

MARK SCHNEIDER

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PROFESSIONAL BACKGROUND

Mark has over 15 years of experience in various IT related fields including Financial Services and Healthcare. His experience includes project and program management, organizational change management, business process improvement and transformation consulting. Mark thrives in a fast-paced environment and has led many full-cycle implementations up against extremely tight timelines. He has been recognized for his skills in organizing and implementing communication plans with consistent and transparent messaging among teams and to leadership to reach milestones and avoid risks.

Mark has successfully led cross-functional teams for both IT and business sponsored projects. He helps build relationships across teams to enable collaboration and effectively manage vendors. His mix of initiative and collaborative style make him equally comfortable as an individual contributor or as a member or leader of a team.

SELECTION OF RELEVANT EXPERIENCE

Integration Manager

Mark managed the integration and orders teams through various installs of Lab Information System (LIS) software integrations with Epic EHR. He has experience integrating Epic EHR with: SoftLab, Cerner, Sunquest, and Orchard lab systems. Mark also has experience integrating Epic EHR software with Health Information Exchanges (HIEs). His experience in this area includes project planning, testing, and support plans. Mark has led lab integrations over the past ten years and has successfully completed over twenty implementations.

Team Lead and Project Manager

Mark managed the interface and inpatient teams for a multi-phase EHR project for a large hospital network. This project expanded functionality in a hospital already utilizing Epic, while rolling out the shared instance to newly acquired hospitals, hospice and acute care centers. With over 250 interfaces across the network, Mark documented testing plans and timelines for the project. He owned communication to stakeholders through weekly and/or monthly status and executive summaries highlighting progress, upcoming milestones and any risks or mitigation plans. Mark developed the project plan and led the effort to produce build requirements at each testing milestone for application teams and vendors. Throughout this project, Mark also acted as conduit between the technical, application, and vendor teams to ensure a smooth transition

Application and Process Analyst

Mark has vast experience working with clients to improve process and workflows. He worked with hospital and system level leadership to improve blood product utilization across a large, multi-state health system. Mark was able to help identify the issues, present them clearly to leadership and healthcare providers, and develop a plan for better outcomes. He also as experience in developing best practices for Epic electronic health record (EHR) integration with reference and send out labs.

Industry Experience

- Healthcare
- IT Services
- Financial Services
- Pharmacy Healthcare

Functional Expertise

- Program/Project Management
- Mergers & Acquisitions
- Change Management
- Process Improvement
- Information Technology
- Training



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SELECTION OF RELEVANT EXPERIENCE

Project Manager

Mark managed the EHR software upgrade. He was responsible for planning and implementation of Epic software upgrade for both Inpatient (12 Hospitals) and Ambulatory (over 950 practices). He coordinated the communication, testing, training, support, and implementation efforts of application team as well as vendors. Mark was responsible for developing the project plan, testing timelines, and build requirements for each milestone and kept an open line of communication open with the leadership teams and stakeholders of the organization which included site/hospital leads to ensure end user satisfaction and support.

Team Lead – Merger and Acquisition

Mark oversaw merger of two teams from separate health system into one application team totaling 16 analysts. Throughout the process, he reviewed and implemented best practices from each organization into one cohesive strategy. Mark led implementation of two instances of electronic health record (EHR) software into one over a 1.5 year timeframe which included 17 inpatient hospitals as well as hospital outpatient departments. During the implementation phase he was tasked with establishing areas for process improvement, testing, and implementation. Mark was also responsible for leading the team thru software upgrades including testing, change management communication, and quality control

Product Specialist

Mark was the initial point of contact and support for the largest revenue customers. He was responsible for training, education, and demonstrations of new product releases. Mark also worked in tandem with the other relationship managers to produce market analysis.

Training and Process Improvement

Mark has experience with both training and process improvement. He has developed, trained, and supported complex electronic health record workflows and processes. Mark has developed training plans and support materials as well as process improvement plans. He has experience presenting to hospital administration, providers, and other leadership level positions within health systems.

Technology Expertise

- Microsoft Office 365
- Epic
- HL7

Methodologies

- Agile Software Development
- Software Development Lifecycle

Deliverables

- Functional Designs
- Executive Steering Presentations
- Dashboards
- Project Plans
- Communication Plans
- Test Plans

