

Courtney Ophaug, FACHE
Chief Executive Officer, Banner Estrella Medical Center

Courtney Ophaug currently serves as the CEO of Banner Estrella Medical Center which is located in Phoenix, Arizona. At Estrella, Courtney is responsible for leading and collaborating with over 1,500 associates and volunteers, in addition to working with the Medical Staff at Estrella. In this role, she is responsible for leading the strategic direction and performance of the Estrella campus to ensure Banner Health's mission is being fully realized in the Southwest Valley.

Prior to joining Banner Estrella, Courtney has served as an Associate Administrator on both the Banner Boswell and Banner Thunderbird campuses. In those roles she provided senior leadership oversight for a \$300 million dollar campus expansion including 200 additional inpatient beds, Progressive Diagnostic and Imaging Procedures, Emergency Services, and Support Programs on the Banner Thunderbird Campus, and initiated campus renovation plans on the Banner Boswell campus helping to support refurbishment and replacement services for Imaging, Inpatient Nursing, Perioperative and Emergency Services. Additionally, she provided executive oversight of service lines, including surgical services, orthopedics, outpatient and oncology services resulting in increased volumes year over year, program accreditations, community programs development and enhancement, and clinical services offered within the hospital campus incorporating local educational programs, as appropriate. Courtney has demonstrated a leadership competency of achieving high levels of organizational performance, driving performance improvement for quality of care enhancements, and fostering a culture of leadership development and high associate engagement.

Courtney started her career with Banner Health, working as an Industrial Engineer, where she worked amongst hospitals in the Phoenix area, as well as hospitals throughout the Banner system on key projects.

Courtney graduated with a Bachelor's Degree in Industrial Engineering from North Carolina State University in Raleigh, North Carolina. She went on to Grand Canyon University, where she achieved her Master's Degree in Business Administration with an emphasis in Leadership. She is also a Fellow in the American College of Healthcare Executives, and a member of the Southwest Alliance for Excellence. Outside of Banner, Courtney currently serves on the Board of Overseers for the Southwest Alliance for Excellence, where she mentors examiners in the Southwest Alliance for Excellence Program of Excellence. Additionally, she is also currently serving as the Treasurer for the Peoria Chamber of Commerce Board of Directors.

Courtney is currently a resident in the City of Scottsdale, where she lives with her husband and 3 children.