

# Steve Ward, FACHE

## Title / Role

Financial Strategist | Technical Advisor | Craftsman | Musician | HellVault | CEO, Virtual Care Works | Founder, Rocky Mountain Luthiers

## Overview

Steve Ward is a multifaceted professional whose career spans executive leadership, technical innovation, and artisanal craftsmanship. A Fellow of the American College of Healthcare Executives (FACHE), Steve built his reputation as a healthcare executive and strategist before turning his lifelong passion for music and craftsmanship into a full-time pursuit as the founder of **Rocky Mountain Luthiers (RML Guitars)** in Centennial, Colorado.

At **HellVault**, Steve serves as **Financial Strategist and Technical Advisor**, contributing his expertise in organizational leadership, fiscal planning, and systems development while applying the same precision and artistry that defines his work as a master guitar builder.

## Professional Background

- **Founder and CEO**, Virtual Care Works | Denver Technology Center | 2011 – Present  
Established a nationwide telehealth technology network providing secure data communications, HD video, encrypted email, and large-file medical transfers across 28 states.
  - Directed product suite and ROI strategies for healthcare providers
  - Managed partner relations and multi-vertical market growth
- **Executive Director**, Colorado Telehealth Network | 2008 – 2011  
Oversaw deployment of one of the largest telehealth infrastructures in the United States, connecting 89 hospitals and over 200 clinics under the FCC's Rural Healthcare Pilot Program.
  - Negotiated statewide connectivity with CenturyLink and Qwest
  - Coordinated technical and financial operations between hospitals and government agencies

- **Vice President, Rural Health and Hospitals**, Colorado Hospital Association | 2008 – 2011
 

Advocated for healthcare policy and telehealth reimbursement reform at both state and national levels.

  - Assisted in passing legislation requiring telehealth reimbursement through Medicaid and private insurers
  - Strengthened relationships between rural healthcare providers and state organizations
- **Adjunct Faculty**, University of Denver | 2011 – 2012
 

Developed and taught Telehealth Network Development courses at the master's level

## **Founder, Rocky Mountain Luthiers (RML Guitars)**

Steve's craftsmanship and lifelong love of music led to the creation of **RML Guitars**, a boutique acoustic guitar company specializing in handmade, heirloom-quality instruments. Each guitar is meticulously crafted using premium tonewoods and traditional luthiery techniques, resulting in instruments celebrated for their tonal depth, playability, and visual artistry.

### **RML Guitars (Rocky Mountain Luthiers)**

- Located in Centennial, Colorado
- Focused on hand-built acoustic guitars featuring 65-year-aged Sitka spruce soundboards
- Uses globally sourced rosewoods and premium tonewoods hand-selected for resonance and character
- Offers full customization for musicians and collectors, blending performance with fine art design

Steve's guitars are not only instruments but collectible works of art, each chronicled from start to finish to showcase the journey of its creation.

## **Pyrotechnics and Event Production**

Before launching RML Guitars, Steve also held a pyrotechnics license and spent several years designing and managing city fireworks displays throughout Colorado. His events were executed with a flawless safety record and earned recognition for their precision, creativity, and crowd engagement. His experience managing high-risk operations reinforces his disciplined approach to project safety and planning within HellVault.

## Education and Credentials

- **MBA in Business**, Boulder University
- **Master of Science in Administration, Healthcare Administration**, Central Michigan University
- **Fellow**, American College of Healthcare Executives (ACHE)
- **Adjunct Faculty**, University of Denver

## Key Skills and Expertise

- Financial and business strategy development
- Technical systems design and implementation
- Creative direction and craftsmanship
- Risk management and operations safety
- Music performance and instrument design
- Leadership and team collaboration

## Role at HellVault

At HellVault, Steve brings a rare blend of analytical precision and creative insight. He supports budgeting, investor strategy, and technical infrastructure while also contributing to the creative and fabrication sides of the operation. His experience as a builder, musician, and safety expert strengthens the team's ability to merge art, engineering, and operational excellence.

## Additional Interests

Steve is an avid outdoorsman and conservation advocate. He served more than 25 years as a fly-fishing instructor with Colorado Trout Unlimited, promoting sustainable practices and environmental education for youth and adults.