**CRAIG MAIRE**

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Summary

Successful in managing large corporate and government healthcare development projects with the ability to lead technical engagements and provide remediation to assist Clinical and Revenue teams with analytical reporting. Experienced in leading integrated systems analysis and recommending appropriate hardware, software and communication links required to support IT goals and strategy while assessing and providing detailed optimization recommendations on architectures, strategies, policies, standards and practices for existing and planned systems to remain compatible within IT infrastructure. Experienced leadership of Agile Business Intelligence (BI) platform for Data management at the enterprise level. Possesses superior skills in system analysis, operational efficiency and organizational effectiveness for Revenue Cycle, ICD-10, EMR systems, Meaningful Use and CMS requirements. Accomplished in managing projects involving several initiatives in preparation for the ICD-10 Coding Change, which involves creating tasks, milestones and action items as well as status reporting for each workstream. Experienced in providing training and education as well as crafting eLearning course templates and review of all training and documentation content.

Technology Focus

Engages in numerous healthcare system implementations systems analysis of hardware, software and communication links required to support IT goals and strategy. Manages documentation of architectures, strategies, policies, standards and practices for existing and planned systems thus ensuring they remain compatible within IT infrastructure. Provides specialized leadership for ICD-10 Meaningful Use, Clinical Documentation Improvement (CDI), Coding and other CMS measures for large Payer systems and hospital networks. Well versed in managing User Acceptance Testing of 3M CRRM system for medical coding to implement new software while leading assessment of Cerner to Epic software implementation impacts on enterprise preparedness for parallel ICD-10 implementation. Adept in drafting end-to-end testing strategy, dual coding strategy and functional area assessment process in preparation for the ICD-10 program.

Recent Work Experience

Serves as Senior Project Consultant in the data conversion program for an implementation of a new health system, engaged in creating and maintaining project documentation and timeline reporting to assure project teams met milestones and deadlines. Responsible for analyzing and providing to client leadership, analytic staff and technical engineering for all mapping, reporting, environment set up for the data conversion and application decommissioning . Documents workflows for Healthcare Information Management, IT and Revenue Cycle Management and created Key Performance Indicator dashboards for program leadership. Manages vendor testing efforts of software and services to comply with new data transaction standards; integrated systems analysis recommending appropriate hardware, software, architectures, strategies, policies, standards and practices for existing and planned systems to remain compatible within IT infrastructure.

Educational credentials include a Master's degree in Educational Media and Technology and  
Bachelor of Arts degree in Foreign Language with focus in French.

Skills

* ICD 10 readiness initiatives, CAC, Coding, Training, Communications and CDI workstreams
* Project Management tools: MS Project, SharePoint Developer, HP PPM, M/S Office, GitHub, Jira
* Learning Management Systems: Healthstream, Blackboard, Moodle, SumTotal
* Vendor Applications: Epic, Cerner, Meditech, Allscripts, Hyland, NextGen, Greenway, Misys, ChartLogic, 3M Encoder, Optum,Logicien, Ingenix
* Technical Skills - Web Design, Sharepoint Developer, Access, Cold Fusion, PHP, ASP, JavaScript, JSON, Captivate, Articulate, BrainShark, Brainhoney. Epic, Cerner, MEDITECH, 3M Encoder, Optum Logicien, Ingenix

Professional Experience

Conduent Inc –Senior Management Consultant  
Business Process Services/ Healthcare Provider Solutions  
August 2015 - present

**Baptist Health Care – Pensacola, Florida -Data Migration Project - Sept 2016 – Present**

Provided overall Project management responsibility and accountability for hospital data extraction and import related activities

**Responsibilities:**

* Developed of Data Extraction Project Plan, Risk Management and Communications Plans with stakeholder communications, roles and responsibilities, assigned work tasks, data extraction methodologies, level of effort and duration estimates
* Coordinated with client and EHR Vendors with selected tracking milestones at sufficient detail to manage all extraction Project interrelations and dependencies within Client IT operations and provide accurate and timely communications to Project stakeholders and Client management
* Provided Project and matrix management of all data extraction related application and vendor activities and coordination with client teams, Provided input into and participate in the change management/change control process for data extraction activities
* Owned and managed data extraction issues and action items, working with Client and EHR and Application vendors to resolve respective issues
* Coordinated Data Conversion team resources, DBA, Developers and analysts
* Provided scheduled Project and status reporting for all data extraction activities
* Ensured that all data extraction documentation are completed prior to go live
* Provided data extraction related Project status to all key stakeholders

SwervePay - remote work - June 2016- Sept 2016  
Provided overall Project management responsibility and accountability for Product Development of Healthcare Portal Application vendor

**Responsibilities:**

* Utilized project coordination expertise and tools such as GitHub, JIRA and MS-Project to support upstream and downstream teams throughout SDLC.
* Engaged stakeholders, contributors and technical resources to analyze user needs and resource limitations for Healthcare Provider organizations.
* Facilitated the discussions of complex, high value IT delivery projects that require the coordination of development work or technology work on multiple platforms to achieve desired functionality.
* Serve as technical and healthcare financial system knowledge source within project teams as assigned.
* Communicate committed stories for the upcoming sprint to backlog owners and stakeholders
* Maintained update of Help Desk system and reporting for client leadership.
* Represent the team daily at the Scrum of Scrums (S2) meeting to report impediments for escalation.
* Facilitate impediment resolution in a timely, cost effective manner.
* Track and produce key metrics (e.g., burndown, burnup, cumulative flow, velocity, etc.)
* Act as a conduit to other consulting teams on project status and training on application UI and product development process.

Miami Children’s Hospital - Miami, Florida ICD-10 Cerner Implementation Aug 2015 – Sept 2016  
Manager of consulting team to healthcare provider organization, directing implementation of systems and operational processes that accommodate coding and clinical documentation compliance needs. Director of program providing organizational governance of working teams to achieve contract objectives.

**Responsibilities:**

* Created and maintain project documentation and timeline reporting to assure project teams met milestones and deadlines
* Managed software development teams to remediate system design and modifications for ICD-10 coding and clinical documentation compliance for provider organization
* Lead vendor testing efforts of software and services to comply with new data transaction standards
* Organized and provided educational services online and peer to peer of clinical documentation changes for providers and management
* Supported end to end testing of processes and systems in preparation of go-live activities for provider organization
* Analyzed and provided recommendation for Revenue Cycle Management processes, creating Key Performance Indicators and a dashboard report for leadership
* Provided leadership for onsite consulting team in synch with client leadership requirements.
* Provided recommendations for stabilization and optimization of client systems and processes.

**Senior Healthcare Project Manager**

**July 2014 – August 2015**

**Anthelio Healthcare – Healthcare Analytical Informatics Division**

Organized the Analytics startup division of a Healthcare Systems company, creating process, procedures, documentation and provider leadership to the organization.

**Responsibilities:**

* Managed the scope, schedule, cost and quality of the software development projects using MS Project, POB, Visio, SharePoint and all MS Office applications
* Analyzed systems and processes for operational efficiency and organizational effectiveness for Revenue Cycle, ICD-10, EMR systems, Meaningful Use and CMS requirement for hospital reporting
* Managed the design of Business Intelligence (BI) model product for client data needs, with an Agile team creating EDW, ODS and Data Mart structures to accommodate multiple customer accounts
* Reviewed project proposals and plans to determine time frame, funding limitations, procedures for accomplishing project, staffing requirements, and allotment of available resources to various phases of project
* Led testing of applications, documented bugs and fixes, promotion to UAT and Production environments. Demonstrated application features in Sales and Marketing presentations.
* Established work plan and staffing for each phase of project, and arranges for recruitment or assignment of project personnel
* Conferred with project staff to outline work plan and to assign duties, responsibilities, and scope of authority
* Directed and coordinated activities of project personnel to ensure project progresses on schedule and within prescribed budget
* Project documentation (ie. Scope and business requirement gathering and documentation, status reports, issue logs, risk identification and mitigation, development of project schedules/plans)
* Prepared project reports for management, client, or others
* Conferred with project personnel to provide technical advice and to resolve problems

**CSI Companies**

**September 2013 – April 2014**

**Boston Medical Center - Boston MA Senior Project Manager, ICD 10 Program Management Office**

Project managed several initiatives in preparation for the ICD-10 coding change. This involved creating tasks, milestones and action items in M/S Project and maintaining RAID documents, and status reporting for each work stream

**Responsibilities:**

* 3M Coding Reference and Reimbursement Management (CRRM) Project Manager
  + Managed the User Acceptance testing of a new 3M CRRM system for medical coding with the Hospital Admission, Patient Financial Services, and ITS departments to implement new software.
* Clinical Documentation Improvement (CDI) workstream
  + Worked on sourcing CAC system for implementation at hospital, evaluating 3M 360 Encompass CAC and Optum Enterprise CAC.
  + Interviewed and assessed in detail each department and ancillary service to plan remediation activities for all EHR and supplemental software used in the complete revenue and documentation cycle.
  + Drafted and published CDI strategy for enterprise wide initiative
  + Monitored and reported status of CDI ICD-10 training and progress with remediation of query forms
  + Coordinated data on patient demographics, pre-existing conditions, billing and coding diagnosis and procedures that are gathered for Meaningful Use Stages 1 and 2 with Documentation Improvement plan at hospitals and clinics
* Coding workstream
  + Drafted and published Dual Coding plan for ICD-9 and ICD-10 coding of hospital cases to provide data to test end to end readiness
  + Managed training of all coders to become certified in ICD-10
  + Provided status on Coding initiative to the ICD-10 PMO
* Enterprise-wide Training workstream
  + Evaluated Epic Training for Health Information Management to supplement ICD-10 content on new system. Attended Epic training design sessions to review clinical content requirements.
  + Prepared and validated with all hospital departments the training materials purchased from Precyse University to be delivered on the Healthstream Learning Management System (LMS)
  + Met with each department to introduce staff training options for ICD-10 and supported Physician leads for each department as they prepared physicians and providers for the documentation changes in ICD-10
* Communications workstream
  + Created ICD-10 materials for each department to be posted on the BMC Intranet website for ICD-10
  + Managed press releases and articles to hospital staff preparing for ICD-10

**Max-IT/VCS and SAIC Company - Walnut Creek, CA**

**December 2012-September 2013 Senior Consultant – Senior Project Manager, ICD-10 Program – John Muir Health**

Led Clinical Documentation Improvement, Communications, and Education and Physician Awareness efforts for an ICD-10 implementation as they related to the activities of a client Program.

**Responsibilities:**

* Assess and recommend Computer Assisted Coding (CAC) application for use in clinical documentation improvement efforts, evaluating 3M 360 Encompass CAC and Optum Enterprise CAC
* Lead assessment of a Cerner to Epic software implementation impacts on enterprise preparedness for parallel ICD-10 implementation including new system user interface reviews, prescription of training and creation of consultant work plans and schedules.
* Reviewed and documented step by step User Interface processes in current Cerner and new Epic EHR system for various clinical and administrative departments. Evaluated Epic Training for Health Information Management to supplement ICD-10 content on new system
* Researched Meaningful Use reporting requirements to align with ICD-10 program on reporting of patient demographics, pre-existing conditions, billing and coding diagnosis and procedures gathered for Meaningful Use Stages 1 and 2 with Documentation Improvement plan at hospitals and clinics.
* Drafted end to end testing strategy, dual coding strategy and functional area assessment process in preparation for the ICD-10 program.
* Managed Program communications, meeting documentation, Intranet development, and SharePoint site development and engaged sponsors to complete action items, deliverables to client and address risks and issues.
* Scheduled and led project meetings with key sponsors to assess, develop and deliver key process improvement measures to the healthcare system finance revenue cycle while managing project scope and contract deliverables.
* Created analytical reports for Finance and Revenue Cycle team to analyze impact of the ICD-10 code changes, identifying potential risks and issues that could be remediated to avoid revenue loss.
* Managed Learning Management System assignment and management reporting for enterprise.

**Brigham Young University – Idaho – Rexburg, ID**

**September 2013 -2016 – Online Instructor –Team Group Leader – Online Course Rep - CIT 230 Front End Web Design**

Led online classes to prepare students to develop web sites through a study of Hypertext Markup Language (HTML5), Cascading Style Sheets (CSS), Usability principles and User Interface (UI) principles, through the following objectives:

* Development of web pages using the HTML5 markup language that are semantically accurate.
* Styling web pages using CSS levels 2.1 or 3 and avoid all HTML presntational markup.
* Creation of content that is visually appropriate, usable and findable to humans and machines.
* Planning, designing and development of web pages and sties according to best practices of organization, maintainability and usability.
* Solving problems through independent study and application - learning how to learn.
* Managed and Evaluated individual instructors, through periodic audits of their online courses,highlighting successful student interaction and areas of continual improvement
* Proposed curriculum changes, corrections and instructional design improvements
* Provided training to other instructors on the Teaching Model for BYU-Idaho and teacher improvement standards.

**Hewlett Packard Enterprise Systems- Boston, MA**

**June 2007 – August 2012**

**Team Leader– Global Healthcare Delivery – Project Manager**

**April 2011 – August 2012**

* Managed 60 Project Managers of Healthcare account teams, providing mentorship, training and quality reporting to leadership team.
* Administered all Human Resource functions for team members including auditing of timesheets, required training, and provided bi-annual performance evaluations with on-site management.
* Developed training program customized to Healthcare Project Managers using PPM tool, and orientation content delivery to new hires.
* Crafted responses to bid requests (RFP’s) for HP Healthcare sales opportunities as part of a response team my contribution was on the sections pertaining to Training, Quality Assurance, Risks and Issues Resolution and Communication Plans.
* Led the New Hampshire 5010 conversion project as Project Manager, coordinating code changes, Testing, Provider Communications and Client acceptance.
* Created time estimates, budget forecasts, communicated milestone progress surfacing and resolving all risks and issues related to various government and commercial system projects as needed.
* Maintained MS Project plans and provided updated status to account and team members that document deliverables, risks and issues via reports to leadership and created SharePoint sites for several project team status and documentation.

**Project Manager- Training Development - Healthcare Product System**

**June 2009 – April 2011**

* Managed development in a formal Program Management Organization, developing reporting for a systems development lifecycle project of the new Healthcare Payment System (HPS) product which aligned the HP proprietary claims payment systems for government and commercial healthcare (InterChange, MetaVance)
* Produced LCMS content in XML for the HPS to commercial and government healthcare business that was rendered as eLearning and Job Aids.
* Designed templates for eLearning and Documentation for HPS that featured Flash-based application simulation components and business case scenarios.
* Managed deadlines, goals and communicated accurate completion schedules to sponsors for the work of 8 developers.
* Developed and reviewed training content from Subject Matter Experts, Business Analysts, and Managers.

**Massachusetts Medicaid**

**Project Manager, Training and Development**

**June 2007 – June 2009**

* Managed the development of documentation, training and communications for the MMIS implementation for the Commonwealth of Massachusetts.
* Participated in the Quality Reviews, Audits, Schedule reviews and Risk Assessments with client and project teams in the MMIS program.
* Scheduled and led program meetings to report status, review and acceptance of changes to project scope; reporting results to governance committees to communicate effects of changes.
* Developed Needs Analysis using A.D.D.I.E. methodology for client training initiative for over 40,000 users.
* Led eight Developers/Instructional Designers tasked with creating over 400 SCORM compliant online courses, job aids, and instructor led training course materials.
* Presented product and deliverables in program meetings, hearings of Legislative Committees and interested governmental agencies to discuss Training and Change Management initiatives.
* Developed and manage execution of corrective action plans, setting updated completion dates and managed Training team to meet expected schedules.
* Crafted eLearning course templates and reviewed all training and documentation content collected from client and vendor Subject Matter Experts, Business Analysts, and Functional Area Managers.

**Blue Hills Regional Technical School, Commercial Art - Canton, MA**

**August 2004 – May 2007**

**Corporate Internet Development Manager**

**Instructor – Web Contractor**

* Instructed High School students Web design, Multimedia, Illustration, Video and Sound Editing.
* Developed on-line course interactive tool to provide remote and face-to-face class participation, providing on-going critiques and completion goals for projects.
* Designed project curriculum for grades 9 through 12.
* Designer of 3 web development projects using Dreamweaver MX, HTML, Php and MySQL applications to develop online database and tools on a Mac OS 10 Network.
* Project leader on faculty development program, analyzing technology gap, recommending appropriate face to face and online training methods to increase use of technology in the classroom.

**Northeastern University Online, MIS Department – Boston, MA**

**April 2001 – June 2009**

**Adjunct Faculty / Instructor**

* Instructed live and online classes in Internet, Web Application Development, Corporate IT Project Management, Software Application Project Management, E-Commerce, Desktop Publishing Courses, and Multimedia through the evening University College Program on an adjunct teaching basis.
* Developed Curriculum and syllabi for technology based courses in HTML Flash and Articulate eLearning tools in Mac OS10 and PC Windows Networked labs
* Prepared lab exercises and on-line class assignments to encourage student involvement in course materials.

**Gibbs College, Visual Communication Department – Boston, MA**

**April 2001- April 2004**

**Program Chair, Visual Communications, Computer Technology / Instructor**

* Department Chairman of Computer Technology at an ACICS accredited Associates degree granting program for 25 Instructors, Assistant Program Chairs for programs teaching 700 full time and part time students.
* Developed revised curriculum to respond to the changing requirements for graduate placement in the Design and Technology industries.
* Assessed teacher instruction techniques to encourage engaging presentation of curriculum and industry standard use of technology. Assigned team and student goals managing time commitments to deadlines.
* Full-time instructor of college courses in Design, Art History, Internet, Multimedia, Application Development and Programming Languages.
* Creator of lab exercises for courses in XML, software development applications, and Internet and Multimedia development for class instruction.
* Chairman of NEASC committees created for self-study process in the pursuit of regional accreditation initiative, resulting in candidacy status and on-going review.

**American Power Conversion – West Kingston, RI**

**February 2000- February 2001**

**Corporate Internet Development Manager**

* Project Manager of Internet Development for the new www.apcc.com; the website of an international manufacturer of power protection products.
* Provided analysis, application design and implementation of corporate e-commerce project entitled “Shop APC” which allowed users to browse products and create anonymous shopping carts that were delivered to distributors e-Commerce sites.
* Managed the Enterprise Project team assembled to integrate a Java-based application with corporate ERP databases written in SQL, Lotus Notes, and Oracle, delivering content through Macromedia Cold Fusion and Spectra servers. Managed development goals that contingent to corporate IT Project Management initiatives
* Produced reports on Quality Assurance and Change Management initiatives crated during the implementation of the web application project.
* Managed the Request for Contract with 5 E-commerce vendors.
* Managed web-reporting tools and database applications to test and run reports measuring statistical tabulation of the e-commerce transactions.

**Arpin International Group – East Greenwich, RI**

**April 1998 – November 1999**

**Software Development / Marketing Manager**

* Project Manager of Software Development/ Marketing for International division of a Moving Van Lines international headquarters.
* Customized relational database program in FoxPro, residing on Novell 5.0 OS on Netware node PC's and Windows Network for remote locations.
* Established Import/Export of data from FoxPro database to COBOL accounting system and EDI transfers from clients and vendors.
* Designed corporate website residing on a UNIX server hosted by a local ISP.
* Created forms and security passwords adding CGI scripting to the website. Created Active Server Page to deliver complex reports for vendor and customer status updates.
* Trained users of customized program in running reports, basic report writing and further implementation of software.
* Assisted management with corporate sales and marketing presentations to multi-national organizations.
* Managed reporting and Change Management programs for implementation of new business systems.

**Internship**

**August 1991 – August 1994**

Richard Nixon Library and Birthplace in Yorba Linda, CA

Public Affairs office intern for all special events.

**Education:**

Boston University Boston, MA 02115 December 2006

Masters in Educational Media and Technology

California State University US-CA-Fullerton 92831 June 1991

Bachelor of Arts Degree - Foreign Language, French

**Foreign Languages**

French (Fluent), German (Conversant)