

## NESHS BYOL Speaker Bios - September 2026

### **Claudio Capone**



#### **Chief Strategy Officer & Partner Winding Lane Management**

Claudio A. Capone, FACHE, is a healthcare transformation executive with more than 20 years of experience helping health systems and physician organizations translate strategy into measurable growth and operational results. His work spans ambulatory care, physician alignment, practice acquisitions, and healthcare innovation across regional health systems, multi-site enterprises, and private-practice organizations.

As Chief Strategy Officer & Partner at Winding Lane Management, Claudio leads strategic engagements focused on ambulatory growth, practice management, physician alignment, and market positioning. He also serves as Chief Business Officer & Principal Consultant at The Sinha Group, where he has developed advanced AI-enabled workflows and advised healthcare organizations on service line strategy and transformation initiatives.

Previously, Claudio served as Regional Vice President of Business Development & Strategy for Trinity Health of New England, where his leadership contributed to a 19% revenue increase, representing more than \$300 million, a 50% expansion in ambulatory access points, and the development of an urgent care joint venture later adopted as a national consumer-care model.

Named to Becker's Hospital Review's 2023 list of "Health System Chief Strategy Officers to Know," Claudio is also a recipient of the NESHS Healthcare Strategist of the Year award and serves as a Fellow of the American College of Healthcare Executives.

### **Karen Goyette**



#### **EVP, Chief Strategy and Transformation Officer Hartford HealthCare**

Karen Goyette serves as Hartford HealthCare's leader for strategy development, system alignment, and partnership integration. Her responsibilities include strategic, business, and facility planning; ambulatory facility and institute development; and the assessment and activation of strategic partnerships for the system. She oversees several other system-wide functions, including Planning, Marketing and Communication, Content Strategy, Government Affairs, Regulatory, Enterprise Transformation, and Business Development.

Ms. Goyette also oversees Hartford HealthCare's significant partnership network, which

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includes more than 25 ambulatory surgery and endoscopy centers, 40 imaging locations, and a robust statewide network of urgent care offerings. The system's partnership strategy ensures HHC's commitment to providing timely and equitable access to high-quality, affordable care that supports communities and healthcare consumers.

Ms. Goyette has been widely recognized for her leadership and strategic expertise. She was named New England's "Strategist of the Year" in 2021 by the New England Society of Healthcare Strategy and received the Hartford Business Journal's "C-Suite Award" in 2022. Most recently, she joined the Women's Business Development Council Board of Directors and was named by Becker's Hospital Review as one of the '30 Hospital and Health System Chief Transformation Officers to Know' in 2025.

### **Todd Herrmann**



#### **President Cadensus**

Todd Herrmann is President of Cadensus and brings more than 30 years of experience helping nonprofit and healthcare organizations strengthen strategy, governance, and long-term growth. Throughout his career, he has advised more than 30 organizations across the country on strategic planning and business development initiatives, including nationally recognized organizations such as Apraxia Kids in Pittsburgh and Erlanger Medical Center in Chattanooga, as well as regional organizations, including Boston Children's Hospital, Spaulding Rehabilitation Network, Family Pantry of Cape Cod, and North Suffolk Mental Health Association.

Todd's work spans healthcare, education, social services, arts organizations, and community-based nonprofits, where he is known for helping leadership teams translate strategic priorities into practical operational plans. His expertise includes organizational structure, financial forecasting, governance, marketing strategy, and leadership development.

In addition to his consulting work, Todd has spent the past eight years teaching business strategy, healthcare systems, leadership, and financial management at Simmons School of Management and Franklin Pierce University. He currently serves as Director of the School of Business and Assistant Dean at Franklin Pierce University in Rindge, New Hampshire.

Todd holds an MBA in Healthcare Management from the Wharton School at the University of Pennsylvania and a degree in Mathematics from Dartmouth College.

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### Jeffrey Hughes



### **Retired President Wentworth-Douglass Hospital**

Jeffrey Hughes, MPH, FACHE retired in October 2023 as President of Wentworth-Douglass Hospital, concluding a distinguished 40-plus-year career in healthcare leadership, strategy, and consulting. Jeff joined Wentworth-Douglass in 2012 as Vice President of Planning and Business

Development and, over time, assumed expanded leadership roles, including Chief Strategy Officer, Vice President of Operations, Chief Operating Officer, and ultimately President.

During his tenure, Jeff led several transformative initiatives, including developing long-range strategic plans that positioned the organization to join Mass General Brigham. He played a key role in guiding both the affiliation and integration processes, while also leading the expansion of clinical service lines and the organization's growth into Portsmouth. As Incident Commander during the COVID-19 pandemic, Jeff demonstrated steady leadership in navigating one of healthcare's most complex operational crises.

Prior to Wentworth-Douglass, Jeff held leadership positions in healthcare systems, academic medicine, and consulting, including roles with Partners Healthcare System (now Mass General Brigham), Holy Family Hospital, the University of New England, the Hospital of Saint Raphael, and PricewaterhouseCoopers, LLP.

Jeff earned his Master of Public Health from Yale University and is a Fellow of the American College of Healthcare Executives. In 2013, NESHS recognized him as Healthcare Strategist of the Year.