

Health IT Consultant Health IT Consultant Highland Park, IL Work Experience Health IT Consultant  
Cleveland Clinic - Abu Dhabi, AE September 2017 to December 2017 Three-month international consulting engagement to support Epic electronic medical record system upgrade and new site implementation at Cleveland Clinic Abu Dhabi (CCAD). Gathered business requirements & designed Cadence & Referral scheduling functionality for new CCAD site. Managed deliverables and work requests in Agile project management framework. Senior Application Analyst Codman Square Health Center - Boston, MA October 2015 to September 2017 Responsible for information technology and process improvement projects at a community health center with 120,000 annual visits and 350 staff. Support, configure, and train Epic outpatient applications. Oversaw the implementation of Epic electronic medical record (EMR) system. Achieved goals including increased revenue collections per visit & improved clinical information exchange. Chaired the EMR project steering committee, configured Epic applications, and directed patient data conversion. Consulted with organizational leadership on the features, design, and organizational impact of MyChart, a technology which allows patients to access their health records online. Utilized reporting applications including Business Objects & Reporting Workbench to retrieve, manipulate, and analyze data for process improvement, monitoring, and regulatory requirements. Maintained Epic application components including provider (SER) data, fee schedules, order transmittal rules, visit types, and preference lists. Project Manager Epic Systems - Madison, WI June 2014 to October 2015 Technical consultant and project manager for electronic medical record system implementations. Projects involved customizing software for business workflows and managing deliverables, timelines, & staff. Directed the implementation of Epic's Cadence, MyChart, Prelude, ADT and Referrals (certified) applications at Wheaton Franciscan, an organization of 11 hospitals, and 70 clinics in WI & IA. Managed 8 customer business analysts and ensured timelines and deliverables remained on track. Mapped current state processes & optimized workflows for use with new technology. Supervised project timelines, communicated milestone updates, and monitored task completion. Customized Epic applications to meet customer workflow and ancillary system needs by gathering operational requirements, configuring software, resolving issues, and

reviewing data. Published customer facing documentation on how Epic measures and defines scheduling "Key Performance Indicators" to help customers transition their reporting metrics to Epic. Education Bachelor of Arts in International Relations & Diplomacy The Ohio State University - Columbus, OH 2010 to 2014 Additional Information Skills: Project Management Communicating Change Management Process Mapping Complexity Stakeholder Engagement Data Analysis Measuring Success Risk Escalation and Meeting Facilitation Team Building Resolution

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