



Chief Operating Officer
UNC Health Faculty Physicians



THE SEARCH

UNC Health Faculty Physicians, the faculty practice arm of the UNC School of Medicine and the UNC Medical Center, seeks an accomplished and collaborative executive to serve as its next Chief Operating Officer (COO). With more than 1,300 physicians, 700 advanced practice providers, 800 staff, and 40 practice sites, Faculty Physicians (FP) generates nearly \$1 billion in annual operating revenue. As the key partner to the medical school and medical center, FP is an essential driver of academic and clinical excellence across North Carolina, advancing the tripartite mission of education, research, and patient care.

The COO will be a key partner to the FP President and will provide day-to-day leadership of FP's complex and growing operations. This is a pivotal moment for FP as the organization further expands clinical programs, enhances patient access, and integrates services across the system in support of UNC Health's mission to improve the health and well-being of the communities it serves. The COO will ensure that FP operates with efficiency, maintains financial strength, and strategic alignment with UNC Health by further cultivating a culture of collaboration, accountability, and innovation that supports faculty, clinicians, and staff in delivering exceptional care.



This is a defining opportunity for an experienced operational leader who thrives in complex academic health system environments. The successful candidate will bring deep experience in healthcare management, demonstrated strength in building organizational alignment, and the ability to drive operational performance while strengthening relationships across clinical, academic, and community settings.

ABOUT UNC HEALTH

UNC Health is a not-for-profit, integrated academic health system owned by the state of North Carolina and based in Chapel Hill. Established in 1998 by the North Carolina General Assembly, UNC Health encompasses UNC Hospitals and its provider network, along with the clinical programs of the UNC School of Medicine. The system traces its origins to N.C. Memorial Hospital, founded in 1952, and has since grown into one of the largest and most comprehensive health networks in the region.

As an affiliated enterprise of the University of North Carolina system, UNC Health advances a mission that is both academic and public in nature: to improve the health and well-being of North Carolinians and others it serves, while also supporting the teaching, research, and clinical missions of the UNC School of Medicine. Today, the system comprises 16 hospitals across 20 campuses, and more than 900 clinics, delivering care to patients across diverse communities and geographies. UNC Health's vision is to be the nation's leading public academic healthcare system, one that combines cutting-edge research and education with compassionate, high-quality clinical care.

UNC Health's impact is significant. Over the past five years, the system has provided more than \$800 million in uncompensated charity care, reflecting a deep commitment to serving the state's most vulnerable populations. Its hospitals and programs are routinely recognized for quality, safety, and patient experience, underscoring the system's reputation for excellence.



UNC Faculty Physicians

At the heart of UNC Health's mission are UNC Faculty Physicians (FP), who serve as researchers, teachers, and providers. As the clinical practice arm of the UNC School of Medicine, Faculty Physicians bring their expertise into both the classroom and the clinic, training the next generation of physicians while caring for patients across UNC Health's hospitals and clinics.

Faculty Physicians is one of the largest entities within UNC Health, encompassing more than 2,700 individuals, including physicians, advanced practice providers, and staff, across 40 clinical sites in the region. With nearly \$1 billion in annual operating revenue, FP plays a critical role in advancing the tripartite mission and is deeply engaged in clinical innovation initiatives that expand access to care and improve outcomes for patients and communities across North Carolina.



ROLE OF THE CHIEF OPERATING OFFICER

The Chief Operating Officer of UNC Faculty Physicians will serve as the senior operational leader for a large and multifaceted enterprise that spans over twenty clinical departments and many subspecialty programs. Reporting to the President of Faculty Physicians, the COO will oversee the day-to-day operations of the organization, ensuring efficiency, financial discipline, and operational excellence across all functions. In close partnership with the Chief Financial Officer, Vice President for Medical Affairs, and department leaders, the COO will guide the development and management of the annual operating budget, monitor performance, and allocate resources to sustain both clinical and academic priorities.

A central responsibility of the COO will be to support the evolution of Faculty Physicians. This includes assisting in the development and implementation of new clinical programs, negotiating and overseeing contracted services, while also guiding the appropriate use and expansion of facilities to ensure successful patient access and throughput. In addition, the COO will oversee the Advanced Practice Provider (APP) Center and lead a team that includes experienced Vice Presidents and Associate Vice Presidents. At all times, the COO will foster strong, trusting relationships with department chairs, clinical leaders, and practicing physicians, working to enhance engagement, professional satisfaction, and alignment with institutional goals.

Equally important, the COO will serve as a strategic partner in advancing UNC Health's broader priorities of improving patient access, strengthening integration across the academic health center, and supporting innovation in care delivery. The COO will lead and develop teams with clarity and transparency, cultivating a culture of accountability, inclusion, and professional growth across the administrative organization.

In all aspects of the role, the COO will act as a catalyst for organizational effectiveness, ensuring that UNC Faculty Physicians remains positioned to deliver exceptional patient care, advance academic medicine, and contribute to the long-term success of UNC Health.



OPPORTUNITIES AND CHALLENGES OF THE CHIEF OPERATING OFFICER

The Chief Operating Officer will play a defining leadership role in guiding the future of one of the largest and most vital entities within the UNC Health system. This is a unique opportunity to shape operations at the heart of an academic medical center, supported by the resources of a leading health system and the

strength of a highly engaged faculty practice. It presents both tremendous opportunity and significant complexity, requiring a leader who can balance day-to-day operational excellence with long-term strategic vision. With discipline, creativity, and collaborative leadership, the COO will address the following opportunities and challenges:

Advance operational excellence across a complex enterprise

The COO will ensure that Faculty Physicians operates with efficiency, productivity, and discipline, while also maintaining a patient- and faculty-centered focus. With operational oversight spanning multiple clinical departments and subspecialty programs, the COO must balance immediate operational needs with long-term strategic planning. Establishing consistent systems, processes, and performance metrics will be critical to creating a cohesive and effective organization capable of adapting to the evolving healthcare landscape.

Strengthen financial stewardship and resource alignment

In partnership with the Chief Financial Officer and clinical department leaders, the COO will oversee a nearly \$1 billion operating budget, one of the largest and most complex within UNC Health. While ensuring resources are deployed strategically to support both growth and longer-term stability, the COO will align financial decisions with the academic, clinical, and research priorities of the organization. To do so, the COO will identify opportunities for revenue generation while maintaining cost discipline, bringing both creativity and rigor to financial oversight. By strengthening systems of accountability and transparency, the COO will help modernize FP's financial structures and position the enterprise to thrive in an increasingly complex healthcare environment.

Deepen physician and faculty engagement

As the operational partner to department chairs, department administrative leaders, system clinical leaders, and practicing physicians and APPs across UNC Health, the COO must cultivate trust and build authentic relationships at every level. While providers are central to the success of Faculty Physicians, ensuring that their perspectives inform operational decisions will be essential. The COO will foster a culture of transparency and collaboration, engaging faculty as active partners in strategies that enhance care delivery, professional satisfaction, and patient outcomes. At a time when many leaders are eager for deeper operational partnership, the COO has the opportunity to strengthen engagement, embedding faculty voices in decision-making and creating a sense of shared accountability for the success of the enterprise.

Serve as a catalyst for organizational change and innovation

Healthcare is undergoing rapid transformation, and Faculty Physicians must adapt to shifting demands around access, value, and patient experience. The COO will be a visible and forward-thinking leader who helps the organization navigate this environment while advancing innovation in care delivery and operations. Joining a refreshed leadership team at a moment of organizational renewal, the COO will have the opportunity to put in place structures and processes that not only respond to immediate pressures but also enable lasting transformation. Success will require resilience and vision—balancing the demands of daily execution with opportunities to reimagine how Faculty Physicians expands access, strengthens integration, and contributes to UNC Health’s long-term strategy.

Lead people with clarity and vision

The COO will have the opportunity to shape the culture of the administrative team and model the leadership values that will define Faculty Physicians into the future. This individual will be expected to lead with transparency, accountability, and inclusivity, clarifying roles and expectations, developing and mentoring leaders, and ensuring alignment with organizational priorities. By fostering a workplace that values professional growth and teamwork, the COO will strengthen engagement across the organization and enhance its ability to deliver operational excellence, support faculty and staff satisfaction, and advance the broader missions of UNC Health and the UNC School of Medicine.



QUALIFICATIONS AND CHARACTERISTICS

The Chief Operating Officer will be an accomplished healthcare executive with deep operational expertise, financial acumen, and the capacity to lead with vision and inclusivity in a complex academic health system. While no single candidate will embody all the desired qualities, the successful candidate will bring many of the following professional experiences and personal characteristics:

Professional Qualifications:

- A master's degree in healthcare management, business administration, or a related field is required; under unique circumstances, this requirement may be waived.
- At least twelve years of progressively responsible experience in healthcare administration, with a minimum of ten years in senior management roles.
- Demonstrated success overseeing operations in a large, complex healthcare organization; experience within an academic medical center or faculty practice plan is highly desirable.
- Deep understanding of clinical operations, financial management, and the integration of faculty practice into the tripartite mission of education, research, and patient care.
- Strong project management and change management skills, with experience leading large-scale initiatives in dynamic environments.

Leadership Characteristics:

- A collaborative, transparent leadership style that fosters trust, teamwork, and accountability.
- Proven ability to lead people with clarity and inclusivity, mentoring and developing staff while setting clear expectations for performance.
- Capacity to influence and align diverse stakeholders—including faculty, department chairs, hospital administrators, and health system leaders—around shared goals.
- Resilience, adaptability, and the ability to thrive in environments of complexity and change.
- Strategic thinking and sound judgment, with the ability to balance immediate operational demands with long-term organizational vision.
- Exceptional communication skills, both written and verbal, and the ability to engage effectively with clinicians, staff, and institutional leadership.

APPLICATIONS, INQUIRIES, AND NOMINATIONS

Screening of complete applications will begin immediately and continue until the completion of the search process. Inquiries, nominations, referrals, and CVs with cover letters should be sent via the Isaacson, Miller website:

<https://www.imsearch.com/open-searches/unc-health-faculty-physicians/chief-operating-officer>.

Electronic submission of materials is strongly encouraged.

Patricia Hastie, Partner
Jay Torio, Partner
Katie White, Senior Associate
Sarah Sweeney, Senior Search Coordinator
Isaacson, Miller

UNC Health is an equal opportunity employer.

Qualified applicants will be considered without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, genetic information, disability, status as a protected veteran or political affiliation. All interested applicants are invited to apply for career opportunities. Please refer to our [Employment Application Accessibility](#) page if you need a reasonable accommodation to search and/or to apply for a career opportunity.

