

# MELISSA METZ, RHIA, CHDA

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## CAREER SUMMARY

### Product Owner • Business Analyst • Project Management • Process Improvement

A product owner/ solutions-driven business analyst with experience leading cross-functional teams in the development, documentation and delivery of process innovations driving the attainment of business goals. Who thoroughly enjoys opportunities and challenges to identify areas where solutions for enhancing customer experience, user workflow, and corporate/government compliance that lead to more efficient operations.

- *In my experience as a product owner, I have been able to take the lead on various medium to large projects and be a bridge between business stakeholders and development teams resulting in high-quality software solutions and enhancements.*

“Melissa is a fantastic Business Analyst and really gets to the core of the issue when putting together specifications for User Stories on our backlog. She really understands healthcare from a physician standpoint, providing a seamless bridge to the development teams that work on the tasks she helps put together. She also tests applications thoroughly and with great understanding of the business cases that the software is meant to solve. Her enthusiasm is contagious, and she is a joy to work with on our team.” – *Alex Nelson, Marshfield Clinic Health System Information Services*

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## AREAS OF EXPERTISE

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|--------------------------------|-------------------------------------|-----------------------|
| ▪ Business Analysis            | ▪ Healthcare Information Technology | ▪ SQL                 |
| ▪ Project Management           | ▪ Revenue Cycle Management          | ▪ Data Analysis       |
| ▪ Business Process Improvement | ▪ Stakeholder Engagement            | ▪ Agile Methodologies |
| ▪ Software Documentation       | ▪ Power BI                          |                       |

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## PROFESSIONAL EXPERIENCE

### Savista RCM

May 2021- Feb 2022

Savista is a prominent provider of healthcare revenue cycle management services. Savista partners with healthcare organizations to problem solve and deliver revenue cycle improvement services that enable their success, support their patients, and nurture their communities.

#### **Analytics Manager**

**Major Projects:** Data Migration, Operational PowerBI Packages & Reports, Strategic Client Data Solutions

**Duties:** Oversee a team of 5 developers that provide reporting solutions in PowerBI and SSRS, Collaborate with Business Leaders to elicit requirements, Plan and Strategize for data migration and client data solutions for future report scalability and integration with various data sources.

### Mid-State Technical College

Sept 2020 – July 2021

Mid-State Technical College is one of 16 regional colleges in the Wisconsin Technical College System with campuses in Adams, Marshfield, Stevens Point, and Wisconsin Rapids.

#### **Adjunct HIM Faculty**

**Major Projects:** Instructor for Intro to Health Information Course

**Duties:** Plan course work for instruction, Review student course work and respond to student needs, collaborate with other faculty within Health Information Department, participate in continuing education for faculty.

**Inclusa**, Stevens Point, WI**Nov 2018 – May 2021**

Inclusa manages the provision of a person-centered and community-focused approach to long-term care services and supports over 15,500 Family Care members across its 51-county service region in Wisconsin.

**BI/Data Warehouse Product Owner****August 2020-May 2021**

**Major Projects:** Enterprise Data Warehouse, Operational Report Conversion, and CoE Establishment

**Duties:** Support Management and Prioritization of Data Warehouse development backlog; Determining and maintaining Enterprise Data Warehouse roadmap aligning with Organizational leaders on strategy; Involved in Center of Excellence Business Intelligence and Community of Practice for newly formed Business Intelligence team; Support Operational BI analysts and prioritization and maintenance of operational report conversion to Power BI.

**IT Business Analyst****November 2018-August 2020**

**Major Projects:** Transportation-Mileage Reimbursement, homegrown software MATRIX enhancements, and Digital Transformation to Microsoft Dynamics of homegrown systems

**Duties:** Support end users; Research and gather requirements for projects, maintenance, and enhancements; Develop training materials and support training of colleagues on IT software changes; and Work closely with Operations on various implementations of software requests

**Marshfield Clinic Health System- Security Health Plan**, Marshfield, WI**June 2018-Nov 2018**

Security Health Plan, a part of Marshfield Clinic Health System, is a not-for-profit health maintenance organization. Security Health Plan now serves more than 260,000 members in 70 Wisconsin counties. For-profit entity of Marshfield Clinic Health System.

**IT Business Analyst**

**Major Projects:** QNXT 834 processing enhancements, Accounts Receivable Reconciliation for Federally Facilitated Marketplace, Internal member move processing

**Duties:** Support enrollment and sales applications; Research and gather requirements for projects, support issues, and systems requests; Test software to ensure changes meet user specifications and quality specifications, Work closely with operations on various implementations of functionality

**Aspirus, Inc.**, Wausau, WI**Nov 2017-June 2018**

Aspirus is a non-profit, community-directed health system with more than 7,600 employees, Aspirus serves communities throughout 14 counties in northern and central Wisconsin, as well as the western Upper Peninsula of Michigan with nine hospitals, over 50 clinics, home health and hospice care, pharmacies, critical care and helicopter transport, medical goods, nursing homes and high-quality affiliated physicians.

**Epic Applications Analyst- Hospital Billing**

**Major Projects:** MyAspirus Financial Tools, Service Area Consolidation, Cash Account Consolidation, User-based Cash Drawers, Credit Card Roll-out across system, Resolute Autopay implementation

**Duties:** Research and build hospital billing functionality inside Epic, Resolve tickets and end-user incidents, Test software to ensure changes meet user specifications and quality specifications, Work closely with operations on various implementations of functionality

**Marshfield Clinic Information Services (MCIS)**, Marshfield, WI**March 2016-Oct 2017**

Marshfield Clinic Information Service provides software and technology solutions for Marshfield Clinic; the largest private group medical practice in Wisconsin and one of the largest in the United States, with more than 700 physicians representing over 80 different medical specialties, more than 6,000 additional employees, and over 50 locations in Wisconsin.

**Business Analyst**

**Major Projects:** Implanted Devices UDI Technology, Clinicals Coder, Immunizations Charge Capture Algorithm, Medications Charge Capture Algorithm

**Duties:** Research and analyze Revenue Cycle needs for EHR product, Test and ensure quality in product software for delivery, Research the most current practices within the RCM/HIM domain best practices, Manage various projects and lead development efforts for those projects

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## EDUCATION

### ***Valparaiso University***

Major: Healthcare Administration with emphasis in Health Informatics

Degree Type: Master of Science

### ***University of Wisconsin– Green Bay***

Majors: Health Information Technology & Health Information Management

Degree Type: Bachelor of Science

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## CERTIFICATIONS

RHIA (Registered Health Information Administrator)-

American Health Information Management Association (AHIMA)

2016

CHDA (Certified Health Data Analyst)-

American Health Information Management Association (AHIMA)

2018

PMI-ACP

Project Management Institute

2020