Theresa Hiltunen
Associate Chief Information Officer, Entity Services

Theresa Hiltunen is the Associate Chief Information Officer, Entity Services at Penn Medicine. She is a seasoned IT executive, with over 25 years’ experience in the health care industry. As the Associate CIO, Entity Services, Theresa has responsibility for leading the Entity Information Officers at the Hospital of the University of Pennsylvania, Penn Presbyterian Medical Center, Pennsylvania Hospital, the Clinical Practices of the University of Pennsylvania, Radiation Oncology, Clinical Care Associates and HomeCare and Hospice Services. At each entity, primary services include end-user support, clinical engineering, localized data networking support and serving as the liaison between entity goals and Information Services activities. Coupled with entity support, Theresa is also responsible for Corporate Clinical Engineering.

Prior to joining Penn Medicine in 2008, she held positions as IT Director at Phoenixville Hospital, Albert Einstein Healthcare Network and The Germantown Hospital and Medical Center. Experiences include large-scale system implementations (EMR, Radiology and Cardiology PACS) and hospital merger and acquisitions.

Areas of Expertise

- Enterprise Information Technology (IT) Strategy
- EHRs
- Inpatient Electronic Medical Records (EMR)
- IT Governance
- Leadership / Operational Excellence
- IT Process Improvement
- IT Project Management
- IT Service Delivery
- Kiosks
- Mobile Devices
- Patient Portal
- Systems Standardization
- User Management
- Workflow Redesign

Professional Memberships

- Healthcare Information Management Systems Society (HIMSS)
- Delaware Valley Chapter – HIMSS (DVHIMSS)

Penn Medicine is one of the world’s leading academic medical centers, dedicated to the related missions of medical education, biomedical research, and excellence in patient care. Penn Medicine consists of the Raymond and Ruth Perelman School of Medicine at the University of Pennsylvania (founded in 1765 as the nation’s first medical school) and the University of Pennsylvania Health System, which together form a $7.8 billion enterprise.

The Perelman School of Medicine has been ranked among the top five medical schools in the United States for the past 20 years, according to U.S. News & World Report’s survey of research-oriented medical schools. The School is consistently among the nation’s top recipients of funding from the National Institutes of Health, with $405 million awarded in the 2017 fiscal year.

The University of Pennsylvania Health System’s patient care facilities include: The Hospital of the University of Pennsylvania and Penn Presbyterian Medical Center — which are recognized as one of the nation’s top “Honor Roll” hospitals by U.S. News & World Report — Chester County Hospital; Lancaster General Health; Penn Medicine Princeton Health; Penn Wissahickon Hospice; and Pennsylvania Hospital – the nation’s first hospital, founded in 1751. Additional affiliated inpatient care facilities and services throughout the Philadelphia region include Good Shepherd Penn Partners, a partnership between Good Shepherd Rehabilitation Network and Penn Medicine, and Princeton House Behavioral Health, a leading provider of highly skilled and compassionate behavioral healthcare.

Penn Medicine is committed to improving lives and health through a variety of community-based programs and activities. In fiscal year 2017, Penn Medicine provided $500 million to benefit our community.
