CAI - CONTACT

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Insert name and contact information for the CAI Contract Manager listed on the VectorVMS requirement. For ease of reference, the Contract Managers' contact information appears below.

Shannon Swenson
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SUMMARY

• Proven track record in integrating Health Information Exchange (HIE) protocols for secure multi-system data exchange, utilizing HL7 and FHIR standards.

• Pega applications for Medicaid and payer systems.

• Adept at translating CMS, HIPAA, and FHIR mandates into scalable workflows using Pega PRPC, Case Management, and Decision Rules.

• Supported the implementation of custom templates and forms in Athena EMR to capture structured data for clinical encounters, improving documentation accuracy.

• Specialized in HL7 integration, enabling smooth communication between disparate healthcare systems like PACS, RIS, and EMR/EHR platforms, ensuring standardized data exchange.

• Extensive experience in healthcare standards like HIPAA, HITECH, and FHIR, ensuring compliance and data privacy in claims processing and patient data.

• Strong command over Microsoft's ALM tools, including TFS, Azure DevOps, and Jira, to manage project backlogs, user stories, and workflows.

• Proficient in advanced SQL, data analysis, and relational database management (SQL Server, Oracle) to support informed decision-making.

EMPLOYMENT HISTORY

Client: MEDICA, Minnetonka, MN   **Nov 2023-Present**
Role: Senior Business Analyst
   • Role: Senior Business Analyst

Client: State Of NC, Raleigh, NC   **Mar 2021-Oct 2023**
Role: Senior Business Analyst
   • Role: Senior Business Analyst

Client: Oscar Health, New York, NY   **Mar 2019-Jan 2021**
Role: Senior Business Analyst

• Role: Senior Business Analyst

• Directed the collection of detailed business requirements through interviews, workshops, and document analysis to support robust data conversion for PHI integrity.

• Formulated and documented BRDs and FRDs, outlining technical specifications and business needs to guide the data conversion process.

• Coordinated with stakeholders across departments to ensure their requirements were understood and incorporated into the data conversion strategy.

• Collaborated with IT teams to design and assess solutions that met business objectives for maintaining PHI integrity during data conversion.

• Partnered with business sponsors and development leads to design and implement provider portal enhancements and member-facing digital apps.

• Implemented HL7 interfaces for exchanging radiology orders and results between the PACS and RIS systems and other hospital departments.

• Participated in agile project ceremonies such as sprint reviews and retrospectives to ensure project agility and adaptability.

• Managed requirements tracking using RTM, maintaining alignment between project deliverables and initial PHI conversion requirements.

• Elicited business requirements and conducted JAD sessions for PHI data conversion, facilitating effective communication with diverse stakeholders.

• Led data governance efforts to manage PHI integrity through strict access controls and compliance monitoring.

• Developed ETL processes to load structured and semi-structured data into Snowflake using SQL and integration tools, improving data accessibility and reducing latency.

• Utilized SQL and PL/SQL to build complex queries and scripts for data validation and integrity checks, ensuring accurate reporting.

• Created detailed process flow diagrams, organizational charts, and data models using Visio to support business process re-engineering and system design.

• Leveraged Azure DevOps for tracking PHI project tasks and sprints, streamlining Agile workflow and ensuring task visibility.

• Led end-to-end system traceability using custom JIRA workflows and RTMs for HIPAA and CMS-compliant platform enhancements.

• Conducted backlog refinement sessions to prioritize high-impact tasks, maximizing value delivery within each sprint.

• Developed user-centric wireframes and mockups for PHI systems, adhering to UX best practices and ensuring secure data handling.

Client: Movano Health, Pleasanton, CA   **Jan 2014-Feb 2019**
Role: Business Analyst

• Role: Business Analyst

• Conducted in-depth needs assessments to identify key requirements for the HIE integration across diverse healthcare systems.

• Led requirement gathering sessions for HIE integration, capturing input from technical teams and stakeholders to ensure effective data exchange.

• Created comprehensive BRDs and FRDs to document HIE integration requirements, providing clear guidance for development and testing teams.

• Utilized SQL and data mapping strategies to ensure accurate HIE data workflows, maintaining consistency across healthcare systems.

• Collaborated with cross-functional teams to establish Agile frameworks, enhancing project workflows and improving team efficiency through iterative development and incremental delivery.

• Facilitated group sessions with regulatory teams to ensure HIPAA compliance, safeguarding sensitive data in cross-system integrations.

• Maintained a Requirements Traceability Matrix (RTM) to track HIE requirements, ensuring all project objectives were met.

• Employed Azure DevOps to track HIE project tasks and user stories, ensuring alignment with Agile methodologies and project milestones.

• Developed UAT test plans to validate HIE functionality, ensuring alignment with business objectives and healthcare standards.

• Utilized process mapping to identify workflow inefficiencies in HIE, improving data exchange efficiency across healthcare systems.

• Implemented data governance policies for HIE systems, ensuring regulatory compliance and data quality in patient data exchange.

• Participated in sprint planning to prioritize high-impact HIE requirements, ensuring alignment with business priorities.

• Documented integration workflows to enhance transparency across systems, aligning technical solutions with HIE project goals.

• Tracked project deliverables using JIRA, facilitating cross-functional visibility of HIE tasks and requirements.

• Developed process maps to outline HIE data workflows in Visio, simplifying complex integration steps for healthcare teams.

• Administered TFS for requirement lifecycle, test case management, and release tracking for FHIR-HL7 integrations in a multi-system health platform.

• Streamlined issue triage, dependency management, and release cycles in TFS for secure data exchange across EHR, HIE, and third-party APIs.

• Designed system-level dashboards and process flows in JIRA to support cross-functional alignment in large clinical integration projects.

• Coordinated IT release schedules, rollback plans, and configuration management across disparate systems via structured ALM practices in TFS.

• Utilized SQL and PL/SQL for data migration, ensuring data accuracy and integrity across integrated HIE systems.

• Facilitated UAT and testing for HIE systems, ensuring all requirements were met and minimizing post-deployment issues.

• Utilized data mapping techniques to standardize data exchange formats, maintaining consistency in HIE data workflows.

• Monitored project KPIs to track HIE integration success, using Power BI for real-time data insights and stakeholder updates.

• Engaged in risk assessment sessions, identifying and mitigating risks related to data exchange reliability and security.

• Created detailed wireframes and prototypes for MMIS modules, such as claims processing, eligibility verification, and provider management, using tools like Figma, Adobe XD, or Balsamiq.

• Leveraged MS Excel (pivot tables, v-lookups, macros) to validate claims datasets and support reporting needs.

• Conducted user acceptance testing (UAT) for billing and claims systems, ensuring functionality met business requirements and provided a positive user experience.

• Established data governance policies by managing Snowflake's information schema, auditing access logs, and creating data lineage documentation to ensure data integrity and compliance.

• Built Tableau reports to visualize data trends and identify potential conversion issues.

• Directed the collection of requirements through interviews, workshops, and document analysis to establish clear business needs for the ELN integration.

• Created and detailed BRDs and FRDs, accurately capturing both business and technical requirements to guide the integration process.

• Led business process re-engineering (BPR) efforts for ELN systems, identifying inefficiencies in laboratory data management workflows and streamlining processes to improve productivity and reduce manual errors.

• Ensured the integration adhered to regulatory standards such as FDA and GxP, maintaining compliance and safeguarding data security.

• Developed and integrated clinical decision support tools within the EHR/EMR systems to assist healthcare providers in making evidence-based decisions, improving patient outcomes.

• Developed ETL pipelines to integrate structured and unstructured ELN data into a data warehouse, ensuring data quality and alignment with laboratory standards like HL7 and FHIR.

• Facilitated sprint retrospectives to identify continuous improvement opportunities, enhancing team productivity.

• Leveraged Azure DevOps and Jira for tracking ELN project tasks and managing backlogs, ensuring timely completion of deliverables and task visibility.

• Orchestrated large-scale Agile delivery cycles, managing 200+ JIRA tickets involving APIs, ETL jobs, HL7/FHIR data streams, and downstream systems.

• Conducted data validation using SQL Server Management Studio, ensuring that ELN data migration was accurate and adhered to industry standards.

• Developed process documentation and user stories for ELN integration, simplifying complex workflows for lab data accessibility.

• Designed SQL-based data validation processes to ensure accurate data migration during ELN integration for lab data accessibility.

• Created process maps in Visio to outline ELN data workflows, providing clear visibility for system stakeholders and enhancing data accessibility.

• Facilitated UAT to verify ELN functionality, enabling cross-functional teams to validate the accuracy and completeness of system requirements.

• Led sprint planning and backlog grooming sessions in Jira, prioritizing user stories to meet critical ELN integration deadlines.

• Analysed ELN user needs and system specifications, bridging the gap between technical teams and healthcare stakeholders.

• Tracked ELN requirements using RTM, ensuring comprehensive solution coverage and alignment with initial project requirements.

• Led the development of Python scripts to automate lab data extraction and integration into ELN systems, improving accessibility and reducing manual data entry.

• Used Python's Pandas and NumPy libraries to process large datasets efficiently, enabling real-time reporting through Tableau dashboards.

• Tracked sprints and monitored ticket progress in Azure DevOps, ensuring timely completion of deliverables and resolution of issues.

• Designed wireframes and mockups adhering to UX best practices, ensuring seamless navigation and functionality for ELN systems.

• Developed wireframes and user interface elements that adhered to accessibility standards and supported compliance with lab regulations.

• Developed Pega service-level agreements (SLAs) tied to lab turnaround KPIs, enabling automated alerts and escalation paths for high-priority test case workflows.

• Built Power BI dashboards to provide real-time visibility into the progress and impact of the ELN integration.

• Produced Tableau reports to visualize data flows and identify potential issues during the integration process. Bachelors, Acharya Nagarjuna University- 2010 Professional Summary