**Felicia Marie Baxter, M. D., MBA, CPHIMS FAAP**

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**CAREER SUMMARY**

I am a physician leader and Air Force veteran with current clinical experience. During my clinical journey I stayed informed of all the changes in evidence based practice of medicine and modified my own practice accordingly. I authored and then excelled beyond expectations of my own performance metrics at a time when adult practitioners had only have started adopting them. But I have transitioned from a role based on utilizing my clinical talents to other opportunities of greater input and influence. As a Third Party Medical Reviewer, I am able to apply my clinical knowledge of best practices to case management issues (pre-authorization, pharmacy, therapy, concurrent length of stays, complex legal/peer reviews, and continuation of care plans). My work in Informatics and as a Director, Regional Chief Medical Information Officer, I have been able to apply my deep understanding of core clinical processes and assist in the automation of those processes. I have developed strong relationships with medical staff, Informatics staff, and C suite across the enterprise with an understanding but well informed ear and voice with clinical credibility without losing sight of corporate goals and strategy. I am able to translate “tech speak” to applicable explanation of workflows to ensure physician engagement and long term adoption efforts. I have a unique advantage over my other strictly clinical counterparts because not only do I have expert level experience with most clinical system applications CERNER Millennium (PowerChart and PowerChart Maternity, FirstNet, PC Touch, Fetalink+, and SurgiNet Anesthesia), Meditech and EPIC EHRs and a variety of other systems, I am also armed with an MBA and I can engage in clinical and business exchanges with insight and perspective. I know the importance to fill in the gaps of knowledge and validation of that knowledge base by continuing education and certification activities. I have maintained my certification in Pediatrics since 2000. I have recently certified as a Professional in Healthcare Information Management Systems (CPHIMS) and I am pursuing my Board Certification in Clinical Informatics. I am currently completing my certification as a Certified Project Manager and have a working knowledge of AGILE, Waterfall and ITIL methodologies. I will be completing my certification in Social Media Management because companies can leverage their online identity to foster bidirectional interactions with customers to deliver health care in an innovative way. In closing, I believe my past positions and training have armed me with the business acumen, technical acumen, emotional intelligence, communication skills, organizational orientation, teamwork and team building to be a transformative leader.

**HEALTHCARE TECHNOLOGY EMPLOYME NT HISTORY/EXPERIENCE**

**Consultant, Holland Square (August 2016-Present)**

* Subcontractor, Leidos DHMSM Project
  + I will generally provide support and training to and for all end-users, department physicians, clinicians and support staff.
  + I possess extensive knowledge of course development, instructional design and recourse coordination and will provide elbow-support to clinical and non-clinical staff throughout various go-lives.
  + I will report and resolve technical issues, error messages, printing issues, security problems, workflow and system configuration improvement opportunities.
  + I will provide expertise in developing web-based instructional materials and teaching aids that allow end-users to successfully pass and complete course.
  + I will develop and lead technical training program sessions and to generate technical concepts in a clear and precise manner.

**Regional CMIO, Southeast Adventist Health System (May 2014-March 2016)**

* I championed and provided leadership for the on-going development, advancement and optimization of clinical systems and technology that impact patient safety & quality of care throughout the region. In conjunction with Regional Chief Information Officer (RCIO) and Regional Clinical Informatics Manager (RCIM), as the Regional CMIO. The following were my current duties:
* Lead and facilitated physician and clinician advisory groups in the design and enhancement of clinical information systems.
* Worked primarily with the Chief Medical Officer and other members of the Office of Clinical Effectiveness in deploying standardized evidence based medicine corporate content and ensures adoption of best practices.
* Member of Pediatrics Advisory Group and directly with the Corporate Office of Clinical Effectiveness on content of documentation and Powerplans. Constant review and revision of core content.
* Developed an understanding of physician needs and build relationships with physicians to assure widespread acceptance, adoption and meaningful use of clinical information systems.
* Only accomplished with presence in the hospitals, successful and directed rounds at all facilities in the Southeast and the Southwest region.
* Physician Engagement, Training, Implementation and Optimization without direction or support.
* Implementation of CERNER at Murray Medical Center full playbook, dynamic documentation with FEVR, and evidence based powerplans.
* Leadership Career Ladder with Regional Clinical Information Manager SW
* Assisted in the development of strategic and tactical plans for clinical information systems.
* Project manager for PC Touch Jan 2016, started work on Technology Procurement Workflow, Pilot of a service management platform, started work on increasing the usage of other mobile platforms and optimizing the utilization of current platforms into the Adventist production environment.
* Project Lead Dragon 360 Project-Planning, Testing, Implementation and ongoing support with the support of the Physician Informatics manager.
* Physician Lead at Murray Medical, CERNER implementation, transcribed physician engagement methodology from thought to actual words.
* Worked with clinical information teams on translating these trends into designing, building and implementing enhancements to the current system to align with national IT initiatives, Corporate IT strategies and goals.
* Team Lead for re-introduction of multi-phased OB Powerplans and workflow optimization efforts
* Started CDI activities Manchester Jan 2015
* Member of Rules and Alert, started work necessary alert and increasing “smart alerts” within the system
* Medical Lead for Sepsis Collaboration
* SME for Pediatrics and Obstetrics
* Lead system-wide effort to improve patient safety, promote cultural change and develop metrics to track safety as a system-wide priority.
* Expert in leveraging Lights On and CERNER Advance in monitoring clinical activities and suggestions to improve provider efficiency
* Initiated and oversaw the development of a comprehensive quality/performance improvement program utilizing processes to disseminate best practices from within and without the system.
* Direct work with sites to disseminate best practices for Sepsis (ALL medical specialties), Pediatrics, and OB.
* **Cerner Millennium Physician Strategist (November 2013-May 2014)**
* 3rd Party contractor to provide Cerner assistance to CHS (Community Health Systems) newly acquired facilities Cleveland Skyridge TN and Petersburg Southside VA.
* Provide expert knowledge of the full scope of physician based solutions.
* Lead physician strategy discussions, solution demonstrations, assists in education and conversion support, and physician adoption and optimization.
* **Physician Inpatient Consultant, CERNER Millennium, Clinovations (January 2013 to September 2013)**
* Participated in the activation CPOE in FirstNet, Surginet, and Powerchart for Medstar Union Memorial, Franklin Square, Washington Hospital and Georgetown University Hospital.
* Participated in the activation of CPOE in Powerchart for Broward Health.
* Other duties included provide content, review, and revise Powerplans.
* Participated in provider training for Broward Health.
* With the rest of my team, I helped to manage open issues, remediation testing, and options for problem resolution.
* Determined scope and resolution of problems and ensure customer/partners have appropriate updates.
* Provided at the elbow support for physicians, residents and mid‐level providers.
* Analyzed area specific assessments, care plans, flow sheets and made time sensitive recommendations for adjustment (for OB, NICU, Pediatrics).
* Workflow analysis and integration and optimization of the use of Cerner interfaces to deliver patient care efficiently and safely.
* Provided key demonstrations of best practices to the hospital physicians and key support staff.

**CERNER Millennium End User/Expert (May 2005-Present)**

* Locations: Children’s Medical Dallas, Herman Memorial at the Woodlands, Christus St. Vincent’s, Carolinas Health System.
* Modules used: Powerchart, FirstNet, Surginet, Maternity, Dynamic Documentation, Powernote, and Ambulatory. I also have a working knowledge of PharmNet, RadNet, and PathNet.

**Senior Physician Consultant, Santa Rosa Consulting (Oct 2013-Feb 2014)**

* Meditech Certification v.6x.
* Physician champion  
  to promote MEDITECH use by physicians
* Assesses physician readiness and demonstrating and adhering to best practice standards for PDOC and CPOE.
* Communicating and training other physicians on MEDITECH.
* Participate in design sessions for CPOE and PDOC.
* Provide over-site of design, build, and go-live of PDOC and CPOE.
* Providing clinical expertise for a study that is evaluating and managing obesity for an Accountable Care Environment.

**Meditech End User and Clinician (August 2000-April 2016)**

* Expert knowledge of Magic v5.66, v6.x and Client Server.
* In addition to extensive direct use of the system, myself, as a practicing physician, I have assisted in training other physicians with order entry (POM-provider order entry), documentation (PDOC), and result viewing (labs, radiology, reports etc.)
* Served on Executive HIT committee as CPOE rolled out to all departments.
* I have an expert command of content, workflows and meaningful use (MU) legislation, and am able to provide information to build MU compliant, evidence based, order sets.
* Participated with informaticians during weekly meeting to discuss issue resolution and communication between end users, IT staff and administration.
* Analyzed area specific assessments, care plans, flow sheets and made time sensitive recommendations for adjustment (for OB, NICU, Pediatrics Inpatient and ER) to order sets and with documentation using PDOC.
* Meditech End User/Clinical Practice Locations:
* Womack Army Medical and Pope AFB, NC August 2000-July 2003
* Pediatrix Medical Group and St. Luke’s/Presbyterian Denver, CO March 2008-Aug 2009
* Betsy Johnson Medical Dunn, NC March 2009-June 2010
* Colleton Medical Center Walterboro, SC September 2007-March 2009
* St Mary’s Richmond, VA December 2004-Oct 2005
* Tenet Piedmont Medical Center Rock Hill, SC July 2010-Dec 2011
* Maui Memorial Wailuku, HI August 2011-January 2012
* Juan San Luis Federal Christiansted, St. Croix March 2012
* Fort Walton Beach Regional Fort Walton Beach, FL Oct 2012-March 2013
* Covenant Women and Children at Texas Tech Lubbock TX Nov 2015-Present

**MEDICAL NONCLINICAL EMPLOYMENT HISTORY/EXPERIENCE**

**Nexus Medical Consulting (June 2014-July 2016)**

* Medical Reviewer provided accurate, independent, evidence-based results in a high quality format.
* Reviews for Group Health and Pre-Authorization
* Retrospective reviews appeals, medication, pharmacy, Concurrent Length of Stay Reviews
* Reviewed Continuation of care plans, International Complex/Legal/Peer Reviews Standard of Care.

**CLINICAL EMPLOYMENT HISTORY/EXPERIENCE**

**Pediatric Hospitalist and Pediatric Generalist (July 2000-Present)**

* Board Certified by American Board of Pediatrics
* 16+ years Pediatric Hospitalist who has provided coverage in Level 2 NICU, Pediatric Wards, Pediatric Emergency Rooms and Urgent Care Centers in large academic setting such as Texas Tech Lubbock, Children’s Medical Center of Dallas, large urban settings such as Presbyterian/St. Luke’s in Denver, large corporate facilities for HCA and Tenet, and numerous community hospitals including Betsy Johnson Dunn NC, Fort Walton Beach Regional FL, Lake Pointe Medical Center TX, Twin Lakes KY, and Maui Memorial HI.
* Responsible for admission and inpatient management of Pediatric patients ages 17 and under.
* Provide consults to ER and local outpatient physicians.
* Manage ill children with common and complex disease states including neurologic, respiratory, endocrine, and gastrointestinal.
* Responsible for utilization reviews for inpatient pediatric patients.
* Co-authored and review division policies for the management of inpatient pediatric patients.
* Experienced in the diagnosis and management of child abuse; psychological, physical, and sexual.
* Provide expert testimony in child abuse cases for district attorney’s office for York County SC and served on the Child Maltreatment panel for the US Army/Air Force.

**EDUCATION:**

### Physician Executive MBA, University of Tennessee College of Business

### Knoxville, Tennessee, January 2003-December 2003

### M. D., University of Florida College of Medicine

### Gainesville, Florida, August 1993-May 1997

### B. S., Mary Washington College (University of Mary Washington)

### Fredericksburg, Virginia, August 1989-May 1993

**POST DOCTORAL TRAINING:**

* Intern, Pediatrics, Children’s Medical Center of Dallas/University of Texas Southwestern

### Dallas, Texas, June 1997-June 1998

### Resident, Pediatrics, Children’s Medical Center of Dallas/University of Texas Southwestern, Dallas, Texas, June 1998-June 2000

**MILITARY EXPERIENCE:**

US Air Force, Major

43rd MDG, Family Practice Clinic, Pediatrics, Pope Air Force Base, NC

Department of Pediatrics, Womack Army Medical Center, Fort Bragg NC

June 2000-July 2003

### **LICENSURE AND CERTIFICATION**

* CAPM-Pending
* Social Media Management-Pending
* Board Certification Clinical Informatics-Pending
* Certified Professional Healthcare Information Systems March 2016
* United States Medical Licensing Examination, Steps I, II, and III (1995, 1996, 1999)
* American Board of Pediatrics, Board Certified (2000-2019)
* Basic Life Support (1999-ongoing)
* Pediatric Advanced Life Support (1999-ongoing)
* Virginia Board of Medicine (1998)
* North Carolina Board of Medicine (2000)
* Nebraska Board of Medicine (2001)
* Texas Board of Medicine (2005)
* South Carolina Board of Medical Examiners (2007)
* Colorado Board of Medical Examiners (2008)
* NY State Board of Medicine (2009)
* Kentucky Board of Medicine (2010)
* Hawaii Board of Medicine (2011)
* USVI Medicine Permit (2012)
* Florida Board of Medicine (2012)
* NM Board of Medicine (2012)
* Neonatal Resuscitation Program Provider (2000)

**SOCIETIES**

American Academy of Pediatrics (1997-Present)

American Medical Association (1999-Present)

HIMSS(2013-ongoing)

American Association for Physician Leadership(2016-Present)

**Awards and Honors**

* 1995 Outstanding Leadership and Service, UF Office of Minority Relations,
* 2001 Physician of the Quarter, Womack Army Medical 2001
* 2012 Fort Walton Beach MC Star for Excellence in Service
* 2016 Listed among the top 23 Chief Medical Information Officers on LinkedIn.

**REFERENCES AND PUBLICATIONS**

ProvidedUpon Request