Jason P. Smith

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An Expert Business Analyst with an extensive background in implementing, managing and maintaining EMR software platforms.  The highlights include: client relationship management, streamlining client workflows to better utilize the EMR application, with a proven record in driving best practices, developing consensus across multiple healthcare specialties, and improving team performance.

**PROFESSIONAL WORK EXPERIENCE**:

***Allscripts INC.* onsite consultant withWashington University of St. Louis** 07/2015 – 02/2018

**St. Louis, MO**

**Expert Business Analyst/Team Lead** for the Allscripts team assigned to Washington University, supporting the health system during their transition to EPIC EMR. As the Team Lead, all questions pertaining to Allscripts EMR by fellow team members were addressed, and funneled to the correct department for further research to achieve resolution.

* Responsible for the successful upgrade from v11.4.1 to v15.1 CU1 for the university, able to perform at this level thanks to previous work experience with Allscripts as an Implementation Engineer
* Led successful staged roll out of EPCS - Electronic Proscribing of Controlled Substances
* Administrated the Touchworks System
  + Built and maintained v10 and v11 notes
  + Created Task and Worklist views
  + Developed Clinical desktops
  + Established new workspaces
  + Security administration (Admin/Role/Rights and Security Admin)
* Prenatal Module
  + Administration
    - Account creation
    - Preferences and settings
    - EMR integration
  + Troubleshooting
    - Integration issue with EMR
    - Prenatal record issues
  + Participated in EV, Early Validation, Testing; leaded the testing for the onsite team
* Custom Crystal reports Administration
  + Created new reports to meet client needs based off executed SQL stored procedures and queries.
  + Edited existing Crystal Report files including the following:
    - Electronic Prescriptions
    - Lab Requisitions
    - Order Requisitions
* SQL Reports and Query Builder
  + Wrote and/or edited queries to pull data from EMR database
    - Reports include but not limited to Patient Demographics, Patient related problems, Medications, Allergies, orders and insurance information
  + Preform data validation and analysis of pulled reports to ensure proper reporting to government agencies: Immunization, EPCS and other sponsored research programs
  + Preform Data validation for the conversion from Allscripts EMR platform to EPIC EMR platform
  + Assist providers and departments with data analysis of the reports to streamline and improve patient care
* Work hand and hand with the Director of the department on high level, client facing issues.
  + Timely resolution of the issues
  + Provide guidance on the system, its capabilities and possible work arounds for end users seeing issues or looking for new workflows
* Assist team members with Tier 1 & 2 support Issues
* Knowledge obtained by successful completion of Allscripts Internal Education Department courses:
  + Touchworks EMR v17.1, Touchworks Mobile
  + Sunrise | 16.3.3 Form Builder Aware Note, Implant Manager, Patient Timeline Enhancement, Rules Engine, Surgical Care, Workflow Management, Sunrise | 16.3 Auditing, Demographics, Implantable Devices, Sunrise 16.3 Info Button Enhancements, Sunrise Emergency Care
  + EPSi | 7.5 EPSi Security Training, EPSi Budgeting Better Practices, EPSi Budget Manager Drilldown Reporting, EPSi Costing Better Practices, EPSi Costing Reconciliation Reports, EPSi Getting Started With, Clinical Analysis v8.0, EPSi PLA Global Transplant Contracting Term

***Orlando Health*** 01/2014 – 07/2015

**Orlando, FL**

**Programmer Analyst II**

* Maintained and configured Allscripts Touchworks v11.4.1 HF6 system
* Worked with other team members to implement Allscripts Touchworks EMR at newly acquired practices.
* Created and maintained Clinical Desktops, Task Lists, Flowsheets and Worklists.
* Established and provided maintenance for Workplace menu structures, including adding or removing HTB and VTB Item
* Developed new and maintained existing security groups, security gates and codes
* Utilized Problem Mapping Tool to convert ICD9 problem codes to newly adopted ICD10 Codes
* Troubleshoot Follow My Health issues within Touchworks EMR
* Resolved issues within the system (Security, Preferences (Web Framework and .Net), User issues, Printing, faxing and SureScripts)
* Maintained and troubleshoot ConnectR interfaces

***Holland Square Group*** 09/2013 – 01/2014

**Fort Wayne, IN**

**Expert Touchworks Traveling Consultant**

* Prepared existing v11.2 system for an upgrade to version v11.4.1
* Utilized Problem Mapping Tool to convert ICD9 problem codes to newly adopted ICD10 Codes
* Completed a gap analysis of the v11.2 system to ensure a smooth upgrade to v11.4.1

***Heritage Valley Health Systems***  06/2013 – 08/2013

**Hopewell Twp. PA**

**EMR Clinical Analyst**

* Maintained and configured the EMR system for the Health Systems (v11.2.1, v11.2.3, v11.4)
* Prepared the system for upgrade to v11.4.1
* Built, updated and maintained orders and results to vendor compendium specs, Clinical Desktop, Task and Worklist Views, flowsheets, Workplace menu structure and security groups
* Preformed Concept mapping updates on orderable items
* Remedied problems within the system (Security, Preferences (Web FrameWork and .Net), User issues, Printing, faxing and SureScripts)
* Worked on ConnectR interfaces
* Knowledge of Nextgen PM System

***Allscripts INC.*** 10/2010 – 05/2013

**Burlington,VT**

**Senior Implementation Consultant**

* Main point of contact for implementation and configuration of the Enterprise EMR application.
* Prepared clients for upgrade using detailed **knowledge of Touchworks v10 – v11.4.1 and upgrade paths from legacy to latest versions**
* Provided onsite and remote support for upgrades to latest version of software including configuration, testing , training and support of the application
* **Expert knowledge of Meaningful Use system configurations and workflows to adhere to CMS guidelines**
* Assisted clients in redesign of workflows to utilize new system features post-upgrade
* Worked with clients on system build work including:Orders/Results, Flowsheets, Clinical Desktop Views,Workplace menu structure, Security Groups, Task Views, Patient Worklist Views for all types of practice Staff
* Participated and led client calls regarding configuration of the system and issue resolution
* Documented meetings and agendas to keep clients moving along with the project timeline
* Handled multiple client projects at one time for clients ranging in size from small to large.
* Worked with the Project Manager to ensure all tasks were completed
* Assisted team members with cases to ensure all clients encountered timely resolutions to issues/cases
* Worked with EV and EA clients to install, configure and troubleshoot the latest software builds: A key member of the project team taking the First IDX interfaced client live of v11.41
* 100% success rate with client upgrades over 2.5 years.

***HyperActive Technologies Inc*** 06/2009 – 01/2010

**Pittsburgh, PA**

**Implementation Specialist**

* Plan implementations for proprietary software packages for perspective clients along with established clients.
* Assisted engineers with the installation of quick service restaurant drive thru software technologies such as:Order Conformation Boards and Drive Thru Lane Timers; hardware solutions such as Dell PC hardware, POS (Point of Sale) hardware; Ground Loops, Loop Detectors and DABs (Data Acquisition Boards).
* Strive for seamless rollouts for hardware and software packages by working as a team player
* Train the franchise owner, general managers and restaurant staff on the use of the software, hardware and web reporting tools
* Knowledge of both, hardware and software allowed the ability to train effectively
* Time management skills are very important for making sure that each client remained properly balanced with their products running smoothly.
* Created and implemented comprehensive needs assessment mechanism to help forecast demand for services
* Worked with Level 2 Support to resolve complex issues related to the functionality of the system
* Troubleshoot issues with reports not showing correct data. All reports were written in Crystal Reports
* Documented defects for QA and Development Teams; worked with both teams to get defects resolved in a timely manner
* Used SQL database analysis tools to ensure and maintain database stability
* Used simple HTML editors to change webpage code/design to accommodate client needs.

**Teletracking Technologies Inc.** 04/2006 – 06/2009

**Pittsburgh, PA**

**Implementation Engineer** 03/2008 – 06/2009

* Main point of contact while onsite between the client (Hospital) and Teletracking Technologies
* Worked with hospital staff and Teletracking project manager to ensure smooth installation and roll out of Teletracking software
* Trained users (Nurses, Unit Clerks, Admitting, Environmental Services, Transportation and Maintenance staff) how to effectively use software
* Created training documentation specific to the hospital
* Verified hospital IT had setup Windows server 2000/2003 to meet Teletracking minimum system requirements (both hardware and software) for the application to run
* Installed Intel Dialogic cards and software
* Ran and crimped Cat-3 phone lines if needed
* Worked with hospital DBA to ensure SQL Database instance was setup to match Teletracking database requirements
* Verified IIS installation on the application server
* Installed product or product suite on the application server, using built in tool to setup database, username and Password on the SQL 2000/2005 server
* Created Voice Files to be associated with Hospital Rooms, Nursing Units, Floors, Departments and hospital equipment.
* Verified data and began upload process to the SQL Server (accomplished through import tool and SQL Scripts)
* Worked onsite with staff during go-live week to ensure system was functioning properly and ensure a smooth transition to Teletracking software
* Troubleshoot system issues until client was ready to transition to Teletracking Help Desk for technical support
* Documented, recreated and tested fixes for defects found in the system
* Maintained knowledge of old software versions while learning new versions of the software
* Assisted the Help Desk (per request by the Director of Technical Support) to ease case load and train new employees due to both increased client base and call volume

**Technical Support Engineer** 04/2006 – 03/2008

* Primary point of contact for client issue resolution generated from web requests, email and inbound phone calls
* Ability to handle a high volume of calls, make detailed documentation of resolutions, resolve issues in timely manner and work well in a team setting where important to success
* Became an expert on 5 different products with multiple versions of each product in the field, within a short timeframe
* Worked with VPN software such as Cisco, Nortel and various others to resolve issues
* To experience the issue first hand, worked with remote control utility’s like Remote Desktop Protocol (RDP), PcAnywhere, DameWare and VNC
* Documented, tested and provided feedback to clients, Quality Assurance team and Programmers about
* Assisted in training of new Technical Support employees

**EDUCATION:**

**ICM School of Business**

Associate Degree in Specialized Business, Computer Management Network Engineer

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| **TECHNICAL PROFICIENCIES:** |

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| Healthcare Software: | HL7 Compliant Software Iguana, Meditech, and ConnectR, NextGen, IDX, Teletracking Product |
| Operating Systems: | MS Windows Server2008 – 2016, MS Windows 7 - 10 |
| Software: | MS SQL 2008 – 2016, Crystal Reports 2008, SQL Server 2008 R2 – SQL 2014 |
| Microsoft Excel: | Knowledgeable on multiple versions of Excel  Experience with VLOOKUP and data sorting and filtering  Import and export data from text files, saved queries, or databases; used automatic outlining, inserted subtotals, create advanced filters, and used database function  Create pivot tables and charts using worksheet data and external resources, modify pivot tables, sort item and group data, and refresh and format pivot tables  Design, record, and execute macros to automate data entry inputs |

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