**PROFESSIONAL SUMMARY**

* Experienced Project manager and account manager offering more than 18 years of success leading all phases of EMR conversion, revenue cycle SME, diverse operational projects, technical and software development. Leadership experience managing cross-functional teams and influencing senior management/ key stakeholders. SDLC, Waterfall, Agile and SCRUM methodology. Scrum master. Currently undergoing Lean Six Sigma Black Belt certification.
* Subject matter expert in PeriOp, over ten year’s PeriOp optimization experience to include supply chain management, case cost price reduction, charge capture and reimbursement, increase patient outcomes using BI data, lean operational efficiencies, and overall operational workflows to support increased revenues/decreased waste/risk reduction.
* CRCR Certification-Nationally certified by Healthcare Financial Management Association as Certified Revenue Cycle Representative. This certifies my knowledge in complete revenue cycle process and how to increase revenue return, rapidly identify underpayments, ensure 100% charge capture, reduce A/R days, denial reduction and clean claim/complete claim submission. This process starts from inception/when a patient schedules, registration, patient in-take/reception, treatment, insurance claim submission and patient billing.
* My experience with many of the vendors utilized in major healthcare organizations has given me the opportunity to successfully work with HL7 interfaces and successfully work with our technical team to manipulate messages of two difference vendor solutions resulting in successful EMR implementations. Eight years computer programming, Active PMI member,.
* Plan and coordinate surgical EMR systems/financial strategy teams for clients and enterprise wide system operation efforts to support and enhance revenue cycle improvement processes for health organizations. Develop KPI and benchmark management plans to measure progress towards client financial and EMR/clinical goals.
* Subject Matter Expert in total healthcare IT and revenue cycle solutions, in-depth knowledge and understanding of EMR conversions, data conversion and back-loading, regulatory requirements and clinical data management.
* Business strategist experienced planning and managing multimillion-dollar projects aligning hospital business goals with technology solutions to drive process improvements, competitive advantage and bottom-line financial gains.

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| **CORE COMPETENCIES** |
| * Software/EMR Implementation and Conversion – Large and small inpatient/ambulatory hospital organization new operating system and clinical applications of multiple vendors: McKesson, Cerner Millennium/Soarian, Keane, Pro-Med, MEDITECH, Epic, Nextgen, Allscripts, TrackCore, Endosoft, Brochosoft and customized software products. * Account Management – Develop and present customer profiles and related financial summaries to team providing opportunity assessments to senior management. * Project managed software development and application delivery to run on VMware or server platform. Involved in high level details as server and data center consolidation, automation, set-up and configuration of virtual desktops. * Clinical CPOE, ancillary ambulatory medical center, surgery, and scheduling training materials as well program development for CME education and general facility end-user training. * Training plan development, execution of client training classes, and evangelization to practice areas. * Excellent communicator; leverage technical, business and financial acumen to communicate effectively with client executives and their respective teams. |
| |  |  |  |  | | --- | --- | --- | --- | | TECHNICAL COMPETENCIES | | | | | Jira issue tracking system | Point Insight Tracking system | PeopleSoft Material/Supply Management | Supply Chain | | Cerner Millennium | ICD-9/ICD-10 | Horizon Physician Portal(HPP) | Epic | | Keane | Nextgen | Horizon Enterprise View | Paragon | | MEDITECH | Horizon Patient Folder (HPF) | McKesson Star | Allscripts | | Meaningful Use | Cerner Soarian | TrackCore Implant/Tissue | Lawson | | Patient/Physician Portal | Horizon Surgical Manager (HSM) | Crystal Report building | MEDITECH | | HL7 Interface | Pathways Healthcare Scheduling | McKesson Star Financial | VMware | | Bronchosoft | Horizon Business Insights (HBI) | McKesson Tissue Tracker | Endosoft |   **June 2017 to Current**  **Senior Project Manager**  Cerner Corporation – Kansas City, Missouri  Engagement Owner/**Implementation Project Manager**   * Launched over a dozen Go-Lives as Engagement Owner on time and within budget. * Responsible for coordinating, monitoring, and delivering client projects within professional services from initiation to delivery; in alignment with all client initiatives. * Serve as liaison between Cerner and client to ensure all targets and requirements are completed on schedule and within budget and scope. * Plan, organize, direct, control, and deliver project deliverables in alignment with the client’s expectations and business needs. * Manage the day-to-day activities of the project for Cerner, ensuring successful projects with high client satisfaction.   **Highlighted Recent Projects**   * IASIS Project – Multisite I/O Fed conversion project from the McKesson Suite to the clinically driven revenue cycle, full suite of Cerner solutions. Rapid conversion and deployment at each regional site within five-month time frame. Both projects used a combination of agile and waterfall methodology. I fostered great relationship with C-suite and executive sponsors. My strong leadership partnering resulted in greater visibility to facility pain points, prompt issue resolution, opportunity to creatively resolve/meet project needs without additional resources/budget and the clients readily willing to engage with project events, as well product adoption. In this project the client has been on their legacy system for some time and posed slight adoption resistance amongst physicians, however, the strong partnership I developed gave us the support needed thus gaining physician support. Dealt directly with C-suite and executive sponsors and received personal thanks from the leadership team for our good work and successful project.   + IASIS Arizona Market   + IASIS Utah Market * Alameda Sorian and Meaningful Use Project – Go-Live readiness assessment. Delivered AMS support presentation and ensure turnover readiness. Ensured hardware and BMI order and delivery with appropriate lead time preventing delays due to hardware or BMDI not being available. Ensured appropriate resource coverage for go-live event, facilitate go-live prep call, facilitate weekly executive status meetings, partnership with marketing department to ensure facility awareness of upcoming events, education and support available. Worked with physician liaison to ensure adequate support for physicians and prompt remedy to concerns/education. This approach encouraged product adoption and the winning the support of physicians in this conversion.   **February 2017 to June 2017**  **Senior Project Manager**  **OneContent Product McKesson Team**  **OneContent Solution Implementation Project Manager**  Project Manager, with responsibility for all aspects of managing the deployment or upgrade of the OneContent solution, from initial customer contract to project completion. The Project Manager interfaces with the customer on all project-related matters, keeping the project schedule on track and in scope, anticipating and assessing project issues, and developing resolutions to meet productivity, quality, and client-satisfaction goals.  The Project Manager role requires strong communication, organizational, and leadership skills, as well as a great deal of flexibility and devotion to maintaining customer satisfaction. Provides a single point of contact for projects.   * Takes projects from original concept through final implementation. * Interfaces with all areas affected by the project which may include customers, development, support, and various other departments. * Defines project scope and objectives. * Oversees/coordinates all aspects of project and serves as project manager between clients, line management and internal and external resources. * Plans and directs schedules as well as project budgets/forecasts. * Monitors the project from initiation through delivery, interfacing with customer on all matters. * Exercise judgment within generally defined practices and policies in selecting methods and techniques for obtaining solutions. * Develops detailed work plans, schedules, project estimates, resource plans, budgets, and status reports. * Conducts project meetings and is responsible for project deliverables. * Manages the integration of vendor tasks, and tracks and reviews vendor deliverables. * May provide project management guidance to project team. * Recommends/takes action to direct the analysis of and solution to problems. * Establish and recommend changes to policies which affect the project, department, or business unit. * Maintain an attitude of flexibility and an ability to apply project management expertise and discipline to other key initiatives within EWS as required, including special projects, strategic efforts, etc.   Complete other tasks as assigned or apparent. |
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**March 2016 to July 2016**

**Senior Project Manager**

**University of Virginia Hospital and Medical Center**

**Surgical Tissue Tracking System Implementation – Software Solutions: TrackCore/PeopleSoft**(SCM) **(/Epic-OpTime**

The client was not currently compliant with JCAHO tissue tracking regulatory mandate and needed to upgrade from the legacy manual process they currently manage to an updated automated option, TrackCore software solution. The TrackCore system would reduce manual process and allow more time for staff to address other patient related issues. This type of project usually requires a six to nine month implementation; however, I created a more impacted time line since the client desired a 5 month implementation. This client was converting their legacy material management system to the PeopleSoft Material Management modules which I co-managed and created project schedule timeline while adhering to existing Epic schedule. Facilitated meetings with all teams involved to ensure work efforts across all 3 applications was executed in collaborated build effort with material management/supply chain management team, Epic OpTime team, PeopleSoft Team and TrackCore Team.

* Project Manager document all manual processes for current tissue tracking for build and conversion to automated TrackCore Process. Create organizational manual process flow chart to help organization understand their current process. Conducted gap analysis on opportunities for improvement and created future state process flow chart to help organization understand changes in process, procedures and new activities for clinical and non-clinical staff.
* Gap analysis, and developed a detailed mitigation plan.
* Implement surgical implant/explant and tissue tracking management best practices ensuring they adhere to JCAHO, state and federal regulatory standards.
* Create project plan and time line with vendor to ensure the impacted time-line of five months met.
* Transition plan for TrackCore implementation, trial testing, clinical and non-clinical staff training and TrackCore report review to ensure all JCAHO, state and federal required information captured in reports.
* JCAHO Audit- preparation for next JCAHO site review to ensure 100% compliance to all JCAHO, state and federal surgical tissue tracking standards.
* Data Conversion/Migration – ensure all tissues/supplies in TrackCore system had 1:1 match with PeopleSoft material management system and mapped accurately to legacy surgical system as well PeopleSoft (SCM) material management.
* Material Management/Supply Chain Management – Collaborated with supply chain management/material management to review legacy supply chain management items for item remediation and accuracy of items to be uploaded into new PeopleSoft SCM system.

**December 2015 to March 2016**

**Senior Project Manager**

**Community Hospital of the Monterey Peninsula**

**HIMS System Implementation and Upgrade/Conversion Project – HPF EMR document storage system upgraded and conversion to One Content EMR document storage system**

The client converted/upgraded HPF Legacy applications to HPF version 17 and converted legacy tables to a OneContent Patient Folder storage system. Implemented HPF entire Legacy systems to version 17 and OneContent applications from version 15 to version 17. The scope for this role involved project management of technical deliverables to migrate data apart from upgrading modules, training on new OneContent and implementation of OneContent before the system went live. I managed build, train, data migration/data conversion, testing and training for all teams involved. Weekly status reports provided to project sponsor as well dashboard report provided bi-weekly to executive team.

* Project Manager for build and upgrade/conversion for legacy McKesson HPF product, version 15 to 17 OneContent Patient Folder.
* HIMS Best practices- ensure HIMS best practice is adopted with new OneContent software and HPF 17 upgrade.
* Improve A/R – Shortened medical A/R cycle, decreased DNFB, cost savings and operational efficiencies.
* Reduce manual processes – workflow automation enhanced with the OneContent solution allowing for 100% paperless HIMS process.
* Charting Compliance – Improved physician productivity, resulting in more time for patient care, as well as increased satisfaction and adoption of IT.
* Data Conversion/migration – Ensure data integrity and accuracy from HPF version 15 to 17 and OneContent new back-end data architecture.
* 100% HIPPA/HIMS compliance made possible by the document imaging system.
* Release of Information management, including: fulfilling, billing and tracking requests and releases as well as monitoring self-pay disclosures and accounting for disclosures reporting for treatment, payment, and healthcare operations.
* Gap Analysis – conducted gap analysis, and developed a detailed mitigation plan from legacy product to OneContent.

**July 2015 to December 2015**

**Senior Project Manager**

**Alameda Health System**

**Senior Project and Program Manager**

**Meaningful Use/EMR Conversion Project – Physician/Patient Portal, Cerner Implementation**

This project was a EMR conversion project from various legacy clinical and financial systems to one Cerner solution system with focus on Revenue Cycle and Meaningful Use. The organization is 75% government payor which stressed the importance of this system conversion to include Meaningful Use measures be met at 100% compliance to obtain financial incentives and best practice revenue cycle practices with the Cerner product be adopted by staff and clinicians.

* Worked with the corporate and hospital site executive teams to develop MU program, Cerner Revenue cycle, assess MU readiness/Cerner Revenue Cycle go-live readiness, Cerner Revenue Cycle SME, define gaps in revenue cycle process, develop and implement mitigation plans, monitor compliance to the implemented application and workflow changes as they affected revenue cycle operational and new automated solutions.
* Implemented new project planning methodology to support PMO office and foster adoption of project management practices, identify financial KPI benchmarks, financial and Cerner project metrics, governance and project management best practices.
* Created comprehensive Project Charter, Project Plan and program for Cerner financial goals and meaningful use federally mandated criterium to ensure MU measures and financial goals achieved.
* Lead CDM team in cross walk mapping legacy service line CDM to Cerner financial system.
* Educated organization importance of clinical applications supporting revenue cycle billing for reduced delay, denial and prompt accurate payment.
* Performed a Meaningful Use assessment, gap analysis, and developed a detailed mitigation plan.
* Developed and executed plan for Meaningful Use implementation, trial testing, and report period auditing.
* Assisting with MU Stage III/2016 Edition preparation and MU Stage II/2015 attestation for receipt of federal financial incentives.
* Revenue Cycle complete assessment and EHR assessment, gap analysis, mitigation planning, and create process improvement for Cerner revenue cycle; MU attestation compliance; electronic submission of Cerner Clinical Quality Measures;MU audit preparation/archive planning; and Cerner revenue cycle operationalization.
* Worked with Cerner revenue cycle implementation team as working project manager: build, test, identify Cerner revenue cycle system issues, develop work around where needed/remedy system issue, super-user training, end-user support, and work with vendor on critical system issues until resolved.
* Served as a positive role model for encouraging others to embrace operational changes associated with the implementation and optimization efforts.
* Managing the implementation of multiple reporting solutions related to data management and reporting, including MU-required Public Health Reporting, and online dashboards related to MU and quality reporting.
* Performed assessment and gap analysis of MU functional measures; developed mitigation plans for missed and at risk thresholds
* Performed assessment and gap analysis of clinical quality measures; developed mitigation plans for zero initial patient populations, and inaccurate numerators
* Developed provider directory to meet HIE/Summary of Care measure.
* Performed assessment, gap analysis, and mitigation planning for the Core, Menu, and Clinical Quality Measures for this Cerner Soarian site.

**Leidos Health December 2011 to May 2015**

**2013 to 2015**

**Senior Consultant**

**WakeMed, Raleigh Campus**

**Senior Consultant, Surgical Systems and Network Management  
EMR Conversion Project McKesson, Allscripts, GE sunset, Cerner Financial for Epic Implementation**

* This project was focused on the migration of legacy products to their new enterprise Epic system. During this project Chief Financial Officer decided to consolidate all 3 hospital CDM’s to one charge master. I lead discussions with all 3 facilities regarding CDM consolidation for surgery service lines and charges in an effort to consolidate to a master CDM to be utilized with legacy Cerner financial systems and future Epic system. I also facilitated discussions with CBO to understand current billing process and identify opportunities for improvement and education. Developed training for improved revenue cycle practices to be adopted before go-live and after new system go-live to ensure revenue neutral impact of new CDM and improved revenue cycle practices.
* Advanced senior systems PM, revenue cycle SME and network analyst providing leadership for hospital's surgery, ambulatory and home health EMR technology infrastructure located in 4 facilities statewide.
* CDM consolidation of 4 facilities ensuring payor appropriateness, charge code validity, appropriate department pricing, illuminate charge item duplication and appropriate mapping to CPT/HCPCS codes.
* Improvement process for supply chain management: Developed policy and procedure for high dollar supplies that are not typically ordered/unique to special cases. Creating an automated solution this reduced manual time spent by staff/clinicians, 100% accuracy and 100% charge capture ensuring high dollar supply reimbursement.
* Lead work with Operational Leaders, IS Project Managers and operational teams to plan EMR conversion, implementation, data backload and optimize clinical systems that support meaningful use initiatives.
* I was asked to maintain, upgrade and convert surgical systems at 3 facilities as well oversee CDM data conversion and back-loading.
* Successful planning and execution of all projects related to meaningful use; interpretation and definition of the MU regulatory requirements.
* Responsible for the development of the strategic and tactical planning to upgrade Utek Endo/Bronchosoft software and Upgrade TrackCore application while integrating meaningful use mandates.
* Gap analysis and remediation plan for TrackCore surgical implants/items/tissue missing as well duplicates for upgrade project. Worked with senior management to develop operational plan and workflow.
* Gap analysis and remediation plan for Utek Endo/Brochosoft upgrade to ensure all procedures and physicians are captured in system build for upgrade.
* Training – developed Cerner revenue cycle training manual, provided support for end-users, conduit to vendor reporting technical issues and working with vendor to resolve.
* Decrease FTE expenditure by two with reduction in manual work process with automated system process, 80% cost saving to client.
* Developed budget and project timeline for platform migration, while managing Cerner revenue cycle conversion project, within small budget and short timeline by delegating and utilizing internal IT resources with skills needed to successfully deliver migration. This was a predecessor to EMR conversion.
* Project Managed a major regional health care corporation surgery systems to work both in hospital workstations and VMware, consisting of 50 main operating rooms, 4 outpatient surgery departments and 4 ambulatory departments.
* Budgeted, Planned, coordinated, implemented and finalize projects according to the specifications and deadlines defined with client.
* Maintained upgrade and convert surgical systems at 3 facilities to operate on VMware platform for remote access and on-site workstations.
* Identified gap in WBS (Work Breakdown Structure) and worked with client to re-define WBS reducing risk and maximizing team skill utilization without further team acquisition. (negated need for additional staff, efficient utilization of existing staff)
* Created a weekly meeting with representatives from each facility to discuss revenue cycle and EMR newfound issues, risks and resolutions.
* Implemented project change management process, communications plan/management for each customer/facility as well entire project team/management/sponsors, charge reconciliation process, quality assurance process.
* Horizon Business Insight (HBI) Maintain, build highlights, update / distribute highlights, work to remedy system issues.
* Surgery systems included but not limited to McKesson Surgical Manager (MSM), McKesson Pathways Healthcare Scheduling (PHS), Endosoft, Bronchosoft, Trackcore Tissue/Implant Tracker, and Olympus 160 and 190 Gastroscope/Colonscope/Bronchoscope.

**Avanti Health System 2012 to 2013**

**Senior Optimization Consultant/Project Manager  
EMR Conversion Project – Meditech to Paragon clinical and financial system**

The client had four facilities using various billing systems and various revenue management strategies. The goal of this implementation was to unify all facilities to one EMR system, one billing system as well update all operational process for all four facilities to one unified EMR, billing system and standardize revenue cycle processes to increase A/R, identify KPI/create banchmarks and prevent further loss in revenue capture. An initial assessment of operational processes was conducted to identify opportunities for improvement in patient registration, clinical documentation, coding, billing, and follow-up process which included denial and contractual management. The EMR solution was implemented to allow for adoption/training of these new processes and reducing manual labor with automated solutions where possible.

* Worked with C-Suite to define organizational objectives and goals of EMR conversion project to include MU, Revenue Cycle Management Standardization and ensured they achieved organization KPI.
* Manages the integration of vendor tasks, assess project issues, lead work with Operational Leaders, IS Project Managers and operational teams to plan, implement and optimize EMR systems that support MU initiatives during EMR system conversion process.
* Data conversion management and ensured 100% conversion success through internal hospital data validation.
* Provide leadership and strategic direction for EMR conversion while developing Meaningful Use, policies, procedures and standards.
* Acting as liaison between vendor and customer while tracks/ reviews vendor deliverables to ensure C-suite satisfaction and goals achieved.
* Reviews of system build for optimization of inpatient, outpatient, ambulatory and associated clinics for Paragon build.
* Provide technical/analytical guidance to conversion team. Recommends/takes action to direct the analysis of and solution to problems.
* Provides a single point of contact for projects taking projects from original concept through final implementation. Interfaces with all areas affected by the project including end users, computer services, client services, project sponsor and client leadership/C-suite.
* Optimization of software by modifying a Paragon system to provide more efficient use and reduce resources. Result in 40% cost saving to client. Increase in receivables through accurate charge capture.
* Manage optimization process, both tactical and strategically to deliver incremental increase in revenue, cost/expense reductions, and working capital optimization.
* Optimization of Business office to reduce A/R days, increase billable A/R, decrease in house claim hold days, reduce claim denials, accelerated submission to payor, and efficient claim tracking resolving the need for additional FTE. Cost savings to the client 40% in FTE and unbillable/denied claims.
* Conducted and directed the analysis of Paragon system to identify problems to be solved through optimization of systems and business processes.

**ProMedica Health System 2011 to 2012**

**Consultant**

**EMR Conversion Project**

* Project Manage PHS/HSM and CPOE implementation of EMR and EMR conversion.
* Perform analysis of Meaningful Use compliance criteria, roadmap authorship, and plan development to integrate MU goals with EMR implementation.
* Oversee interpretation and definition of MU regulatory requirements; Support and coordinate all MU working groups.
* Provide leadership and strategic direction for developing the MU program.
* Budgetary management and oversight for EMR conversion implementation and adoption of MU‐compliant EMRs.
* Performed build gap analysis, lapse in time from initial base build EMR systems. Required gap analysis to ensure build components were in place for EMR system optimization and ensure EMR system conversion with zero variance.
* Created and executed project budget and work plans for migration from legacy system to the new EMR system; worked with application and interface team to support clinical application integration for patient information integration (Cerner, Allscripts, Promed). Developed QA testing to ensure data accuracy and worked with technical team to develop interface accurate HL7 segment delivery to all systems used.
* Performs best practice workflow process; understand current workflow process and department needs as well as interdependencies of admitting, registration, and clinical systems to recommend best practice optimization after go-live for new system environment.
* Provides training and education; designs, coordinates, and delivers training to all educators and end users; ensures end users use new product optimally to reduce manual workflow process, reducing staffing cost and enabling time allocation to new processes.

**Southwest Washington Medical Center 2011 to 2012**

**Consultant**

**EMR Conversion Project**

* Horizon Expert Orders (HEO): Implemented McKesson Horizon Clinical 10.3 technical solutions to support and automate the workflows within the hospital.
* Conversion from legacy EMR and implementation EMR for inpatient, outpatient, ambulatory and associated clinics.
* Perform analysis of Meaningful Use compliance criteria, roadmap authorship, plan development
* Defined meaningful use parameters to align with EMR tactical plans to achieve MU objectives during implementation.
* Provided knowledge transfer, training, and education of CPOE, Horizon Order Management, and HEO.
* Developed and executed testing scripts and QA process.
* Performed testing and issue resolution, including regression testing.

**Community Health Systems May 2010 to October 2011**

**Project Manager/Consultant   
EMR Conversion Projects**

* Acted as cross-system, functional project manager and customer account manager; ensure project progress while managing project and suggest additional automated solutions benefiting the customer and additional product/customization sales.
* Meaningful use consultation and project management for over 1000 providers/clinicians, and 7 hospitals implementing, Linux, Allscripts, Meditech, Cerner, GE, McKesson, eClinical Works, Health Pro, Practice Fusion and application customization.
* EMR Data conversion and back-loading - Created and executed project work plans for migration of data from legacy system to the EMR systems for conversion; developed clover leaf interface to support Cerner, Epic, McKesson clinical products as well as other vendor products working with EMR system (Allscripts, Meditech, Cerner, GE, McKesson, Promed, eClinical Works, Health Pro, Practice Fusion) ; developed QA testing to ensure data accuracy and worked with technical team to develop interface accurate HL7 segment delivery to all systems used.
* EMR conversion - Managed data migration, cloverleaf interface HL7, EMR system crosswalk build needs, system customization and interface HL7 manipulation, and script development for three large facilities.
* Testing, EMR conversion and QA for ICD-9 to ICD-10 coding for clinical and billing/financial systems.
* Ensured the project had the appropriate resources and managed the work of the project team and other key resources across a wide range of groups.
* Created and executed project work plans and ensured on-time, on-budget delivery.
* Prepared project reviews and presented project updates to the client.
* Recruited project staff; managed and led the project team.

**McKesson Corp November 2008 to May 2010**

**Clinical Implementation Consultant/Analyst/Project Manager—Clinical and Surgical Team**

* Planned, conducted, and directed the analysis of clinical and healthcare business problems to be solved with clients through automated systems and business processes.
* Designed, developed, modified, and evaluated programs, applications software, and services for clients.
* Recommended changes in software development, business processes, maintenance, and system standards.
* Determined client’s business, technology, and process needs, and translated that to understanding into actionable services and solutions.
* Used virtualization technologies, including VMware, View, XenDesktop, Citrix Provisioning Server, and Virtual Desktop.
* Worked with C-Suite to define organizational objectives and goals and ensured they were achieved.
* Educated on integration for McKesson Anesthesia Care (MAC), Horizon Physician Portal (HPP), and all clinical integration for cross-application products.
* Experienced with software upgrades and new release education; identified and addressed rebuild issues related to integration.
* Interpreted common HL7 message transactions and interactions with the application.
* Installed product in customer-designated location and obtained signed product acceptance certificate.
* Conducted go-lives to bring product live; performed troubleshooting when necessary and removed and replaced failing product components as required.
* Wrote and updated hospital policies to ensure adherence to applicable information technology, health, and safety regulations and procedures.

**Perot Systems February 2007 to October 2008**

**Project Manager/Clinical Analyst/Implementation Consultant —Horizon Clinical Application/Physician Portal/Care Alert Team**

* Implemented solutions to support and automate the workflows of nurses, physicians, and all providers in large multi-facility organizations and independent stand-alone hospitals.
* Developed relationships with clients, and designed, customized, and tested software accordingly for client implementation.
* Ensured compliance with JCAHO, AORN, and federal and state regulatory standards.
* Worked with multidisciplinary project teams to ensure software solutions were designed, built, and implemented so that best practices and patient safety were promoted.
* Interpreted common HL7 message transactions and interactions with the application.
* Installed product in customer-designated location and obtained signed product acceptance certificate.
* Worked with go-live team to bring product live; performed troubleshooting when necessary and removed and replaced failing product components as required.
* Wrote and updated hospital policies to ensure adherence to applicable information technology, health, and safety regulations and procedures.
* Developed and facilitated test plan coordination, loaded test data, and triaged test issues to the core team; documented and coordinated issues to track across multiple product lines.
* Acted as advocate and liaison to medical informatics and IT steering committees.
* Developed clinical, surgery, and scheduling training materials and programs for certified continuing medical education.

**Doctors Medical Center 2004 to 2006**

**Patient Accounting/STAR Implementation Analyst, Information Systems**

* Supported clinical and ancillary applications throughout the facility.
* Implemented new software and worked collaboratively with project managers, end-user customers, and field service and project teams to ensure successful installation, implementation, and use of automated solutions for various hospital clinical and ancillary applications.
* Assisted in go-live and troubleshooting for 13 products implemented during an accelerated 10-month timeline.
* Provided product-related training and support, including offsite medical staff training.
* Facilitated test plan coordination, loaded test data, and triaged test issues to the core team; documented and coordinated issues to track across multiple product lines.
* Developed training materials and programs to promote and optimize the end-user experience, product ownership, satisfaction, and clinical and nonclinical integration through efficient and effective product installation and implementation.
* Worked as part of a multidisciplinary team to implement service strategies and technology, and to optimize the cost effectiveness and reliability of departmental resources, including research and writing reports.
* Coordinated onsite installation and implementation of new software and products, and add-on products and upgrades.
* Wrote and updated hospital policies to ensure adherence to applicable information technology, health, and safety regulations and procedures.

**Healthcare Resource Group 2004 to 2004**

**Healthcare Revenue Consultant**

* Developed optimal billing processes for efficient and effective billing practices.
* As project leader, identified reimbursement deficiencies and coordinated efforts with internal departments to implement new reimbursement practices at three facilities; developed optimal membership services for efficient and effective financial practices.
* Worked as project leader, coordinating external and internal departments to implement improved business practices.
* Provided leadership as project coordinator; planned, organized, documented, and tracked various projects to streamline the billing and collection process, increasing cash collections and ensuring regulatory and contractual compliance.
* Analyzed patient accounting billing and collection problems and issues as they were identified from various sources; determined root causes, developed operational processes and technical aspects, provided training, and recommended and implemented solutions.
* Developed and coordinated testing and acceptance standards before implementing decisions.

**EDUCATION & PROFESSIONAL DEVELOPMENT**

Stanford University

Applied Sciences

De Anza College  
Physical Therapy and Business Administration Student

University of California Berkeley  
Coursework in Business Administration with minor in Project Management