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Top Skills

Cerner
Healthcare Information Technology
EHR

Robert Reid, MSN, RN

Dragon MedConnect(Cerner) Consultant at MedStar Health
Charlotte, North Carolina Area

Summary

I am seeking employment within the Healthcare arena where I can utilize my prior experiences and education to be an asset to the healthcare system.

Specialties:

Cerner
Epic
Net access
Siemens MAC
Clinical Instructor
Dragon Trainer/SME
Clinical Application Classroom Trainer
Clinical Support Analyst
Meaningful Use Stage 1&2
Ambulatory EMR Trainer
ICD-10
Medical/ Surgical
Information Management Systems
Telemetry
NIHSS certified
Nonviolent crisis intervention- CPI certified
Interventional Radiology
PICCs
Orthopedics
Urology
General Surgery
Float Pool Nursing to Med/Surg, Intermediate, and Behavioral Health units
Healthcare Systems Management

Experience

Novant Health

Float Pool Nurse

April 2013 - Present (7 years 4 months)

Charlotte, North Carolina Area

- Responsible for assessing, evaluating, implementing and planning patient centered care for all assigned patients on the unit during shift, according to the standards of care.
- Perform nursing functions in intermediate and medical/surgical units of Novant Presbyterian Charlotte Market including Presbyterian Main, Matthews, Huntersville, and Orthopedic, and Rowan Medical Center.
- Responsible for gathering, compiling, documenting and maintaining accurate documentation the plan of care on each patient including, but not limited to, spiritual care, end of life decisions, supplies and procedures, assessments, admission screen, NIHSS, patient and family teaching and counseling, and clinical path.
- Actively participates in continuous quality improvement. Manages all assigned personnel, supplies and equipment and promotes and participates in teamwork with physicians and other personnel.
- Delegate and directs the work of LPNs, CNAs, unit clerk, nurse techs, and students.
- Follows all departmental safety policies and procedures regarding patient care and patient safety.
- When functioning in a charge nurse capacity, assigns duties to all team members and provides supervision as needed, based on skill mix and acuity.
- Provides report to oncoming shift change nurse. Provides input to Department Manager/Director on staffing issues, unit concerns, employee evaluations.
- Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Support end users with Epic software documentation and order entry during go live.

MedStar Health

Dragon MedConnect(Cerner) Consultant

July 2016 - June 2019 (3 years)

Washington D.C. Metro Area

Employed as a consultant with MedStar to assist with a conversion from Dragon Network 360 to Dragon

Medical One for use within Cerner applications (2015.01), MediLinks, Centricity and Aria

Latest Updated to Dragon Medical 4.0 SR4 HF4 and Cerner Code upgrade 2018

Assisting and supporting Dragon integration with VMWare, Cerner instant access and Imprivata.

Developed training material for Dragon education and tips and tricks information for training on the fly as well as in a classroom setting

Monitored SOM ticketing issue system

Closed tickets that pertain to Dragon hardware and software issues

Troubleshoot Dragon issues with software, hardware and servers

Provide on-call support

Training and supporting provider on the use of dynamic documentation (5.3), creating autotexts, tagging, and workflow page.

Installed Dragon drivers and .NET Framework 4.7.2 manually and through software center.

Provided support and education for ambulatory and inpatient providers on the use of dragon for adoption assurance.

Provisioned over 5000 providers for use of dragon throughout the healthcare system.

Created and implement Dragon Medical Clinical Content, global autotexts, step by step commands in the nuance management console for provider use.

Medfirst Consulting Healthcare Staffing

Cerner SurgiNet/Anesthesia Implementation Consultant/ Team Lead

June 2016 - July 2016 (2 months)

Rehoboth, DE

- Support surgical service projects and facilitate the use of Cerner Surginet and Anesthesia modules.

- Assist in all areas of the Perioperative Service: surgery scheduling, preadmission testing, preOp, intraOp, PACU/Phase II, OR materials management.

- Supporting all phases of care for nursing with the use of powerforms, interactive view/I&O, anesthesia module, BMDI, Tracking Board, perioperative doc MPage, lab specimen collection for pathology, pick list, SN charge manager, initiating order sets, adding orders and careplans, charge services, and medication management with bar code scanning.

- Coach surgeons and anesthesiologists with using surgery specific multi-phase power plans, discharge process, e-scribing and printing scripts, use of the tracking board, and case selection. Also support gastroenterologists transitioning from paper to fully electronic process which included documentation using Cerner powernote with Dragon 360 voice recognition software, multi-media manager image capture, and powerplans.

- Supporting operational efficiencies and productivity utilizing surgical information technology and financial reports. Also ensuring charging data for supplies and procedures is accurate and appropriate.
- Supports and assists providers and nurses with the development of operational strategies to be successfully during the implementation.
- As a Team Lead assigning, coordinating, monitoring, and supporting consultants at the outpatient surgical center. Communicating with director of information technology with daily issues, concerns, and frequently asked questions.

HCTec

Dragon Subject Matter Expert

January 2014 - April 2016 (2 years 4 months)

Asheville, NC

- Employed as a consultant with Missions Health to assist with a conversion from Dragon Medical Naturally Speaking 10.1 Medical Network Edition to Dragon Network 360 Edition version 2.4 for use within Cerner applications, Next Gen, AllMeds, Centricity and Allscripts.
- Develop training material for dynamic documentation, Dragon education and tips and tricks information for training on the fly as well as in a classroom setting.
- Monitoring Heat and Easy Vista the ticketing issue system and closing tickets that pertain to Dragon software issues.
- Dragon troubleshooting issues with software, hardware and servers, and performing on call support. Installing Dragon software manually and through DSM, installing update patches for VSync issues, running dragon scripts, restoring last know good profiles, running patches for Dragon Citrix issues.
- Nuance Console Admin to add, change, monitor user account, speech nodes.
- Rounding in the hospital and ambulatory setting to test different workstations and check on providers for any issues they may have with Dragon, and Cerner applications.
- Contacting providers and setting up times for training, shadowing, and rounding.
- Supporting Dragon users and Power Note user with creating Dragon templates, Macro recorder, step by step commands, precompleted Power Note, macros, and auto text.
- Classroom training of Emergency Medicine physicians for use of Dragon Medical, Firstnet and Dynamic Documentation
- Assisting the obstetrics and gynecological physicians with implementation of Dragon Medical and Cerner PowerChart Maternity with the use of Fetal-Link

- Training the help desk staff on Dragon Network Edition troubleshooting, Nuance console, and support
- Training and supporting 5 phases of powerchart ambulatory (PCA), Surginet, and implementing Dragon Network edition for all service lines to decrease use of phone dictation.
- Decrease phone dictation throughout the healthcare organization to 2%/750,000 dollars/ year in phone dictation cost

AP Preferred Solutions

Implementation Consultant

January 2014 - January 2014 (1 month)

Poughkeepsie, NY

- Employed as a consultant with Health Quest to assist with Go- Live initiative with Cerner application FirstNet.
- Located at Vassar Brothers Emergency department assisting, providers, management, nurses, case managers, and ED technician with use of FirstNet.
- Assisted providers with the use of Dragon Medical 360 Network edition voice recognition software with in Power Notes and E-prescribing. Assisted with creating Dragon templates, training new words, use of buttons on PowerMic II and new commands.
- Assisted providers in creating auto text, macros, and precompleted notes within PowerNotes.
- Assisting providers and nurses with placing orders and orders management.
- Assisted the staff with understanding and usage of the tracking shell and different icons, use of I-view, dynamic groups, triage and assessment powerform and other ad hoc forms.
- Assisting nurses with entering IV stop times, use of E-Mar.

Morgan Hunter Healthcare, Inc.

Dragon (DMENE) Physician Training and Senior Cerner Support Consultant

December 2013 - January 2014 (2 months)

Central Valley, California

Training and supporting Physicians during a Dragon Medical Enterprise Network 10.1 implementation.

Teaching advance tips and tricks with Dragon software.

Coaching/teaching providers DMENE functionality, workflow and process capability.

Teaching vSync integration with Cerner PowerNote.

Support providers with Cerner ambulatory and assisting them with using Dragon within PowerNotes.
Assisting with elbow support for Cerner powerchart.
Traveling to multiple ambulatory settings across a large network of clinics.

Intellect Resources

Healthcare IT Consultant

October 2013 - December 2013 (3 months)

Tucson, Arizona Area

At-the-elbow Support Resource at the University of Arizona Health Network.

- Participate in all provided orientation and training sessions to gain understanding of client expectations and manage expectations. Extensive knowledge of healthcare workflows
- Provide at-the-elbow go-live support for Epic conversions for ClinDoc and CPOE modules
- Engage medical center users, nurses and providers, (end and super) and facilitate issue resolution.
- Facilitate communication around go-live periods and elevate issues as directed to appropriate leads, command center or help-desk .
- Understand and promote all appropriate process, policies and procedures of client and project.
- Complete weekly online stat report.

ettain group

Clinical Support Analyst/ Lead Clinical Application Trainer/ Ambulatory EMR Trainer

September 2011 - October 2013 (2 years 2 months)

Charlotte, North Carolina Area

- Responsible for planning, developing, implementing, evaluating and maintaining training programs of assigned clinical information software Cerner. Help with establish healthcare workflows. The physician will be trained to enter orders, enter notes, etc. Into the electronic medical record (CPOE, medication reconciliation, power notes, discharge process)
- Responsible for classroom training for physicians on the use of Message Center, ambulatory, E- prescribe, web reports, and billing tools. Expertise in teaching strategies and clinical specialty with PowerChart, Ambulatory, Power Orders, Power Notes, Dynamic Documentation, Firstnet, Surginet by Cerner millennium.

- Develop, deliver, train and support end users (in a classroom setting) on clinical applications for physician practices. Clinical informatics expert responsible for initial and ongoing training and competency validation.
- Provide professional phone support to HIMS clients for Clinical modules. Expected to develop a thorough working knowledge of each clinical application and operating system and other tools needed. Will be required to learn how to use various Cerner utilities (i.e.Query) as well as develop knowledge of our programming languages. Some interaction with Quality Assurance for testing program changes, new releases, or user documentation.
- Research & resolve client open issues in a timely manner with daily client follow-up. Any other duties as deemed necessary to provide quality service to the HMS client base. Required to attend and participate in job related training course while maintaining department goals daily.

Accomplishments include training and supporting Physicians during a Dragon Medical Enterprise Network 10.1 implementation. I developed and instructed physicians in basic and advanced use of Dragon Voice Recognition with the use of Cerner Power Notes. Provided elbow support at sixteen different facilities with the use of Dragon medical and Cerner Powerchart

esd: IT CONSULTING | ROOTED IN HEALTHCARE
Go-Live Support Specialist for the Emergency Department
February 2012 - March 2012 (2 months)
Seattle, Washington

- Activation Support for Clinical Staff during Go-live of Cerner
- Physician, Nursing, and Ancillary Support Specialist with extensive knowledge of healthcare workflows
- Supported the following Cerner Modules: CPOE, FirstNet, IView, ClinDoc, E-MAR, Medication Reconciliation in the Emergency Department

MedFirst Consulting
Go-live support Specialist
December 2011 - February 2012 (3 months)
Rockville, MD

- Activation support for Physicians, Residents Nurses and Mid-Level Providers for Surginet go-live. Assisted with trouble shooting work flow issues and elbow support in operating room, preoperative area, and post anesthesia care area with nursing and providers
- Real-time documentation of trouble tickets and screen-shots to command center

- Supported Cerner Applications: Surginet, Powerchart, PowerNote, CPOE (Computerize Physician Order Entry), I-View, Emar, Med-Reconciliation, e-Prescribe, prescription printing and Message Center

ST. ANTHONY'S MEDICAL CENTER

Epic Go-Live Support

August 2011 - August 2011 (1 month)

ST. LOUIS, MO

EpicCare Modules: Inpatient/ClinDoc, CPOE, and ASAP

Trained staff on EPIC Fundamentals, Order Entry, Medication Administration, Clinical Documentation, Care Plans, Patient Education and Physician Documentation.

Collaborated with Hospital staff daily during pre and post shift to make improvements and resolve current implementation issues.

Communicated with Hospital Command Center daily to fix unresolved issues by continually following-up on the issues.

Collaborated directly with Health care providers & gave elbow to elbow support during Go-Live.

Provided specific consulting and clinical support, based on the goals and initiatives of the client's EMR implementation strategy

Trinity Healthcare Staffing Group

Travel RN

February 2008 - August 2011 (3 years 7 months)

KMH, AZ, GA

- Assesses physical, psychological and social needs of the patients.

11/10-08/11

- Performs duties in accordance with Nurse Practices Act guidelines.

- Assesses, plans, implements and evaluates nursing care and documents nursing process on the medical record in accordance with policies and procedures.

- Maintains patient confidentiality.

- Initiates and updates Nursing Care Plan.

- Assists in the development of a multi disciplinary treatment plan using assessment data from the physician, nursing, social worker and therapy

- Completes admission assessment, including risk assessment.

- Communicates findings and other clinical information to health care team.

- Anticipates discharge/transfer needs and initiates discharge planning.

- Cooperates with Nurse Manager on unit based quality management, risk management and infection control program.

- Directly supervises a total for 3 to 15 employees on the unit.
- Demonstrate Leadership as charge nurse and delegate duties
- A super user and trained nurse clinical documentation on Cerner Millennium application and assisted with the Go-live of Cerner Millennium at this facility.

Medfirst Consulting

Epic Go-Live Support

May 2011 - June 2011 (2 months)

NEW YORK, NY

Provided at the elbow support for Epic Go Live at Mount Sinai Medical Center when hospital went live with Ambulatory, Cadence, CPOE, & Clin Doc Modules.

Participated in the data collection and analysis of solutions.

Created “on-the-fly” documentation and tip sheet Submitted trouble tickets & optimization requests per clinicians need.

Developed business cases, updated workflows and led go-live, assisted end users with clinical workflows, care charting, lab resulting and medication ordering.

Isothermal Community College

Clinical Instructor

January 2007 - December 2009 (3 years)

Spindale, NC

- Provide clinical supervision to students in a controlled hospital and/or laboratory, supervision to students in a college setting
- Supervises, instructs, and evaluates students in a hospital and/or college lab
- Plans and conducts student conferences
- Demonstrates nursing skills and procedures
- Performs clinical instructions, and demonstrations and observes return demonstration from students
- Coordinates work with nurses and Education Department when using hospital, nursing homes or other clinical settings
- Plans and reviews assignments and observe skills

Education

Loyola University New Orleans

MSN, Health Care System Management · (2010 - 2012)

University of South Carolina Upstate
BSN, Nursing · (2004 - 2005)

University of South Carolina Upstate
ADN, Nursing · (1997 - 2002)