationally recognized \$1.8B healthcare delivery leader in the New York Tri-State area, is seeking a strategic and operationally astute executive to join its leadership team as Chief Operating Officer.

Reporting directly to the President and CEO, this dynamic, detail-oriented and trustworthy leader will be responsible for safeguarding White Plains Hospital's high-performance reputation by overseeing the smooth and efficient operation of the hospital; championing quality; integrating strategic planning with execution; and ensuring that WPH's rapidly expanding services meet the needs of patients, staff, and the community. The COO will assume responsibility for hospital leadership in the CEO's absence. The successful candidate is one who is relentless in the pursuit of excellence and thrives being a fast-paced administrative triad partner to physician and nurse leaders on key decisions of running, growing, and optimizing major service lines.

A member of the Montefiore Einstein Health System and the tertiary hub for advanced care in the Hudson Valley, White Plains Hospital has earned consistent acclaim for its quality, innovation, and patient experience. It is the only hospital in Westchester and Fairfield counties to receive a 5-Star Quality Rating from CMS for four consecutive years and has been named a Best Regional Hospital by U.S. News & World Report for seven years running. The hospital ranks among the top five percent nationally for patient safety according to Healthgrades and has received 14 consecutive "A" grades from the Leapfrog Group. It is also a three-time Magnet® designated organization, reflecting its commitment to nursing excellence and high-quality care.

This is a high-impact opportunity for a hardworking hospital executive to bring a fresh perspective to a financially healthy organization and push forward its culture of performance excellence and nimble innovation, with a runway for upward professional development. As White Plains Hospital continues to grow regionally, including a major capital expansion underway, the next COO will play a critical role in shaping the future of healthcare delivery in Westchester County and beyond.



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### White Plains Hospital

White Plains Hospital is a proud member of the Montefiore Einstein Health System, serving as its tertiary hub of advanced care in the Hudson Valley.

The Hospital is a not-for-profit health care organization with the primary mission of providing exceptional acute and preventive medical care to all people who live in, work in or visit Westchester County and its surrounding areas. White Plains Hospital has outpatient medical facilities across Westchester, including multispecialty practices with imaging in Armonk, New Rochelle, Scarsdale and White Plains.



White Plains Hospital  
White Plains, NY

Over the past decade, the Hospital's inpatient volume has grown by 50%, emergency department volume by 80% and operating volume by more than 80%. The Hospital has added and expanded its advanced care offerings including comprehensive cancer care, advanced cardiac services, and life-saving neurosciences.

A major expansion plan is underway that will nearly double the size of the current hospital and will include:

- A total of 240 additional, private, single-bedded inpatient rooms, 144 of which will open in 2028, increasing the Hospital's total number of licensed inpatient beds from **292 to 436** licensed beds.
- A dedicated operating room floor with space for 10 additional state-of-the-art ORs equipped with the latest technology to support the increasingly complex care the Hospital provides.
- A new emergency department that will more than double the size of its current ED space. The new Emergency Department will include a dedicated driveway for drop-off and entering the facility, as well as expanded ambulance bays. As with other elements of the Expansion, the new ED is being constructed to meet increasing patient demand: nearly 90,000 patient visits are expected by the end of 2025, making White Plains Hospital's ED the busiest in the county.

For more information about White Plains Hospital's impactful work, read its annual report [here](#).

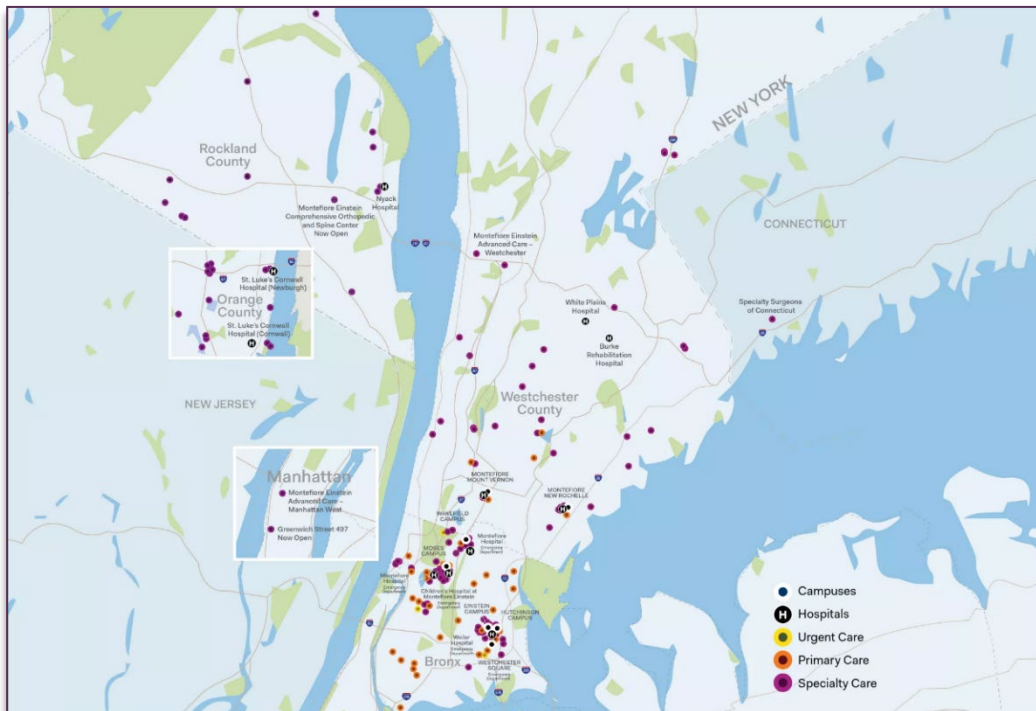


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## Montefiore Einstein

Montefiore Einstein is one of New York's premier academic health systems and is a recognized leader in providing exceptional quality and personalized care to approximately three million people in communities across the Bronx, Westchester and the Hudson Valley. It is comprised of 10 hospitals, including the Children's Hospital at Montefiore, Burke Rehabilitation Hospital and more than 200 outpatient ambulatory care sites. The advanced clinical and translational research at its medical school, Albert Einstein College of Medicine, directly informs patient care and improves outcomes. From the Montefiore-Einstein Centers of Excellence in cancer, cardiology and vascular care, pediatrics, and transplantation, to its preeminent school-based health program, Montefiore is a fully integrated healthcare delivery system providing coordinated, comprehensive care to patients and their families

As the tertiary hub of care for Montefiore Einstein in the Hudson Valley for the past decade, White Plains has successfully added and expanded advanced programs and services for the market.



Map of Montefiore Einstein's network of care across New York City, Westchester, and the Hudson Valley

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## White Plains Hospital Key Statistics

Operating Revenue: \$1.8B  
 Inpatient Admissions: 30,000  
 ED Visits: 86,000  
 Outpatient Visits: 602,000

Licensed Beds: 436  
 Medical Staff: 1,610  
 Total Employees: 6,000  
 OR Visits: 40,000

Source: White Plains Hospital

## Awards and Recognitions

White Plains Hospital and providers are the recipients of numerous quality awards and other types of recognition, including the illustrative designations below.



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### Westchester County and New York Tri-State Area

For generations, people have come to Westchester County and the greater New York Tri-state area to build careers, raise families, and experience the energy of one of the world's most dynamic regions. Whether drawn by the cultural richness of Manhattan, the natural beauty of the Hudson Valley, or the suburban charm of the city's bedroom communities, this region offers a compelling blend of opportunity, community, and lifestyle.



Bronxville, NY

Westchester County, located just north of New York City, is known for its historic towns, scenic river views, and top-ranked schools. From the cobblestone streets of Bronxville to the waterfront parks of Rye, each community offers its own character and appeal. Residents enjoy access to award-winning restaurants, vibrant farmers markets, and cultural institutions like the Hudson River Museum and Caramoor Center for Music and the Arts. The county's extensive trail systems and nature preserves, including Rockefeller State Park and the Bronx River Pathway, make it easy to enjoy the outdoors year-round.

The broader Tri-state area includes New York City's five boroughs, Long Island, northern New Jersey, and southern Connecticut. Together, they form one of the most interconnected and influential regions in the country. The area is home to world-class universities and Fortune 500 companies, as well as a thriving arts scene and diverse culinary landscape. From Broadway theaters and Lincoln Center to local jazz clubs and indie film festivals, the region celebrates creativity at every level.

Transportation is a hallmark of the Tri-state area's accessibility. Metro-North trains connect White Plains to Grand Central Terminal in under 40 minutes. Amtrak, NJ Transit, and the Long Island Rail Road link the region to Boston, Philadelphia, and Washington, DC. Three major airports – JFK, LaGuardia, and Newark – offer global connectivity, and the area's highway network makes weekend getaways to the Catskills, Hamptons, or Berkshires easily within reach.

The region's diversity is one of its greatest strengths. With communities representing every corner of the globe, the Tri-state area fosters innovation, inclusion, and collaboration. Westchester and the surrounding region offer a vibrant and welcoming environment: an ideal place to live, work, and lead.



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### Reporting Structure

This position reports to the President & CEO of White Plains Hospital.

### Susan Fox

*President and Chief Executive Officer, White Plains Hospital Center  
Regional Senior Vice President for the Hudson Valley, Montefiore Einstein*

Susan Fox is recognized as one of Westchester County's most influential executives. Over the past decade, she has forged strategic partnerships, recruited top clinical and administrative talent, and driven the hospital's growth as the tertiary care hub of Montefiore Health System and a leading provider of advanced healthcare in the Hudson Valley.

Susan first joined the WPH team in 2010 as Senior Vice President of Administration, bringing with her more than 25 years of experience in health management administration. In 2011 she was named Executive Vice President and then President in January 2013. Susan assumed the position of CEO of White Plains Hospital on May 1, 2015. In 2024, Susan was appointed Montefiore's Regional Senior Vice President for the Hudson Valley. In this role, she oversees the strategic coordination of the region's hospitals, while continuing her role as President and CEO of White Plains Hospital.

Prior to White Plains Hospital, Susan was a Senior Vice President at North Shore-Long Island Jewish Health System developing and overseeing Physician and Ambulatory Network Services. Prior to NSLIJHS, Susan was a Senior Manager of Health Care Consulting at Ernst and Young, where she specialized in strategy and hospital reengineering.

Susan began her career as a pediatric intensive care nurse at New York Hospital in Manhattan and received her Bachelor of Science in Nursing from Columbia University. She also holds a Master of Business Administration from Baruch College, Mount Sinai School of Medicine.

Susan was appointed to the Board of Commissioners of The Joint Commission in January 2023. She is the Chairperson of the Westchester County Association, serves on the Columbia University School of Nursing Board of Visitors, and the Board of the Healthcare Association of New York State (HANYNS). She is a former Chair of the American Hospital Association (AHA) – Regional Policy Board 2 and AHA Board of Trustees member. In addition to her multiple recognitions as a Crain's New York Business Healthcare Leader, Susan has been named to the City & State Westchester Power 100 list multiple times, has been featured by 914 Inc. as one of its CEOs and Business Leaders of the Year and honored with the publication's Women in Business Award, and was named a Power Player and 2022



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Healthcare Hero by Westchester Magazine. She is a Fellow of the New York Academy of Medicine.

### **Primary Duties and Responsibilities**

The Chief Operating Officer (COO) is a key member of the executive leadership team and is accountable for the overall day-to-day operational performance and success of the Hospital. The COO ensures seamless coordination across clinical and non-clinical functions, promotes service line excellence, and advances organizational strategy with a focus on quality, safety, financial strength, and exceptional patient experience. The successful candidate is a goal driven leader who can develop and execute initiatives to achieve objectives in a timely manner.

### **Operational Leadership & Strategic Integration**

- Translates the hospital's strategic plan into operational priorities, aligning people, processes, and resources to achieve organizational objectives.
- Builds credibility and trust across the organization by serving as a visible, engaged leader who collaborates closely with department leaders to inform, motivate, challenge, and support operational excellence.
- Ensures cohesive collaboration among all departments, divisions, medical staff leadership, and internal and external partners to drive coordinated, system-wide performance.
- Provides executive leadership for all hospital operations.
- Oversees major workforce, staffing, and resource allocation decisions to promote efficiency while maintaining high-quality standards.

### **Financial Performance & Business Strategy**

- Identifies and drives opportunities to improve organizational efficiency through cost reductions, revenue enhancement, and optimization of service line operations.
- Leads utilization and capacity management efforts in partnership with clinical leadership to optimize patient flow to match hospital capacity with patient demand.
- Demonstrates strong business acumen, deep knowledge of healthcare funding structures, and the ability to make sound, data-driven decisions in highly competitive markets.
- Develops and executes new business strategies to increase market share and strengthen organizational performance.



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- Applies financial insights and uses financial analysis to deliver on annual performance goals and to direct efforts for improvement in areas of opportunity.

### **Quality, Safety & Patient-Centered Care**

- Champions the highest standards of care delivery, ensuring all operations remain focused on exceptional patient outcomes and community needs.
- Builds consensus across clinical and operational teams, fostering a culture of accountability, engagement, and shared commitment to organizational priorities and success.
- Ensures clear internal communication, promoting transparency, alignment, and timely execution of hospital goals.
- Seeks and champions new ideas and initiatives that create operational and strategic advantages.
- The COO assumes operational responsibility over the hospital in the absence of the President.

### **Board & Community Relations**

- Together with the President and CEO, the COO represents the hospital at the Board level and within the community.
- Builds strong, trust-based relationships with Board of Directors members to support effective governance and alignment with organizational priorities.
- Additional duties may include leadership and support of key committees and task forces, among others.

### **Leadership Team**

The COO partners as an effective team member across the CEO's leadership cabinet to pursue new growth, implement new processes, and/or address new challenges. In addition to Susan Fox, members of the White Plains senior leadership include:

- Joseph Guarracino (EVP, Chief Administrative Officer and Chief Financial Officer)
- Dr. Michael Palumbo (EVP, Chief Medical Officer)
- Frances Bordoni (EVP, Business Development and Ambulatory & Physician Services)
- Dawn French (SVP, Community Relations/Marketing & Chief of Staff)
- Diane Woolley (SVP, Chief Human Resources Officer)
- Kerri Elsabrou (SVP, Chief Nursing Officer & Patient Care Services)

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- Karen Gartelmann Merl (SVP, Organizational Performance)
- Dr. Rafael Torres (Chief Quality Officer)
- Jeff Turocy (SVP, Development)

Get to know the White Plains Hospital leadership team [here](#).

### Candidate Qualifications

#### Education

- A bachelor's degree is required.
- A master's degree is strongly preferred.

#### Experience, Knowledge, Skills and Abilities

- **Minimum of 10 years of progressive hospital operations leadership experience at the administrative or executive level**
- **Proven track record of high-performance leadership**, consistently exceeding goals and advancing organizational priorities in dynamic healthcare environments.
- **Decisive, action-oriented leader** with a roll-up-your-sleeves mindset. The successful candidate can execute quickly, remove barriers, and deliver measurable results.
- **Strategic leader with the ability to identify performance gaps and opportunities and lead continuous improvement initiatives** that drive sustainable operational excellence.
- **Highly collaborative, relationship-driven approach**, with demonstrated success partnering across administrative, physician, and nursing leadership to achieve shared Hospital goals.
- **Motivated by performance, accountability, and recognition**, with a competitive drive to continue to elevate organizational outcomes.
- Negotiation and analytical skills.
- Skilled in directing, mentoring, and empowering project teams involving multiple disciplines.

#### Compensation

An attractive compensation, benefits, and relocation package will be offered commensurate with the candidate's experience.



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### Contact

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[www.rudishhealth.com](http://www.rudishhealth.com)



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