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Executive Leadership

MultiCare is led by an experienced, visionary team of executive leaders. In addition to the organization's executive leadership, MultiCare is privileged to have the oversight of a number of all-volunteer boards. These boards help steer our organization and ensure that we are staying true to our mission. We thank them for their leadership and dedication.

Learn more about the MultiCare Health System board of directors.

William G. "Bill" Robertson

Chief Executive Officer

Bill Robertson joined MultiCare in 2014. He came from Adventist HealthCare, based in Gaithersburg, Md. Prior to Adventist, Robertson served as chief executive officer of Shawnee Mission Medical Center near Kansas City, Kan.

He earned his Bachelor of Science in Accounting from Southern Adventist University, and a Master of Business Administration from Texas Christian University. He was also a certified public accountant.

Florence Chang

President

Florence Chang joined MultiCare in 2006 as the organization's chief information officer before stepping into the role of executive vice president and chief operating officer in 2012. She has been MultiCare's president since March 2022.

Chang came from Dearborn Advisors, LLC, where she served as senior vice president and partner. Chang received her Bachelor of Science in Medical Technology from California State University and holds a Master of Business Administration from Pepperdine University.

Todd Czartoski, MD

Executive Vice President & Chief Physician Officer

Todd Czartoski, MD, joined MultiCare in 2024 as president and chief medical officer of MultiCare Neuroscience Institute & Virtual Health. Prior to MultiCare, he served as the chief executive of telehealth and chief medical technology officer for Providence Health & Services. He also served as chief of neurology at Swedish Health Services.

A board-certified neurologist, Dr. Czartoski earned his medical degree from The Ohio State University.

Aaron Cohen

Senior Vice President & Chief Growth Officer

Aaron Cohen joined MultiCare in 2025 as the organization's first chief growth officer. Prior to MultiCare, Cohen served as the physician enterprise president for Adventist HealthCare in Gaithersburg, Maryland.

Cohen received his Bachelor of Arts from the University of Pennsylvania, a Master of Philosophy in European Studies at the University of Cambridge, and his law degree from Columbia Law School.

Mark Gary

Senior Vice President & General Counsel

Mark Gary joined MultiCare in 2007 and has served as its chief legal officer and general counsel since 2013. Prior to MultiCare, Gary was a partner in the Seattle law firm Bennet, Bigelow & Leedom, where he practiced primarily health care business law.

He received his law degree from the University of Washington School of Law.

Tim Holmes

Senior Vice President, Chief Executive, East & West Pierce, and Capital Pacific Regions & Behavioral Health

Tim Holmes joined MultiCare in 2009 as administrator of Outreach Services at Good Samaritan Hospital until 2011, when he was promoted to vice president of Behavioral Health, then president in 2016. Prior to MultiCare, Holmes was clinical director for Pierce County Human Services.

He has master's degrees in health administration and marriage and family therapy/systems theory.

David Knoepfler, MD

Senior Vice President & Chief Clinical Officer

David Knoepfler, MD, joined MultiCare in 2025 as the system's chief clinical officer, overseeing system quality and safety and risk management, as well as AI and data governance. Dr. Knoepfler previously worked at Overlake Medical Center & Clinics for over 30 years in both clinical and leadership roles, including as Overlake's chief medical information officer and, most recently, its chief medical officer,

Dr. Knoepfler earned his medical degree from the University of Washington and his MBA from Washington State University (WSU).

James Lee

Executive Vice President, Population-based Care & Chief Financial Officer

James Lee joined MultiCare in June 2022, bringing more than 30 years of experience in health care to the organization. Prior to MultiCare, he spent 17 years at Adventist HealthCare in Gaithersburg, Md., where he first served as executive vice president and chief financial officer and then chief strategy and growth officer.

Lee earned his bachelor's degree from the Sao Paulo School of Business Administration in Brazil and master's degrees in public health and health administration from Loma Linda University in California.

Tim Lynch

Senior Vice President, Chief Administrative Officer

Tim Lynch joined MultiCare in 2019 and previously served as the health system's vice president of clinical services and chief pharmacy officer. He oversees system clinical services, including pharmacy, infusion services, laboratory services, off campus emergency departments, inpatient neuro rehabilitation, home health, hospice, palliative care, dialysis, diabetes services, imaging services and respiratory therapy.

Lynch received both his Bachelor of Science in Pharmacy and his Doctor of Pharmacy degrees from the University of Washington. He also holds a master's in health care management from Troy University.

Dawn Anuszkiewicz

President, MultiCare Good Samaritan Hospital & East Pierce Market Leader

Dawn Anuszkiewicz joined MultiCare in 2025 from Utah-based health system Intermountain Health, where she served as president of Good Samaritan Hospital in Lafayette, Colorado. Prior to her tenure at Intermountain Health, Anuszkiewicz served in COO and CEO roles at Reading Hospital, in West Reading, Pennsylvania; Ochsner Baptist in New Orleans; and Saint Louis University Hospital in Saint Louis, Missouri.

Anuszkiewicz holds a Master of Health Services Administration from the George Washington University School of Business Management.

Eddie Bratko

President, MultiCare Tacoma General/Allenmore Hospitals & West Pierce & Kitsap Market Leader

Eddie Bratko joined MultiCare in 2023 from Catholic Health System (CHS) in Buffalo, N.Y., where he spent 13 years in leadership positions, including his most recent role of vice president of strategic deployment. Prior to CHS, Bratko worked for many years at United Parcel Service (UPS), starting as a package loader and rising to the role of East Region finance manager for UPS in New York City.

Bratko earned his bachelor's degree, as well as a master's degree in chemical engineering, economics and finance, from the University of Buffalo.

Tammy Buyok

President, MultiCare Yakima Memorial Hospital & Yakima Region Market Leader

Tammy Buyok joined MultiCare in 2012, most recently serving as the vice president of facilities management and operations support services, before being named as president of MultiCare Yakima Memorial Hospital and its related clinics. Prior to her tenure with MultiCare, she had 21 years of health care leadership experience in acute care ancillary operations, support services, and as a human resources executive in Helena and Glasgow, Mont.

Buyok holds a Master of Business Administration and a Bachelor of Science in Management from the University of Wyoming.

Will Callicoat

President, Capital Medical Center & Thurston County Market Leader

Will Callicoat joined MultiCare in 2017 as chief financial officer for Mary Bridge Children's Hospital, and was named president, Capital Medical Center & Thurston County market leader in April 2021. He started his career at Capital Medical Center in the finance department in 2003, ultimately serving as the hospital's controller. He has also served at the Washington State Hospital Association, and as chief financial officer at Summit Pacific Medical Center.

Callicoat holds a Master of Business Administration in Economics and Finance from Pacific Lutheran University.

Ryan Fix

President, Retail Health

Ryan Fix leads MultiCare's Retail Health Network, including the Indigo platform's urgent care and virtual care services and the system's ambulatory surgery center, physical therapy and occupational medicine business units. Starting his career at Philips Healthcare, Ryan brings 20 years of health care and technology leadership experience as an executive leader and entrepreneur. He has worked his way through various aspects of the health care industry, including insurance, technology, ambulatory care and medical devices, trying to improve the health care industry for consumers.

He holds a Master of Business Administration from Seattle University.

Andrea Fleming

President, MultiCare Neuroscience Institute

Andrea Fleming joined MultiCare in 2025 and brings a wealth of experience in health care strategy, clinical institute leadership, virtual care innovation, finance and operations to the organization. Prior to MultiCare she spent over a decade in progressive leadership roles at Providence, including her most recent role as executive director of the health system's central division clinical institutes.

Fleming holds a Bachelor of Science in economics and political science from Baldwin Wallace University, as well as an MBA with a concentration in medical systems management from The Johns Hopkins University.

Wade Hunt

President, MultiCare Deaconess/Valley Hospitals & Inland Northwest Market Leader

Wade Hunt joined MultiCare in 2017 as MultiCare Deaconess Hospital's chief operating officer. Since November 2021 he has been serving as president of Pulse Heart Institute. Prior to MultiCare, Hunt served as the chief operating officer and interim chief executive officer for PeaceHealth Southwest Medical Center in Vancouver, Wash.

He holds a Bachelor of Arts in English from the University of Utah, as well as a Master of Health Administration from St. Louis University.

Jonathan Maner

President, MultiCare Medical Partners

Jonathan Maner joined MultiCare in 2022, bringing 20 years of experience as a medical group executive to the organization. Most recently, he served as the senior vice president for the Beaumont Medical Group in Southfield, Mich. Maner has also worked at health systems in Georgia, Texas, Arkansas and Pennsylvania, and served in the U.S. Army for nine years.

He holds a bachelor's in business administration from Capella University.

Brandon Mencini

President, MultiCare Auburn Medical Center, MultiCare Covington Medical Center & East Pierce Market Leader

Brandon Mencini joined MultiCare in 2025 from Asante Rogue Regional Medical Center and Asante Ashland Community Hospital in southern Oregon, where he served as chief executive officer. Prior to Asante, he served as CEO at Mercy Hospital in Durango, Colorado, as well as chief operating officer at Chippenham Hospital in Richmond, Virginia.

Mencini holds a Master of Health Services Administration from Webster University in St. Louis, Missouri.

Jeff Poltawsky

President & Market Leader, Mary Bridge Children's Hospital & Health Network

Jeff Poltawsky comes to MultiCare after serving as president of American Family Children's Hospital and senior vice president of UW Health, Wisconsin for the past 10 years. Poltawsky's experience also includes administrator at Peyton Manning Children's Hospital in

Indianapolis and director and vice president at Children's Healthcare of Atlanta. He began his career at Geisinger Medical Center in Pennsylvania.

Margo Shoup, MD, MBA

President, Chief Medical Officer, MultiCare Cancer Institute

Margo Shoup, MD, a nationally recognized surgical oncologist who has been leading and developing system-wide cancer institutes for over a decade, joined MultiCare in 2024. Prior to MultiCare, she served as enterprise vice president at Orlando Health, as well as president of Orlando Health Cancer Institute.

Dr. Shoup earned her medical degree from Northwestern University and completed her surgical oncology fellowship at Memorial Sloan-Kettering Cancer Center. She also holds a Master of Business Administration from the University of Massachusetts in Amherst.

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