

DARIN HENNIGH

SENIOR CONSULTANT

SUMMARY

- 8 years of Epic experience
- Certified in Home Health, Hospice, Home Health Billing, Hospice Billing, Resolute HB, HB Claims, HB Contracts, Grand Central, and Prelude, with additional experience in Long-Term Care, Reporting Workbench, Testing, Upgrades, CMS Regulations, and Training
- Experienced across a broad range of Epic applications and roles, Darin's expertise includes both clinical and billing sides of Home Health and Hospice, analyst and training work, advising on and improving operational procedures, ticket resolution, and system upgrades
- Most recently at Spectrum, advised on Home Health, Hospice, and Long-Term Care clinical workflows, operational decisions, and change management, while also handling all related training needs
- Travels from Grand Rapids, MI

EXPERIENCE

ADVOCATE-AURORA HEALTHCARE, CHICAGO, IL | MILWAUKEE, WI

Senior Application Analyst – Home Health Billing, Hospice Billing (2019 to present)

- Collaborated with internal departments to understand business requirements and analyze operational workflow, including using MS Visio, and EHR system features to guide gap analysis, decision-making, and maintenance regarding Home Health and Hospice billing to maintain regulation as defined by CMS
- Worked with technical team on device integration and implementation to ensure an accurate patient chart and up-to-date billing accuracy per CMS regulation for Home Health and Hospice including medications and changes to billing codes
- Supported clinical/operational activities in software design, configuration, implementation, testing, and activation of software
- Developed and documented internal procedures in coordination with internal departments and affiliate hospitals and clinics to ensure seamless chart communication and workflow procedures in an enterprise-wide medical record software
- Assured clinical content met HIPAA regulatory and compliance requirements such as appropriate discharge dispositions, place of service types, and PECOS enrollment requirements
- Reviewed and tested major releases and upgrades, evaluated new functionality and master file changes for new features released for Home Health and Hospice by Epic
- Followed change control procedures for system using an enterprise-wide service desk platform

INDUSTRY EXPERIENCE

- 8 years of Epic experience
- 8 years in the healthcare industry

EPIC CERTIFICATIONS

- Home Health
- Hospice
- Home Health Billing
- Hospice Billing
- Resolute HB
- HB Claims
- HB Contracts
- Grand Central
- Prelude

EPIC EXPERIENCE

- Long-Term Care
- Reporting Workbench
- Testing
- Upgrades
- CMS Regulations
- Training

HEALTHCARE ORGANIZATIONS

- Advocate-Aurora Healthcare
- Spectrum Health
- Northwestern Medicine
- Southcoast Health
- The Carle Foundation

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- Coordinated new application functionality with the training team
- Stayed current on software trends and emerging developments for future releases, upgrades, analytical build efficiencies, and Medicare changes

SPECTRUM HEALTH, GRAND RAPIDS, MI

Consultant - Home Health, Hospice, and Long-Term Care (2017 to 2018)

- Served as implementation expert for Home Health, Hospice, and Long-Term Care clinical workflows
- Handled change management needs for terminology, workflow, and technical approaches to patient charting
- Advised on operational decisions by providing expert advice from prior engagement experiences
- Provided professional experience to increase implementation success and encourage efficient and effective workflow decision-making
- Built training environment and test patients in training environment to train end users for Home Health, Hospice, Reporting Workbench, and Long-Term Care
- Designed training manuals, materials, and implementation support documents
- Trained end-users on Epic
- Maintained up-to-date training environment and informed organization of workflow changes by communicating with leadership, management, and end users via meetings and written tip sheet communications
- Created trainee proficiencies to test knowledge acquisition of Hyperspace and Remote Client to ensure adequate Epic knowledge prior to implementation

NORTHWESTERN MEDICINE, CHICAGO, IL

Senior Application Analyst – Home Health Billing, Hospice Billing (2015 to 2017)

- Collaborated with internal departments to understand business requirements and analyze operational workflow, including using MS Visio, and EHR system features to guide gap analysis, decision-making, and maintenance regarding Home Health and Hospice billing to maintain regulation as defined by CMS
- Worked with technical team on device integration and implementation to ensure an accurate patient chart and up-to-date billing accuracy per CMS regulation for Home Health and Hospice including medications and changes to billing codes
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SOUTHCOAST HEALTH, FAIRHAVEN, MA

Credentialed Trainer – Home Health and Hospice, Clinical and Billing (2015)

- Provided training on using the Epic electronic medical record billing software regarding the entire EpicCare Home Health and Hospice application
- Worked one-on-one with clinicians and management to convey appropriate clinical workflows in the Epic Remote Client application
- Trained all clinicians and field users, intake staff, scheduling staff, and aids involved in the Epic Home Care and Hospice Applications
- Created tip sheets for go-live support aides

THE CARLE FOUNDATION, URBANA, IL

Revenue Cycle Systems Trainer (2011 to 2015)

- Built complete, realistic training environment for Resolute HB and Prelude
- Designed training manuals and materials
- Provided training on using the Epic electronic medical record Resolute Hospital Billing and Prelude registration software regarding the entire revenue cycle
- Maintained up-to-date training environment and informed organization of future system upgrades and changes including lunchtime web learning opportunities
- Developed training tips as upgrades and changes to system were implemented
- Participated in decisions involving the improvement of operational procedures

PARKLAND COLLEGE, CHAMPAIGN, IL

French Instructor (2011 to 2011)

BUSEY BANK CORPORATION, CHAMPAIGN, IL

Bank Teller (2007 to 2011)

CREDENTIALS

EASTERN ILLINOIS UNIVERSITY, CHARLESTON, IL

Master's in Technology
BA in Foreign Languages

PARKLAND COLLEGE, CHAMPAIGN, IL

AAS in General Studies