**Ezenwa Dike**

2077 Oberlin Dr. St Louis, MO 63146

(240) 660-6275 ezenwa.dike@yahoo.com

# SUMMARY

* Registered Health Information Administrator from AHIMA (RHIA)
* Appointed Health Information Management (HIM) Advisory Board Member for Alabama State University
* AHIMA Integrating Clinical & Administrative Data (ICAD) Workgroup
* Over 8+ years of experience in the Healthcare IT Domain with expertise in Project management, System Analysis Quality assurance, Quality Improvement, Technical Training development, and Technical support.
* Experience in Business Process Modeling, Business Process Analysis, Joint Application Development, Requirement gathering, Document Management, and Testing
* Extensive hands‐on and HealthCare management experience in a variety of projects involving the customization, design, development, implementation, and testing of automated systems to support the Medical Management Information System (MMIS) as well as day‐to‐day business operations.
* Extensive knowledge of all phases of the software development life cycle (SDLC) and the iterative Rational Unified Process (RUP)
* Organized many Joint Application Developments (JAD) sessions and Joint Requirement Planning sessions (JRP), walkthrough, Interviews, Workshops, and Rapid Application Development (RAD) sessions with the end-user/clients/stakeholders and the IT group.
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Use Case Specifications, Functional Specifications (FSD), Systems Design Specification (SDS), Requirement Traceability Matrix (RTM), and testing documents.
* Proficient in creating Risk Analysis documents, Risk Management Plans, User Requirement Specification, Functional Requirement Specification, and Business Process Flows.
* Proficient in using UML in behavioral, structural, and architectural modeling – in creating Use Case, State, Activity, Class, and Sequence diagrams using Rational Rose.
* Used Microsoft Visio for Business Process Modeling and Data flow diagrams.
* Strong Experience in Healthcare Information Exchange (HIE Engines --- Mirth, Intersystem’s ensemble health share)
* Worked with Rational Suite of tools to create requirements documents (Requisite Pro), visual data models (Rose), manage and track defects (Clear Quest).
* Exposed to ICD 9/ICD 10 coding standards in Medicare and Medicaid domains of the healthcare systems and industry for both Inpatients and outpatients
* Experience in enterprise migration activities, ranging from architecture, process design, data quality assurance, and acceptance, including large-scale systems migrations.
* Experience in conducting GAP analysis, User Acceptance Testing (UAT). SWOT analysis, Cost-benefit analysis, and ROI analysis.
* HL7 FHIR creating and posting resources
* Successful as a team player to work in conjunction with other DBA’s, testers, developers, and other team members in validation and testing complex scenarios and projects and the maintenance of Quality Standards in Projects.

E D U C A T I ON

**Master’s in biotechnology/Law** September 2020 (Final Dissertation)

International Hellenic University, Thessaloniki, GR

## Bachelor of Science, Health Information Management, GPA 3.656 Alabama State University

Montgomery, Alabama

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| --- | --- | --- |
| **Associate in Biotechnology**  Montgomery College  Rockville, MD  **Certifications:**  **RHIA -Registered Health Info Admin**  **AHIMA Integrating Clinical & Administrative Data (ICAD) Workgroup** |  | 2012    May 2020 |
| **Six sigma**  **University of Alabama, Birmingham, AL** |  | Feb, 2016 |
| Healthcare data analytics |  | May, 2017 |
| Population Health management  **Relevant Coursework:** |  | May, 2017 |
| Legal Aspect of Health Care | Financial Management | Economics |

Coding and Classification System Medical and Pharmacology Terminology Calculus

Health Information Management Systems Analysis and Design Anatomy Health Care Delivery System Biology Business

Electronic Health Record Econometrics

## TECHNICAL COMPETENCIES

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| --- | --- |
| **Business Skills** | Project management, Business Process Analysis & Design, Gap Analysis, Impact Analysis, JAD/JRP Sessions, Requirement Gathering, and Use Case Modeling, Solution management, Clinical trials facilitation, Medical record retrieval, medical  record auditing, Account Management, Program Administration Medical call centers, Vendor risk management, Vendor selection |
| **Languages** | SQL, Mumps, VB.Net (Visual Basic .Net), HTML, SAS, |
| **Database** | MS Access, MS SQL Server 2000/2005/2008, DB2 |
| **EHR** | Vista, eclinicalworks, Allscripts, Cerner, EPIC, 3M, Meditech, |
| **Project Management** | Microsoft Project Plan, Microsoft PowerPoint, MS Excel, JIRA, Trello |
| **Methodologies** | RUP, UML, SDLC, Six Sigma, RAD, SCRUM, Agile and Data Modeling, System  Migration |
| **Standards** | HL7 (ADT, SIU, ORM), ICD9‐10, CPT4/HCPCS, RxNorm, CVX, CCD, CCDA, LOINC,  NDC, EDI |
| **Operating Systems** | Windows NT, Windows XP, Windows Vista, Windows 07, macOS |
| **Regulations/Quality/Security**  **Management/Measures** | HIPPA,FDA, CMS , eCQMs, CQMs,HEDIS, ACO, HIPAA, NIST, HHS, OCR, CMS, X12, NCPDP |
| **Business Intelligence/Data** | PowerBI, Tableau, RedCap |
| **Other Tools** | JIRA, SharePoint, MS Excel, MS Word, MS Visio, SQL Navigator, MS Office, PowerPoint, Sales Nexus, FACETS, DOORS, XML Viewer, 7edit, SoupUI, mirth connect |

**P R O F E S S I O N A L E X P E R I E N C E**

## Health Level Seven (HL7)- Sr Technical Consultant

## September 2021- March 2022

* Build a series of rapid prototype dashboards addressing features in a set of sprints to drive internal and external stakeholders’ knowledge and understanding of HL7 Products and Projects such as Universal Realms and US Realms
* FHIR resources: get resources, post resources, delete resources, and update resources
* Develop iterative prototypes of a static and interactive dashboard, with data visualizations, data extracts, and other "descriptive analytics” to tactically meet the needs of a multifaceted volunteer organization
* Translate business requirements into technical designs
* Perform data object and reporting design reviews to inform future production design using Tableau
* Develop reports and deliver analytics
* Review and comment on existing database systems and collaborate with teams to integrate into the dashboard
* Conduct unit tests and develop database queries to analyze the effects and troubleshoot any issues
* Perform unit feature testing and recognize a feature is not complete until it passes User Acceptance Testing (UAT)

## Quandary Peak- Sr Medical Device Auditor Consultant ISO/IEC 62304

November 2021-January 2022

## Perform IEC 62304:2006 Audit on Electronic health record to observe the conformance with 62304

* Weekly meeting with client to discuss finding and request for additional documentation
* Review all E.H.R software procedure documents and make sure it complies with 62304
* Review all E.H.R Risk management procedures and make sure it complies with 62304
* Review all E.H.R Training documents and make sure it complies with 62304
* Review the software lifecycle process documentation (requirement documents, software development process)
* Review the software architectural design documents, integration testing document, software system documents, and release documents.
* Review software maintenance documents, documents related to SOUP (third party system integration)
* Document finding and observation from the audit and grade for the report
* Produce audit report of their system/medical integration complaint as it relates to 62304.

## American Immunization Registry Association (AIRA)- Sr. Healthcare Consultant on CDC Project

April 2021-Present

* Convening and facilitating a ‘collaborative’ of leaders from the provider organizations, IIS, EHR, HIE, and stakeholder community to identify, address, and implement solutions to improve immunization interoperability through the IZ Gateway.
* Develop HL7 VXU and HL7 QBP National and state immunization local standard message in NIST using IGAMT, TCAMT, and GVT
* Exposing developed standards in NIST so that all new providers that want to onboard or submit data to state immunization systems can validate their HL7 VXU messages against national and local standards and prep their system to produce the right messages for integration or data submissions
* Developing, maintaining, evaluating, and updating an IZ Gateway testing and evaluation program to promote and validate workflows and technology that strengthen the exchange of immunization data between IIS and national providers and partners through the IZ Gateway
* Providing technical assistance to select IIS and Electronic Health Record systems (EHRs) to accelerate the implementation of workflows, technology, and solutions that improve immunization interoperability and data quality.
* Conducting formal evaluations on the outcomes and impact of each of these components and utilizing results to develop, modify, or implement standards to support technical and functional readiness
* Planning for provider and IIS engagement, functional assessments, onboarding methods, and approaches.
* Conducting assessments and developing standards for various IZ Gateway functions and operations.
* Providing technical assistance to IIS programs and IIS vendors in support of the IZ Gateway project, as well as broader functional areas
* Expanding the current capacity of the organization to develop multiple best practices recommendations and standards simultaneously
* Providing technical assistance to Providers and IIS jurisdictions that need assistance to meet existing and emerging common standards.
* Quality tool evaluation such as the MQE and AMCI(syntropy) to help manage the quality of data that providers and IIS shares

## EHN ‐Electronic Health Network Sr. Healthcare Consultant January 2019‐ Present

* Analyze HL7 ADT, HL7 ORU, HL7ORM, HL7 VXU, PIX FEED, and HL7 ENS and prepare them for mapping reconciliation between the source systems and the receiver sysrequirementstems
* Collect requirements on how to integrate the external system with MINT for the Public Health Information Network Project sponsored by Prince George Public health systems in Maryland
* Facilitate and lead integration meetings with 5 vendors on how to connect to our systems and discuss implementation plans and timelines.
* Solution architect the integration workflow and the business workflow of the content of the system integration
* Analyze, develop and document API metadata for the POST and GET calls between the MINT system and other systems
* Documentations of stories and project requirements in Jira and Confluence respectively.
* Manage internal development team to deliver value on time
* Successful build the interface for ENS listener and ADT forwarder to connect CRISP HL7 ENS inbound to MINT and HL7 ADT outbound to CRISP system
* Successful building the interface for ADT listener and forwarder for these HL7 message types HL7 ADT, HL7 ORU, HL7ORM, HL7 VXU, PIX FEED to exchange data between MIE Web chart system and MINT digest
* Workflow design for the PRISM system (use to document STDs cases more like an infection documentation system) and develop how to integrate PRISM system with MINT digest
* Lead/facilitate integration between MD state Labs with MINT digest
* Lead/facilitate integration between HealthEC system with MiNT digest
* Modeling of ADT HL7 and CCDA messages using Symedical to fhir model
* Working with healthcare/clinical terminologies and code‐sets that comprise measure value sets including SNOMED CT™, LOINC, ICD9‐10, CPT4/HCPCS, RxNorm, CVX, and other code systems
* Pushing modeled data to production server where it gets used by other applications within the organization
* Maintained and support existing models/ resolve any issues and gaps
* Performing data collection from E.H.R/EMRs relational database and validating it against data parse to the google big query tables
* Implementing and making sure the development team abide by detailed policies and related data/exchange standards including the ONC Interoperability Advisory Standard, U.S. Core Data for Interoperability initiative, ONC Certification Rules
* Conduct medical record abstraction, locate and review all assigned medical charts, copy all supporting documentation per specification and data entry into applicable software systems
* Worked with graphql data storage and API to make data call from external systems (FHIR)
* Developed workflow and content in redcap for capturing and analyzing data
* Develop health of a patient’s content for business intelligence to understand TTV and ROI and tie that to the health of a patient
* Building logic in data query to pull EMR raw data from Cerner, epic, Ecw, Aetna, and validating it against modeled data in FHIR standard.
* Patients health development in tableau
* Monitor areas where there is gap, brainstorm with team and come up with new process to mitigate the gaps
* Perform continues improvement after analyzing existing data and identifying areas where there is opportunity to grow.
* Patient data extraction from various EHR systems and reporting to measures to appropriate projects

## Missouri Hospital Association, Jefferson City, MO

**Senior Business Analyst/Project Manager** October 2017- January 2019 .

* Create and manage Epic, story list, task out section, daily stand-up meeting, release session and story estimation.
* Manages the ADT HL7 team. Report and development team, Analytics team and Helpdesk team
* Facilitate daily stand-ups with Scrum team, sprint review and planning, Feature incremental planning  Collaborates with the Product Owner to prioritize the Product Backlog in order of business value.
* Develops and maintains a Trello board, with the assistance of the team, to track work in process.
* Collaborates with the Product Owner and Scrum Team to develop and maintain the project Story Map and initial Release Plan by Minimum Viable Product (MVP).
* Identifies, manages and resolves Risks, Issues and Blockers.
* Consistently monitors and reports on Scrum Team metrics, using a Cumulative Flow diagram and metrics such as Velocity and Cycle Time.
* Manages Products like Tableau deployment, Analytic workbench, Market forecaster, ADT HL7 integration project, client helpdesk application and maintaining communications between our vendors on our environment performance.
* Direct tasks related to project scoping, planning, execution, analysis and tracking.
* Perform analysis of business and user needs for complex requests and projects.
* Participate in the project budgeting process. Apply a consistent cost/price analysis and monitor budget to ensure projects meet or exceed budgeting requirements and goals.
* Gather requirements using a variety of techniques, such as interviews, surveys and statistical analysis and translate functional and business development requirements into proper system requirement specifications.
* Review requirements and specifications with internal and external stakeholders; and construct requirements documentation.
* Lead process improvement and change management initiatives, perform root cause analysis and use control chart to monitor progress.
* Lead product management as detailed in scaled agile framework and Facilitating the reporting and analytical team.
* Provide accessible product documentation, including technical and user documentation on Tableau and analytic project.
* Manage expectations and effectively communicate to team members, stakeholders, external contractors and clients.
* Analyze deviations related to product management such as task completion, risks/issues, mitigation strategies and schedule adjustments.
* Complete product reporting to inform stakeholders and project plan. Prepare and present stakeholder tollgates/reports.
* Responsible for managing deliverables from resources assigned to product tasks and maintain team progress towards goals.
* Participate with external contractor agile development team to ensure features and functionality requested by users align with business goals for the product, particularly as goals and products evolve over time. Ensure the right information is available to the development teams with the right amount of detail at the right time.
* Compile and analyze results of requirement peer reviews; evaluating clarity, conciseness, comprehensiveness and appropriateness of specifications and documentation.
* Supervise the Business Analyst.
* Perform other duties as assigned by the Vice President of Technology Operations and Senior Vice President of Research, Data and Information Services.

## Missouri Health Connections (Missouri State Designated Health Information Exchange) Columbia, MO Technical HIE Project Manager March 2017‐ October 2017

Missouri Health Connection is a not‐for‐profit state designated HIE that provide health exchanges for providers in Missouri. The goal is to make sure that providers has the clinical document they need on time to better make decision about the patient treatment. My current role has been on deploying the Alert notification. The main goal of the Alert notification was to provide alert to the providers any time their patient had a visit in other participating organization. This alert will help in care coordination and quality improvement.

Duties:

* Working with Intersystem Healthshare to set up a subscription for alerts.
* Implementing Electronic Health Records and working with Health Level Seven (HL7) implementation.
* Create and manage the plan for moving technical solutions to final client hand‐off.

Assemble and coordinate the internal and external teams to gain consensus on deliverables from each team.

Collaboratively adapt existing and develop new project plans, processes and communication standards for the operations teams.

* Manage the formulation and ongoing tracking of each project.
* Assist with the development of reports, and the loading and configuration of demonstration data and systems.
* Proactively manage changes in project scope, identify potential crises and devise contingency plans.
* Own the communication and execution of solution hand‐over to client services, service delivery, technology and other team members at designated milestones.
* Develop and deliver progress reports, requirements documentation and presentations.
* Test code, review, and recommend changes to technology stakeholders
* Oversight and Project Management of MHC participants’ implementation projects.
* Workflow assessments of MHC’s Participants for project planning and implementation.
* Development, establishment and managing of project plans, minutes, action items, issue lists, test plans, and deployment plans.
* Developing and delivering requirements documentation and presentations.
* Consult with clients to gather information about program needs, objectives, functions, features, and input and output requirements in regards to HIE and related services.
* Analyze, define, and document requirements for data, workflow, logical processes, hardware and operating system environment, interfaces with other systems, internal and external checks and controls, and outputs.
* Develop use cases and capture functional and non‐functional requirements from business users.
* Write and maintain documentation to describe program development, logic, coding, testing, changes, and corrections, as well as installation and operating procedures.
* Train end users or support staff to use programs. Provide technical assistance by responding to inquiries from others regarding errors, problems or questions about programs.
* Managing all appropriate project documents and materials for a variety of projects like: New services and application deployments (COTS and custom), Process improvement, application and technical upgrades and Feature/function enhancements and technical infrastructure enhancements

## The George Washington University (Milken Institute School of Public Health), Washington DC

**Project Coordinator Mobile Health IT /Implementation specialist** October 2015- January2017

My Job in this Project was to support the development team, QA team and Stakeholders to develop an EMR software for HIV patients population called prevention at home(PAH software). This involve multiple system integration with the Care management system and the John hopkins Lab.

* Partners with end users to understand workflow and business processes and identify, analyze and refine new requirements
* Assist in the drafting and refining of the programming guide for the prevention at home program and the Care Partner portal.
* Facilitates understanding by clearly translating end user context and requests back to team members
* Generates and maintains features and user stories, and their associated acceptance criteria, test cases, and test data
* Evaluates and maintains appropriate system documentation
* Supports usability and User Acceptance Testing development, execution, and failure resolution

Build up test cases and method to test for functionality, Data and Logics in the testing environment staging environment and in production

Assist the customer in establishing prioritization of requirements against established goals and objectives

* Troubleshoots application issues, with/without vendor assistance, to resolution
* Troubleshoots system hardware as needed and Provides technical support to system users
* Mapping out ADT, ENS, CCD conversion, integration and analysis
* Team player on the HIE interfaces between PAH‐ MyTestMyWay , DCPCA and Tiani PGHIN
* Perform ad hoc testing activities and documenting defects regarding problems identified
* Maintains system security
* Developed the end‐user training materials and Conduct training sections on how to use the Portal.
* Tests new functionality or recent fixes in before and after software deploys.
* Leads escalation of issues with appropriate resources, to resolution
* Attends meetings on regular basis to discuss open issues, new features and progress on existing ones  Performs on‐call duties as assigned

## Mary’s Center (Capital Clinical Integrated Network) Washington, DC

**HIT Implementation Specialist/Business Analyst** June 2015‐ Sept 2015

* Help in managing the Syntranet system, training, and ticket support
* Conduct QA testing in the Syntranet system to assure that all the functionalities are working effectively. if there is any bugs, communicate with the developers to resolve the issue.
* Supporting the CCIN Acano telemedicine system
* Team player on the HIE interfaces between CPC HIE and Tiani PGHIN
* Manage the project plan and report tasks and deliverables to DCPCA
* Mapping out ADT, ENS, CCD conversion, integration and analysis
* Supporting the George Washington PAH Project through ADT mapping, Lab mapping, Lab HL7 Version 3
* XML text mapping, Lab HL7 Version 3 XML code mapping, Medication mapping, Medication HL7 Version
* 3 XML text mapping, Medication HL7 Version 3 XML code mapping

**CENTER FOR DISEASE CONTROL AND PREVENTION (CDC Atlanta, GA)**

**Business Analyst/ Student Intern**  2014‐2015

* Describe the budgetary process for the National Program of Cancer Registries Cooperative Agreement through review of cooperative agreement interim progress report and continuation application
* Solving complex clinical problems. Identify the component problem, design a plan to find solution a solution, gather data appropriate to the problem, analyze results, propose suitable solutions and prepare a memorandum to the clinical supervisors detailing the problem, methodology, conclusion and recommendations.
* Describe the major functions and activities related to performance measurement and quality improvement
* Comment on all of the various statistics required of the cancer surveillance branch
* Analyze sub‐system of the cancer surveillance branch, development of detailed flow chart depicting subsystem processing; development of a detailed written procedure of current subsystem processing suitable for inclusion in the department procedure manual; and recommendation for revision, where appropriate, with justification for each recommendation.

## VINTEK MARKETING AND IT COMPANY (BOSTWANNA)

**Business Analyst/Consultant (Electronic Health Record Project)** 2010‐2014

* Designed Test Plans and Test Cases for User Acceptance testing (UAT) with the help of QA teams.  Utilized RUP to configure and develop process, standards and procedures.
* Interfaced with business users to prepare and update Business Process Requirements for the new release of Healthcare tools.
* Prioritized outstanding defects and systems problems, ensuring accuracy and deadlines were met.
* Collected and documented policies, calculation methods, business processes as well as business rules.

Responsible for identifying and documenting business rules for EDMS implementations.

* Designed the functional requirements in the form of work flow diagrams, UML diagrams using MS Visio and use cases.
* Conducted JAD sessions between the business users, Developers, testers & Subject Matter Experts resolve bottlenecks.
* Worked extensively on MS Excel, MS Access, MS Visio, technical assessment tools, Micro Strategy Data Warehouse Data Modeling and Design tools.
* Worked on RTM (requirement traceability matrix) to manage the changes to such specifications; track the life of a requirement both forwards and backwards.
* Projects like IRMS and Publication Management part of Electronic Document Management System (EDMS) and documented the validation plan.
* Participated efforts in the role of liaison between business owner and outsourced partners to manage key enhancements of existing applications.
* Reported to business and reporting manager as necessary with status.
* Assisted Management Team with necessary updates on projects.

**TECHNICAL AFFILIATION ALABAMA STATE UNIVERSITY**

## Summer Internship Summer 2014

* Using ATHENS/Cerner PowerChart and HIM Profile applications for Patient registration, Clinical documentation tools and processes(order entry, narrative and structured documents tools), Clinical decision support tools

(alerts and reminders), Deficiency management, ROI's, Electronic chart tracking, and Legal concepts

* Using QuadraMed MPI Suite for Front‐end registration, Tools for analysis of data integrity, Tools for resolving duplicate records, Duplicate management workflows and issues, and Virtual management tools
* Using Nuance Quantum Encoders (ICD‐9 and ICD‐10) software for coding practice, DRG grouper for reimbursement concepts, and Extensive coding reference
* Using Nuance Quantim Encoders (ICD‐9 and ICD‐10) software for coding practice, Coding references, Abstracting and compliance , and Coded data set
* Using 3M Coding and Reimbursement System (ICD‐9 and ICD‐10) for coding practice, DRG grouper for reimbursement concepts, Extensive coding reference
* Using EDCO Health Information Solutions ‐ Solcom EDMS (Electronic Document Management System) for chart analysis, chart indexing generation and general orientation to the forms and indexing in the medical record.
* Using HealthPort ROI (eSmartLog and SmartLink) for analyzing release of information of patients, and review of chart repository.

## United Nation High Commissioners for Refugees

 Summer Intern 2013

* Manage refugee file information
* Keynote speaker on refugees issue
* Raise fund for refugees

## Montgomery College MESA+ Program, Rockville, Maryland

 Assistant Director 2010‐2013

* Manage 125 college student involve in the program
* Develop/manage project and make strategic planning for the program success
* Conduct workshop in Montgomery county and present at conferences
* Manage and Protect the program database
* Track members performance and process stipend for services performed
* Raising fund for the program through community services and companies endorsement

**A W A R D S / H O N O R S / M E M B E R S H I P S**

* Appointed Health Information Management (HIM) Advisory Board Member for Alabama State University 2020- Present
* AHIMA Workgroup Member for Integrating Clinical and Administrative Data 2020- Present
* Outstanding Student Award AAHIM Alabama (2015)
* Academic Scholarship Alabama State University (2012‐2015)
* Honor Student (2010‐2015
* Dean’s List (2010‐2015)
* Member National Association of Health Information Management (2013‐2015)
* Student Health Information Management SHIMMA (2013‐2015)
* Presentation Award AIAA John Hopkins Applied Physics Lab (2011)
* Foundation Scholar Montgomery College, MD (2010‐2012)

**C O M M U N I C A T I O N**

* Mentor minority middle school student to go into mathematic engineering and sciences
* Managed detailed project plan to coordinate activities among team members for several group projects/presentations which received high marks; Scored well on individual performance appraisals and ratings in group projects.
* Hosted many events on campus such as Boys to men, charities, special events for organizations.
* I am a senator for the SGA government in school. Speak for the student and help in development in the students body

**L E A D E R S H I P**

**R E F E R E N C E**

## Available upon request