

Summary

Brad Cauthen joined ScottMadden in 2014 after earning an M.B.A. from the University of North Carolina Kenan-Flagler Business School. With 25 years of professional work experience, he has worked extensively across the healthcare industry, including large healthcare systems, academic medical centers, community hospitals, ambulatory care centers, and more. He is an expert in human capital management (HCM) and his work in healthcare includes designing and implementing shared services, implementing large-scale technology projects, and developing strategies for optimizing human capital. He is a Prosci-certified change management practitioner and is experienced with executing organizational change management programs. As a leader in the firm's healthcare practice, Brad closely monitors industry trends while developing innovative solutions to address the challenges facing the industry. He earned a B.S. in business administration from the University of North Carolina at Pembroke.

Areas of Specialization

- Human Capital Management
- Program and Project Management
- Design and Implementation (SS)
- Delivery Model Optimization
- HR and People Strategy Development
- Operational Technology
- Organizational Redesign and Staffing

Recent Assignments

- Currently serving as chief of staff to the chief human resources officer and key member of the HR leadership team of a top-ranked academic medical center, advising on organizational design and staffing while managing the HR project portfolio
- Directed and led the current state assessment of the HR function for two affiliated hospitals associated with a top-ranked healthcare system
- Directed and led the HR functional team assembled to design and implement the HCM module of Oracle Cloud as part of an ERP implementation for a top-ranked academic medical center
- Directed and led the design, build, and implementation of an HR shared operations center for a top-ranked academic medical center. This included organizational design and staffing, policy/process redesign, customer care technologies, training, business simulation, change management, and post-launch stabilization
- Coordinated and conducted customer focus groups with employees from multiple lines of business to gauge satisfaction with HR support for a top-ranked nonprofit academic medical center in the United States
- Directed and led the assessment and phased integration of the HR operations of an acquired hospital into a centralized operating model for a world-renowned healthcare organization; the integration included considerations for an employee population that was heavily represented by two collective bargaining agreements
- Led the launch readiness, implementation, and associated change management for an HR shared operations center for one of the nation's leading providers of healthcare services. The phased implementation was launched in six waves over an 18-month period
- Partnered with field HR teams to gather requirements and propose recommendations to consolidate HR support to accommodate multiple collective bargaining agreements, nurse compact licensure requirements, secondary staffing, employment laws, and recruitment across multiple states
- Coordinated, managed, and led business simulation in support of an HR shared operations center for one of the nation's leading providers of healthcare services
- Designed and implemented the customer care technologies to support an HR shared operations center for a Canadian multinational energy transportation company
- Led the transition and integration of power generation operations for the merger of two Fortune 500 publicly traded utility companies headquartered in North Carolina