



July 17, 2024

Dear LifeLong Medical Care Patients and Friends,

On behalf of LifeLong Medical Care's Board of Directors, I am pleased to announce the selection of Ms. Cecilia Aviles, MBA, BSN, RN, as our new Chief Executive Officer (CEO). Her official start date is August 5th.

David B. Vliet announced his retirement from the position of CEO last year to pursue a long-held dream to establish a nonprofit mobile health and medical outreach in Guatemala. During his tenure, Lifelong had notable achievements including implementation of a new electronic health record system, serving our communities through the COVID pandemic and signing initial labor agreements with two unions. In his own words: "Cecilia brings a wealth of experience and will be an excellent leader to propel Lifelong to new heights as it approaches its 50th anniversary. I look forward to assisting her transition to ensure ongoing success for Lifelong."

Ms. Aviles has worked for more than 20 years transforming healthcare operations and clinical services. Over the last decade she held a variety of operational roles with Sutter Health, a multi-state, integrated health system with 24 acute care hospitals and 200+ clinics in urban and rural communities. Since 2018 she served as Operations Executive for Sutter Health Bay Area Medical Foundation/Palo Alto Medical Foundation. Overseeing the system's largest ambulatory division serving 350,000 patients, she led 2,400+ staff and 750+ clinicians through organizational transformations including rollouts of new services and shifts in healthcare delivery models. Her achievements include integrating five newly acquired specialty care centers into the organization and developing the program that produced the highest possible patient experience scores, steering Sutter Health to two Integrated Health Care Association awards.

Over the coming weeks and months, you will learn more about Cecilia - her experiences, approach and vision. For now, I want to pass along these words from her: "Leading an organization with such a rich legacy of service is a profound honor, and I am inspired by the shared values and commitment to excellence that define this team. Starting my healthcare journey as a trauma nurse taught me that patients are our 'why.' As I transitioned into leadership roles to improve patient experience, access to care and operations, patients' needs remained my guiding principle. I look forward to meeting you in our health centers, mobile vans and supportive housing sites -- all the places you deliver care -- in the coming months."

Prior to joining Sutter Health, Ms. Aviles developed a high-performing cardiovascular service at St. Mary's Medical Center in San Francisco. Previously, she served in administrative roles at

Kaiser Permanente's Medical Group in San Francisco where she led 600+ staff in all clinical and non-clinical departments from primary care and medical/surgical to technology. Her early career experiences as a registered nurse were in the emergency room, operating room and trauma intensive care unit.

A native San Franciscan and fluent Spanish speaker, Ms. Aviles earned her Bachelor of Science in Nursing from San Francisco State University and her Master of Business Administration Northwestern University's Kellogg School of Management.

Cecilia combines strategic and operational expertise with empathy and passion. She has a record of boldly reimagining the ways in which health systems operate to make better health even more accessible. The Board looks forward to collaborating with her to continue to provide high quality healthcare to our community.

Sincerely,

*John L. Jenkins*

John L. Jenkins, Board Chair