

ETSUB MULUSHEWA

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CUSTOMER TRAINING & DEVELOPMENT SPECIALIST | HOSPITAL ADMINISTRATION Hands-On Trainer: Impactful Programs That Adapt to User Learning Styles EPIC Super User

Customer Training and Development Specialist with 10+ years of experience facilitating training, developing instruction materials, and designing curriculum for customer development programs. Resourceful trainer who easily adapts to audience needs and learning styles to develop highly relevant curriculum. Prioritizes tasks and delivers ambitious projects to tight deadlines. Consistently receive positive feedback and return requests from clients. Supports growth through continuous learning and development. Implement training techniques that meet participant needs; tailors training modules and organize information to attract customer attention and encourage easy understanding of concepts. A team catalyst who drives high performance and accountability.

CAREER HIGHLIGHTS

- **Chosen as EPIC Super User; led successful conversion to EPIC across entire system at Alameda Health System Hospitals;** provided comprehensive go-live and pre/post-implementation training to over 1,000 users, including doctors, and support staff.
- **Trained a diverse audience of end users on Epic's Resolute program consisting of 20+ classes,** guaranteeing seamless system adoption.
 - Ensured everyone understood the material, from senior execs to frontline workers.
- **Implemented targeted refresher training programs for work teams,** eliminating recurring errors, and improving overall team performance.
- **Collaborated with training teams, senior staff, and managers to develop and refine training materials;** enhanced training effectiveness and amplified overall performance.

CORE SKILLS

Training & Development | Virtual Training | Program Management | Performance Management | Material Development | Data Analysis | Learning Management | Client Support | Program Implementation | Data Visualization | Cross-functional Collaboration | Continuous Learning and Development | Curriculum Development | Assessment and Evaluation | Content Development | Human Resource Management | Strategic Planning | E-learning | Client Onboarding | Customer Success | Documentation and Reporting | User Support | Patient Access | Customer Service | Kronos | ANSOS | Zoom | EPIC | Budget Management | Coach | Mentor

PROFESSIONAL EXPERIENCE

San Mateo Medical Center Epic Credentialed Trainer

September 2023-December 2023

Create and update curriculum and training resources throughout the implementation, system upgrades, and optimization phases

- **Conduct training sessions:** Teach healthcare professionals how to use Epic EHR effectively, ensuring they understand workflows and best practices.
- **Provide ongoing support:** Assist users with any issues or questions they have while using the system.
- **Collaborate with teams:** Work closely with other Epic team members and healthcare facility staff to ensure successful system integration and use.
- Promoted best practice workflows with end users to increase adoption.

- Provided Ambulatory education, training, and customization to physicians.

Sandata Technologies | Remote

April 2023 – August 2023

Customer Enablement Specialist

Plan, develop and deliver training sessions aligned with dynamic customer environments and use cases.

- **Develop comprehensive training modules and materials for end users;** ensure proper information organization for easy access and referencing.
- **Design and implement customized software solutions for Medical Homecare providers,** enhancing the efficiency of patient home visits and increasing patient satisfaction by 90%.
- **Collaborate with IT specialists to understand system functionalities, conduct testing, and facilitate hands-on training sessions** for 100 healthcare professionals, ensuring seamless integration of mobile and tablet care solutions.
- **Tailor training sessions to meet diverse audiences, including CEOs, professors, and other junior staff;** receive positive feedback and return engagement requests from trainees.
- **Evaluate participant understanding through real-time observation and engagement,** ensuring all trainees feel confident and fully educated at the end of the session.
- **Implement innovative training delivery practices such as enhanced visual aids, interactive matching questions, and engaging exercises** to capture audience attention; meet 100% of training goals.
- **Strengthen training curriculums by identifying and implementing new engagement opportunities.**
 - Develop interactive activities and realistic scenarios and include them in training.
 - Encourage patient-to-patient care conversations.

Alameda Health System Hospitals – Highland Hospital | Oakland, CA September 2012– April 2023

Patient Access Training & Development Specialist, March 2020 – April 2023

- Coordinate one-week training with two teams (Training and Question & Answer teams).
- **Conduct ongoing training for EHR systems** as an expert/super user to reduce system-related errors.
- **Facilitated training programs for emergency room staff to enhance patient access;** guaranteed excellent customer service by greeting, validating patients, and ensuring accurate direction.
- **Spearheaded the planning, training, implementation, and evaluation of EPIC Grand Central and EPIC Tapestry systems;** provided hands-on knowledge to staff members and reduced system downtime.
- **Coordinated and facilitated web-based classroom training** for new hires, refresher courses, and system upgrades, improving employee performance and productivity.
 - Provided instructional design and project management support.
- **Prepared training exams and recorded scores on the Learning Management System (LMS),** to assess employees' understanding and retention of training materials and identify improvement areas.
- **Maintained systematic process and documentation for 200+ EHR new hires** to track and report training progress; ensured a streamlined onboarding process.
- **Drafted and implemented comprehensive department policies and procedures,** enhanced operational efficiency and compliance.

- **Modified training materials to align with the organizational workflow.**

Alameda Health System (AHS) S.A.P.P.H.I.R.E Program | San Leandro, CA

Credentialed EPIC Trainer, June 2019 – March 2020

Promoted to be an EPIC Super User and trainer. Trained for six months; gained Grand Central and Prelude certifications. Provided (ATE) at Elbow support at Go-Live. Designed and implemented curriculum, training materials, and time sheets.

- **Implemented Grand Central module, optimizing bed placement and patient transport logistics;** reduced waiting time and guaranteed appropriate room conditions before patient admission.
- **Coached staff in EPIC system usage,** ensuring accurate bed occupancy tracking and improving discharge processes.
- **Incorporated Prelude certification protocols to enhance patient access and** accelerate the insurance validation processes.
- **Cultivated strong relationships with Principal Trainers and application teams,** aligning EPIC design with end-user needs, increased user satisfaction.
- **Conducted proficiency assessments and class evaluations to identify improvement areas,** enhanced training effectiveness and participant engagement.

Medical Clerk and Payroll Administrative Assistant, November 2017 – March 2020

- **Coordinated with doctors to conduct admissions, discharge, and transfers** and ensured accurate and timely organization of patient documents, improving overall patient flow and satisfaction.
- **Enhanced patient triage efficiency** through improving phone screening, referrals, and scheduling.
- **Managed scheduling and payroll for up to 100 nurses across two floors,** achieving a 95% on-time submission rate for timesheets and processing vacation requests; improved workforce efficiency.
 - Leveraged ANSOS to schedule shifts.
- **Prepared diagnoses and treatment statements and extracted required information** to ensure medical chart/form completeness, reduced insurance claim processing time and increased claim approval.
- **Streamlined administrative processes** with detailed reports for administrative meetings.

Nursing Staffing Specialist, September 2012 – November 2017

Dispatched nurses, CNAs, and transporters to hospitals. Prioritized workflow and developed an organized list and notes for completed and pending work. Maintained and updated Central Resource Team (CRT) of agency assignments to dispatch staff to designated locations. Demonstrated working knowledge in Medicare, Medi-Cal, and medical billing. Handpicked by manager; transferred to new unit following department changes.

- **Assigned to train newly hired staff** while working with confidential patient files, records, and information; guaranteed 100% compliance with policies, and procedures.
- **Conducted staffing for three hospitals (Highland, Fairmont, John George)** with 500+ patients by successfully integrating external agency requirements with hospital administration.
- **Saved the department from lawsuits (grievances)** by recording all calls conducted during shifts.
- **Managed nursing staff workflow across multiple hospitals** by implementing an agency staffing sheet to increase scheduling efficiency, and reduce overtime costs.

Addis Restaurant | Service Manager
Wells Fargo | Customer Service Adviser & Bank Teller

EDUCATION

California State University, East Bay, **Master of Public Administration** – Aug 2016
California State University, East Bay, **BS, Health Science** - December 2012

CERTIFICATIONS

Credential EPIC Trainer – Cadence/Prelude – July 2020
Credential EPIC Trainer – Grand Central – August 2019
Certificate of Project Management – June 2018 (California State University, East Bay /Hayward, CA)