**DONALD L. GREEN**

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**EXECUTIVE SUMMARY**



*Healthcare IT professional with more than 18 years of experience developing robust, trouble-free systems and management of enterprise-wide financial and clinical applications as an Application Systems Analyst. Demonstrates cross functional skills such as server, database, interface, VPN, network and desktop support. Experience managing and developing Tier 1 (mission critical/patient critical), Tier 2, and Tier 3 software and systems. Broad-based, cross-functional experience allows me to learn systems quickly and accurately troubleshoot system issues in an integrated application environment.*

* **EMR System Design & Architecture (Tier 1):** Career of successfullymanaging and developing dozens of Tier 1 (mission critical/patient critical) systems including primary architect of McKesson HPF systems, electronic chart management systems and enterprise fax systems (scope development, project management, deployment, service desk, and emergency on call duties).
* **Tier 2 and Tier 3 Software and Systems Development:** Excellent record of achievement in designing and supporting dozens of Tier 2 and Tier 3 software systems.
* **Financial Stewardship & Labor Savings:** Excellent track record of completing projects on time and within budget. Proven track record of developing cost-effective IT systems that reduce the need for internal and external vendor support labor costs.
* **Excellence in Uptime Provided (Mission/Patient Critical):** Throughout career, provided more than 1,000+ end users greater than 99% uptime.
* **Health Insurance Portability and Accountability Act (HIPAA) Compliance Systems Architecture:** Project Manager for HIPAA compliance at Overlake Hospital. Zero instances of IT falling outside of HIPAA compliance.
* **IT Healthcare Professional:** 18+ years of experience developing robust systems and trouble-free operations for mission-critical backbone IT systems.
* **Project Management Experience:** 18+ years of experience managing mission-critical projects from A-Z: ideation, scope, deployment, support, evaluation, and documentation.
* **Reduction in Third-Party Consultants:** Through innovation in systems design and architecture (and limiting scope creep), my efforts have reduced costs by tens of thousands of dollars for my employers.



**CORE COMPETENCIES**



* *Legacy Integration with Epic EMR*
* *Epic Systems Development*
* *Epic Chart Review and Imaging*
* *Chart Scanning Applications*
* *Voice Recognition and Dictation Applications*
* *Philips iSite PACS Imaging System*
* *Electronic Medical Records Systems (EMR)*
* *HL7 Administration*
* *Microsoft SQL Server Scripting*
* *Project Management*
* *Software Documentation*
* *Healthcare IT Customer Service*
* *Server Maintenance*
* *Systems Administration*
* *Desktop Applications Support*
* *Ensuring Maximal Uptime*
* *IT Security Auditing*
* *FTP Systems Design*
* *Print Server Maintenance*
* *Active Directory Domain Services*
* *RightFax Fax Server Systems Design*
* *Healthcare Databases*
* *Change Management*
* *IT Team Leadership*
* *Technical Troubleshooting*
* *Revenue Cycle Reporting*
* *Healthcare Informatics*
* *HIPAA Compliance*
* *Disaster Recovery*
* *Process/Workflow Improvement*
* *Systems Analysis*
* *Environment Restarts*
* *Systems Reconciliation*



**PROFESSIONAL EXPERIENCE**



**Application Systems Analyst** May 2016 – August 2017

**Overlake Hospital Medical Center** Bellevue, WA

*Overlake Medical Center is a 349-bed, nonprofit regional medical center offering a full range of advanced medical services to the Puget Sound Region. Led by a volunteer Board of Directors, they employ 2,500 people and have nearly 1,000 active and courtesy providers on their medical staff, including some 120 providers who are employed by the organization.*

* Accepted this position after 8 years at Providence Health and Services.
* Supported 1,000+ onsite and clinic end-users.
* Provided 24/7 IT support for 20+ Overlake Hospital administrative applications including Honeywell DVM security camera systems, Enterprise OpenText/RightFax applications, Micros and Odyssey PCS Retail and Hospitality systems, Nuance Transcription System, legacy EMR Meditech systems, various security system applications and many other tier 3 administrative applications.
* This includes server side and desktop support, solving transactional/workflow system problems, generating reports and 24/7 on call duties.
* Created documentation to support applications using SharePoint as a central documentation repository.
* Provide end-user training as needed.

**Senior Radiology Systems Analyst** July 2012 – June 2015

**Providence Health Services** Everett, WA

*As the third largest not-for-profit health system in the United States, Providence is committed to providing for the needs of our communities – especially for those who are poor and vulnerable – across Alaska, California, Montana, Oregon and Washington. Providence’s system includes 73,000+ caregivers and covers 390,000 members.*

* Promoted to this position while Providence IT was realigning job responsibilities.
* Supported 5,000+ end-users located at multiple facilities in 3 states.
* Achieved 99.5% uptime while using best practices and good health records maintenance strategies.
* Provided yearly contract reviews to assure vendor contracts were aligned with Providence IT needs and maintenance contracts were also not allowed to expire.
* Provided IT support for Providence enterprise radiology applications including Philips iSite PACS, PowerScribe voice recognition, Mammography, CT Scan, and Ultrasound applications including CorePoint HL7 interfaces and VPN support located at Providence Everett.
* Provided desktop support, solved transactional system problems, generated reports, ensured application documentation responsibilities, and performed 24/7 on-call duties for 5 states.
* Supported radiology applications in Walla Walla and California which would include Philips iSite PACS and PowerScribe. Expanded radiology IT support roles to cover five states including 24/7 application support and system upgrades.
* Created documentation to support applications across three states using SharePoint as a central documentation repository.
* Perform multiple PACS system upgrades simultaneously, all being completed on time, minimizing scheduled downtime and within budget.
* Updated documentation for 20+ applications to assist in new analyst support roles that cover multiple facilities in 5 states.
* Successfully completed 25+ VPN connections between the Providence Radiology Department and external business partners.

**Business Systems Analyst II** October 2007 – July 2012

**Providence Health & Services** Everett, WA

* Accepted this position after 8 years at Overlake Hospital.
* Supported 5,000+ end-users located at multiple facilities in Western Washington.
* Achieved 99.5% uptime while using best practices and good health records maintenance strategies.
* Supported 40+ servers (including approx. 26 HPF production servers) and physical and virtual environments.
* Developed and implemented new procedures re: regular maintenance for Horizon Patient Folder (EHR) system.
* Provide end-user training as needed.
* Positive record of achievement in developing audit trail queries and SQL scripts to ensure document security, database management best practices, and privacy compliance (e.g. PII security).
* Ensured excellence in troubleshooting Horizon Physician Portal (HPP) web viewer issues and finalizing patient charts.
* Developed and maintained Java configurations for large format documents including 1,000+ desktops.
* Provided IT support for Providence medical records applications including dictation/transcription applications (SoftMed and Transcend), fax management applications (RightFax and Communication Director), bed tracking systems (Horizon Enterprise Visibility and Teletracking), and CorePoint HL7 interfaces located at 3 hospitals in Western Washington.
* Developed best practices for server side and desktop support, solving transactional system problems, generating reports, application documentation responsibilities, and ensuring 24/7 customer service including on-call duties.

**Senior Clinical Systems Analyst** July 2007 – October 2007

**Overlake Hospital** Bellevue, WA

* Promoted to this senior position from Reimbursement Analyst II.
* Provided IT support for OHMC laboratory applications, instruments and HL7 interfaces that include Meditech LIS module, Dade Behring, etc.; support Special Procedures Unit that includes endoscopy/colonoscopy software and also support Radiation Oncology applications.
* Provided customer support for various other applications within Information Services such as Security Department applications, clinic practice management systems (MedAxxis) and physician dictation software for Overlake Medical Clinics LLC.

**Reimbursement Systems Analyst** **II** June 2005 – July 2007

**Overlake Hospital** Bellevue, WA

* Promoted to this position from Clinical Systems Analyst II.
* Responsible for reimbursement applications including Meditech Billing Accounts Receivable module, CareMedic electronic claims systems and several other insurance clearinghouse applications.
* Assisted with project management, maintaining (and testing) Meditech data dictionaries, supporting billing system interfaces, Charge Master updates, Medical Necessity updates, reconciling charge rejections, solving transactional system problems, generating reports, overseeing nightly closing processes 24/7 and provide systems training when needed.
* Provided customer support for various other applications within Information Services as needed.

**Clinical Systems Analyst II** October 2003 – June 2005

**Overlake Hospital** Bellevue, WA

* Promoted to this position from Network Operations Analyst.
* Responsible for the implementation and maintenance of clinical systems including administrative and ancillary applications within Overlake Medical Clinics LLC. Support clinic IT connectivity, practice management software (Misys HealthCare Systems) support and level one desktop support 24/7.
* Provided systems training for clinical end-users when required.

**Network Operations Analyst**  August 1999 – October 2003

**Overlake Hospital**

* Accepted this position after working 3 years at Microsoft.
* Supervised OHMC Network Operations Center, providing customer service functions (Helpdesk) and technical solutions for various departments (Finance, Payroll, Clinical, HR). Led and oversaw 24/7 network operations facility and staff that included 4 employees.
* Assisted in data center software and hardware upgrades to assure minimal network downtime.
* Wrote procedures and checklists for data center processes, IS security policies and procedures, and system error recovery.



**EDUCATION & CERTIFICATIONS & CONTINUING EDUCATION**



* Shoreline Community College: Accounting & Business Administration Curriculum

## Windows Network Security Policy (MVA)

* Windows Networking Fundamentals 2012 (MVA)
* Windows Server Admin Fundamentals 2008 R2 (MVA)
* Windows Active Directory 2012 (MVA)
* Windows Security Fundamentals
* SQL Database Fundamentals
* SharePoint 2013

### A+ Certification

* ITIL Foundation Certification
* CorePoint Interface Training