**Gina Rendon, MBA, RHIA**

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Enthusiastic Healthcare professional with extensive experience in operations, performance improvement, and Electronic Health Record systems implementation.

**Professional Experience**

*Operations Manager - Multiple Specialties* January 2019– October 2021

Adventist Health Physician Services – St. Helena

* Consolidated three single specialty clinics into one multispecialty clinic that allowed for expansion of services to our patients without increasing the number of Full Time Equivalents and adding providers. Changes below:
  + Plastic Surgery – Added a wound care curse to refocus provider efforts to MD level care.
  + General Surgery – Provided nurse level education on ostomies and conduct surgical site markings
  + Gastroenterology – Gastroenterology added a Nurse Practitioner to streamline screenings
  + Cardiology – increased their exam rooms from 5 to 10 allowing 20% increase in volume.
  + Urology – increased exam rooms from 2 to 5, allowing them to increase visit volume by 30%
* Created a culture of accountability by providing each person a “what is expected of me” guide, increasing Gallup grand mean score from 3.98 to 4.20. The “know what is expected question elevated to 4.92 from 4.40.
* Redesigned a provider’s schedule to make their desired salary and simultaneously decompressing the workload to avoid provider burn out. This resulted in a $30k savings in professional fees.
* Managed a team of 14 staff members and 7 clinicians. Hire, fire, coach and promote.

*Clinical Information Systems (CIS) Coordinator/Team Lead* April 2015 – January 2019

Adventist Health Physician Services – St. Helena

* Created meaningful Dashboards to aid educators in decision making and provide data driven education
* Operate as the CIS team-lead guiding other educators to resources and enterprise processes.
* Led system implementations related to Cerner Smart Room and Smart Hospital Technologies
* Participated in multidisciplinary committees to provide solutions using information systems and technology.
* Created easy to follow reference education for clinicians using Camtasia and MS Publisher
* Served as the liaison between the clinical team and the corporate IT/IS teams to meet each of our site’s needs.
* Served as the organization’s master change agent, teaching the leadership team General Electric’s Change Acceleration Process principles.

*Ambulatory Cerner Optimization Specialist*  Jul 2015 – April 2016

Adventist Health Physician Services – St. Helena

* Redesigned clinic workflows and operations to align operational goals with new information systems
* Used General Electric Change Management Principles to improve Cerner adoption among resistors
* Worked as a project lead for Cerner EHR system implementations within several clinics
* Performed thorough gap analyses in preparation for new systems and process implementations
* Taught high profile doctors how to use Cerner and Dragon Speech recognition for a smooth transition
* Led training for ICD-10 transition
* Reconciled 1,700+ outstanding patient encounters, assisted doctors in completing their documentation and professional fee charges by creating efficient electronic processes

*Independent Contractor – Business Analyst* Sep 2013 - Current

Acute Medical Providers (AMP) – Napa, Clear Lake, Off-site/Remote

* Worked with a multidisciplinary team to develop a new service line for AMP in the Telemedicine field.
* Performed clinical documentation reviews to assess completion of clinician documentation
* Reconciled over 700 patient encounters by developing a shared physician portal that served as a communication tool and allowed physicians to complete outstanding accounts in a timely manner
* Increased reimbursement and decreased outstanding accounts receivable through physician documentation education and process improvement.
* Analyzed department performance data using Tableau Dashboards to improve efficiency
* Worked with system developers to create meaningful dashboards to monitor workflow metrics
* Coordinated physician onboarding process
* Created monthly Performance Reports for CEO and Physicians.
* Provided systems design and implementation expertise to create an Electronic Health Record (EHR)

*Clinical Informatics Physician Educator/Liaison* Jan 2013 – Jul 2015

St. Helena Hospital – Napa Valley

* Led EHR physician training
* Worked as a project coordinator for various EHR system implementations
* Conducted performance improvement projects for Physicians to increase their EHR proficiency
* Organized system pilot projects
* Used a train the trainer model to educate fellow educators across the Northern California Network
* Created training materials using Microsoft Suite, Camtasia and Captivate.
* Published a Microsoft SharePoint Site and responsible for regular content
* Collaborated with various department directors to improve physician documentation

*Health Information Management (HIM) Data Analyst/ Daily Operations Lead* 2009-2012

Salinas Valley Memorial Hospital – Salinas

* Successfully tested an electronic health record to meet meaningful use phase 1 standards
* Wrote and implemented organization and department wide policies and procedures
* Managed process improvement projects to improve the efficiency of the HIM department
* Preceptor for community college students and organized their Professional Practice Experience
* Trained HIM staff and Physicians to use the Electronic Health Record system and supporting interfaces
* Managed Daily operations, created staff schedule
* Lead 14 employees, conducted intradepartmental conflict resolution
* Monitored HIM functions to improve quality and productivity using Microsoft Excel as an analytics tool
* Ensured compliance with the Record of Care and Information Management chapters of The Joint Commission standards and various regulatory bodies

**Special Skills**

* Proficient in Microsoft Suite (Word, Excel, PowerPoint, Outlook, Publisher, Visio, Access, Project, Sharepoint)
* Working knowledge of Tableau Analytics, Business Objects
* Proficient in Spanish and English (read, write, speak)
* Proficient in CERNER, Dragon Speech Recognition software, MEDITECH, 3M encoder and AVSS software,

**Professional Memberships and Licenses**

GE – Master Change Agent 2016

RHIA – Registered Health Information Administrator since 2009

LEAN SIX SIGMA – White Belt Certified 2017

**Education**

**Executive Masters in Business Administration – emphasis on leadership**

*Sonoma State University School of Graduate studies in Business and Economics*

**Bachelors of Science in Health Information Administration**

*Loma Linda University*