

# Emily A. Stebbins

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West Hartford, CT || [LinkedIn](#) || [GitHub](#) || [Portfolio](#)

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I am a Healthcare Executive turned Software Engineer and Video Game Developer that is a creative and humanistic strategic thinker with an eye for detail and a passion for making the human experience more pleasant. I take complex problems and break them down into executable steps and bring together the resources and skill sets needed to create the best solution. My professional experiences as a product owner in a healthcare provider organization informs my drive to create better systems that support seamless interactions for internal and external customers. My personal experiences traveling the world and living overseas provides me perspective and cultural competency to excel at working with diverse team members and customers.

## SKILLS

- Proficient in Visio, Epic Cadence & Reporting, Advanced Excel, Avaya CMS Elite, Avaya AACC, Lean, Project Management, Workforce Management, Data Analytics, GitHub workflows, Unreal Engine, UEFN
- Languages, Frameworks, Databases: JavaScript, Python, Node, Express, Django, LiquidJS, React, HTML, CSS, Bootstrap, MongoDB, SQL, Verse
- Methodologies: Object Oriented Programming | MVC, MVT Patterns | Responsive Design | Authentication | User Stories | ERDs | Wireframing | Component Diagrams

## EXPERIENCE

### SELF-EMPLOYED

West Hartford, CT

#### Planned Career Break

September 2022 – Current

- Took intentional pause to pursue entrepreneurial and creative passions; excited and energized to return to work after this period of professional and personal growth, skill-building, and self-reflection
- Pursued independent video game development full-time, focusing primarily on Unreal Editor for Fortnite and Verse, developing and publishing 7 maps in Fortnite with over 30,000 plays and winning a modifier category in the 2023 Epic MegaJam, a one-week international game development competition
- Successfully completed General Assembly's Software Engineering Immersive Bootcamp which included over 400+ hours of expert instructor-led training in front-end, back-end, and full-stack software development

### HARTFORD HEALTHCARE (*7 hospitals, \$4.3 billion revenue*)

Hartford, CT

#### Director, Access Optimization and Integration

March 2020-September 2022

- Oversaw Hartford HealthCare's Access integration initiative, with direct responsibility in leading an expert team in schedule optimization, operational enhancements, decision tree design, build and implementation, and provider templates to maximize Patient Access and operational goals
- As Epic Cadence scheduling Product Owner, integrated 420+ providers across 8 specialties, into the Access Center with standardized scheduling through Epic decision trees, templates, and operational workflows
- Managed 4 teams that lead operational integration, project management, change management, design, build, and optimization, with 5 direct reports that manage teams, 18 indirect reports and co-oversight of a dedicated Epic Cadence team, including a team lead and 6 analysts
- Expanded Access integration & operational scope to include robust referral workqueue management, streamlined & focused integration plan to increase buy-in and opt-in, prioritization at an ICD-10 code level, triage, and scheduling, simplified referral ordering and streamlined, digitized referral transmissions, and highly competitive Service Level Agreements; successfully implemented solutions for 5 integrated specialties
- Executed on Balanced Scorecard Initiatives during the height of the COVID-19 pandemic, successfully bringing on over 40 new Patient Service Liaisons that completed a 5-week training program into a new state-of-the-art building, emphasizing culture, values, and environment to ensure high retention rates
- Increased revenue projections within 6 months post-implementation for 230+ Primary Care providers by \$2M annually, new patient growth by 26% year over year, and significant returns in clinical FTE reconciliation
- Generated scheduling algorithms, processes, robust User Acceptance Testing, and UX/UI design, ensuring adoption and buy-in to allow successful implementation of Digital Front Door strategies
- Created and managed \$5M+ budget for the largest cost center with over 100 FTEs and growing
- Pivoted to meet Hartford HealthCare's strategy for mass testing, vaccination, and patient care needs resulting from the COVID-19 Pandemic, applying the tools and methodologies developed for the Access Center to rapidly implement a virtual, multi-specialty COVID Recovery Center

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### Continuous Improvement Manager

March 2017-March 2020

- Developed the business case, pro forma, vision, strategy, space, and planning for the future state Access Center with a \$20M budget, growing to over 300 FTEs in year 3+ that included full centralization of scheduling into a brand new, state-of-the-art build-out, with the full suite of contact center technology, tools, and Epic Decision Tree design, partnering with a consulting firm and internal stakeholders
- Recruited for the key leadership of Access Center, including the Operational Director & Manager, Quality and Training Director, Analytics Manager, Cadence Analysts, and Optimization & Integration team
- Created vendor strategy and selection tools and technology requirements, evaluated SOWs for many tools, including telephony, knowledge management, workforce management, digital health platform
- Lead the seamless deployment of a unified telephony platform, Avaya CMS with Elite Automated Call Distribution across 45 practice locations, developed & deployed reporting standard work, created and implemented action plans, resulted in obtaining a 10% or less abandonment rate for the Medical Group
- Grew the Call Center team to 13 FTEs with a Supervisor

### Project Specialist

June 2016 - February 2017

- Developed business case and project plan for a unified telephony platform with ACD for streamlining patient communication and tracking performance, which was approved for a \$1.7 million capital project
- Expanded the centralized multi-specialty Call Center to 6 FTEs taking over 6,000 calls monthly, and created a referral management pilot of 4 FTEs that offered full concierge patient service
- Standardized and trained a comprehensive, end-to-end referral process across the entire Medical Group

### Administrative Fellow

July 2015-June 2016

- Supervised the centralized Call Center and ZocDoc account, for the medical group, growing it from one to three full-time employees, and managed a multidisciplinary initiative to expand current capabilities to improve patient experience, create access, increase productivity, and optimize office workflows
- Identified more than 80 programs across the 5 hospitals and post-acute entities to reduce readmissions and engaged stakeholders from across the organization in a root cause analysis

### HARTFORD HEALTHCARE EARLY CAREER PROGRAMS Mentor

July 2017 - September 2022

- Mentored and recruited for Administrative Fellows and Interns from top schools

### AMERICAN COLLEGE OF HEALTHCARE EXECUTIVES Member

September 2013 - Present

- Guest panelist for an CTAHE event for Diverse Perspectives into Hospital/Ambulatory Operations (2021)

## EDUCATION

### GENERAL ASSEMBLY

Software Engineering Immersive Bootcamp

Remote

December 2022 – March 2023

### UNIVERSITY OF MICHIGAN SCHOOL OF PUBLIC HEALTH

Master of Health Services Administration

Ann Arbor, MI

August 2013 - April 2015

### UNIVERSITY OF TENNESSEE

College of Arts and Sciences

Knoxville, TN

August 2010 - May 2013

## ADDITIONAL

- Presented Bridging the Gap between Technology & Operations at Avaya Engage (2019)
- Finalist in Innovation in Action: Solutions to Public Health Challenges to reduce disparities in diabetes management and prevention education for the American Indian population in the Greater Detroit area, 2014-2015