

Application Form

Profile

Richard


First Name

S

Middle
Initial

Chambers

Last Name


Email Address

Sutter Health


Employer

VP, Enterprise Contact
Center

Job Title


Home Address

Suite or Apt


City
State
Postal Code
Primary Phone

Which Boards would you like to apply for?

Board of Health: Submitted

Referred by:

Qualifications

Please tell us about yourself.

My name is Steve Chambers. I am a life long resident of Salt Lake County. As such, I have a vested interested in the policies of the county. I am the parent of 5 children, one of which is medically complex. In my professional life I work for a large not for profit health system in northern California, Sutter Health. I hold a bachelors in business and a masters in business administration. In my free time I enjoy all types of outdoor activities with my family and friends.

Why are you interested in serving on a board or commission?

I believe strongly that we have an obligation to give back and serve when and where we can. I am in a point in my life where the kids are a little older and I find myself in a position to better dedicate time. This position is interesting to me as it blends my personal interests with the work I do every day in my professional life.

What education, work experience, or volunteer experience do you have that applies to the board you are applying for?

As mentioned above I hold a bachelors degree in business, a masters in business administration. I currently work for a large not for profit health care delivery system that serves over 3 million patients in northern California. During my over 11 years working for Sutter Health I have had the opportunity be part of the health systems initial response to COVID as well as the vaccine delivery. In my role I get to help work on projects that help improve access to the system. I'm excited by the prospect of bringing these skills and experiences to help Salt Lake County.

What unique perspectives could you bring to the board?

I have the benefit of working for the California based company. This exposes me to policy and offerings from other states. Additionally, Sutter Health serves one of the most diverse populations in the country. These insights would be useful when developing public health policies here in Salt Lake County. In addition, in my role I am consistently working with technology companies to better serve patients and help them access care. I believe this would be a tremendous asset to Salt Lake County when considering programs and outreach strategies.



Upload a Resume

Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts.

Are you a Salt Lake County employee?

Yes No

Are you a current member of another Salt Lake County board or commission?

Yes No

Race/Ethnicity *

[Redacted]

District *

District 6

Gender Pronouns *

[Redacted]

Age Range *

[Redacted]

Languages *

[REDACTED]

Political Affiliation

[REDACTED]

STEVE CHAMBERS

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EXPERIENCE

SUTTER HEALTH, Salt Lake City, Utah

Sutter Health is a not-for-profit integrated health delivery system headquartered in Sacramento, California. It operates 24 acute care hospitals and over 200 clinics in Northern California.

Vice President, Enterprise Contact Center, 2017-Present

- Responsible for operations, business development, and the strategic direction of a 1,600-person contact center providing 24/7 patient billing, scheduling, and nurse response services. Supported multiple millions of patients, 5,000 physicians, over 150 clinics for a company with a \$14.7 billion annual revenue, and numerous external medical center clients.
- Instrumental in establishing and nurturing partnerships with medical providers and clients outside the Sutter Health ecosystem, further enhancing Sutter's operational reach and influence.
- Led and championed a comprehensive continuous improvement initiative spanning across Sutter Health, involving stakeholders from diverse departments. The initiative successfully rolled out numerous process optimizations, achieving significant efficiencies.
- Fostered collaborative partnerships across various lines of business within Sutter, embodying the ethos of shared services. Regularly engaged with both clinical and operational leaders, including high-profile executives, to ensure seamless operations and stakeholder satisfaction.
- Pivotal in the inception phase of Sutter Shared Services, navigating the challenges of integrating diverse and multi-located functions. Successfully negotiated with skeptical providers to optimize patient access and implemented technology shifts that propelled operational efficiency. This includes the reduction of cost per contact by 25% over 3 years while boosting contacts processed by 66%
- Demonstrated crisis leadership by orchestrating the call center response teams during the California wildfire, COVID-19 response, and COVID-19 vaccine delivery, ensuring uninterrupted services and support to affected communities.
- Cultivated a positive work culture that was recognized through several awards and accolades. Notably, the call center exhibited minimal turnover, a testament to effective leadership. Championed the seamless pivot to remote work during the pandemic, ensuring business continuity.
- Continuously aligned operations to achieve measurable objectives, drive system level cost savings and efficiencies, and oversee process improvements.
- Actively worked to support the system mission, vision, and values of Sutter Health, employing a hands-on project management approach intertwined with a continuous improvement mindset.

Sr. Director, Patient Access Solutions, 2012 - 2017

Responsible for directing day-to-day operations of a high-volume patient service center. Center utilizes a blend of inbound and self-service options to enhance patient experience.

- System Optimization Strategy: Developed the IT strategy roadmap, enhancing system-wide operational efficiencies.
- Performance Metrics: Achieved a 10% reduction in cost per contact and boosted Experience of Work (EOW) composite scores, reflecting a dedication to continuous improvement.

DATAMETRIX, Salt Lake City, Utah

Director, Business Metrics & Process Improvement, 2009-2012

- Strategic Operational Transformation: Revamped operating procedures, driving a 100% revenue increase in 6 months.
- Data-Driven Decision Making: Developed tailored reports, leading to a 184% boost in productivity without raising headcount.

CVS CAREMARK, Salt Lake City, Utah

Senior Manager, Customer Care, 2007-2009

- Operational Efficiency: Oversaw a \$15M budget, introduced cost-containment strategies, resulting in \$750,000 savings in 4 months.
- Change Management: Managed technology migrations resulting in a 10% reduction in call handling time and enhanced customer experience.

CONVERGYS CORPORATION, Salt Lake City, Utah

Senior Consultant, Global Information Services, 2006-2007

- Operational Excellence: Directed technology implementations, saving \$12M through incident management enhancements.
- Strategic Leadership: Orchestrated the construction of 4 new contact centers, highlighting expertise in both strategic and tactical operations.

EDUCATION

WALDEN UNIVERSITY, Minneapolis, Minnesota

Masters, Business Administration (M.B.A.) with emphasis in Technology Management, 2013

UTAH STATE UNIVERSITY, Logan, Utah

B.S., Business, 2007

PERSONAL

UNIVERSITY OF UTAH, Salt Lake City, Utah

Associate Instructor, Professional Education 2018 - Present

- Course Developer on **Leading Teams through Change** and **Metrics and KPIS for Operational Effectiveness**, equipping professionals with tools for organizational change and measurement.

Technology Advisor: Counseled State Legislators on voter outreach and public opinion research, showcasing ability to engage and influence a variety of stake holders.

Volunteer Leadership: Displayed a commitment to community and leadership through roles in the Boy Scouts of America and Corner Canyon Youth Football programs.