Robert Reid, RN, BSN, MSN

Healthcare Consultant

North Carolina

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PROFESSIONAL SUMMARY

Registered Nurse with more than 11 years of healthcare IT experience in clinical didactic, informatics, and leadership and supporting Epic Clin Doc, ASAP, and CPOE. Cerner PowerChart inpatient, Ambulatory (PCA), FirstNet, and SurgiNet with the use of Dragon dictation into Power Note and Dynamic Documentation

More than 11 years of Cerner training experience specializing in planning, developing, implementing, evaluating and maintaining training programs of assigned clinical information software Cerner, assisting with Dragon conversions, developing training material for Dragon education and training and troubleshooting and supporting physicians during implementations

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| CORE COMPETENCIES |

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| Clinical informatics  Learning design  Healthcare workflow  Go-live support | Software, hardware, server troubleshooting  Software installation  Quality improvement  At-the-elbow support |

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| TECHNICAL COMPETENCIES |
| |  | | --- | | Cerner PowerChart, Ambulatory (PCA), PowerOrders, PowerNotes, Dynamic Documentation, FirstNet, SurgiNet, Anesthesia, tracking board, iView I&O, PowerChart Maternity, FetaLink, Message Center, E- prescribe, BMDI, MPages  Nuance Dragon application  Epic Clin Doc, ASAP, and CPOE  Opas, HEAT, SOM, Easy Vista ticketing systems | |

PROFESSIONAL HISTORY

TEKsystems/MedStar – Baltimore, MD 2016 – Present

Dragon Medconnect (Cerner) Analyst

Employed as a consultant with MedStar to assist with a conversion from Dragon Network 360 to Dragon Medical One for use within Cerner applications, MediLinks, Centricity and Aria

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 software issues

Troubleshot Dragon issues with software, hardware and servers

Provide on call support

Training and supporting provider on the use of dynamic documentation, 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.

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

Novant Health Presbyterian Main 2013 – Present

Huntersville, Matthews, and Orthopedic Medical Centers – Charlotte, NC

PRN Float Pool Nurse

Assessed, evaluated, implemented and planned patient centered care for all assigned patients on the unit during shift, according to the standards of care

Performed basic nursing functions in all care areas of Novant Presbyterian Charlotte Market including Presbyterian Main, Matthews, Huntersville, and Orthopedic

Gathered, compiled, documented and maintained 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, patient and family teaching and counseling, and clinical path

Participated in continuous quality improvement

Managed all assigned personnel, supplies and equipment and promotes and participates in teamwork with physicians and other personnel

Delegated and directed the work of LPNs, CNAs, unit clerk, nurse techs, and students

Provided input to department managers/directors on staffing issues, unit concerns, employee evaluations

Carried out supervisory responsibilities in accordance with the organization’s policies and laws

Assisted with Epic computer documentation conversion

HCTEC/Mission Memorial – Asheville, NC 2014 – 2016

Dragon Subject Matter Expert

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, NextGen, AllMeds, Centricity and Allscripts

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

Monitored Heat and Easy Vista ticketing issue system and closing Dragon software issue tickets

Installed Dragon software manually and through DSM, running updates patches for VSync issues, running dragon scripts, restoring last know good profiles, running patches for Dragon Citrix issues

Served as Nuance Console Admin to add, change, monitor user account, speech nodes

Rounded 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

Contacted providers and setting up times for training, shadowing, and rounding

Supported Dragon users and Power Note user with creating Dragon templates, Macro recorder, step by step commands, pre-completed Power Note notes, macros, and auto text

Creating training material and training of Emergency Medicine physicians for use of Dragon Medical and Dynamic Documentation and use of workflow page and creating autotexts.

Assisted the obstetrics and gynecological physicians with implementation of Dragon Medical and Cerner PowerChart Maternity with the use of Fetal-Link

Trained help desk staff on Dragon Network Edition troubleshooting, Nuance console, and support

Assisted training and implementing Dragon Network edition for all service lines to decrease use of phone dictation, resulting in a decrease of phone dictation throughout the healthcare organization to 2% and saving the healthcare organization $750K per year in phone dictation cost

Dependable Nurses – Rock Hill, SC 2007 – 2015

Per Diem/Vaccine Nurse

Preferred Solutions – Poughkeepsie, NY/Health Quest 2014

Implementation Consultant Cerner FirstNet

Served as 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 using Dragon voice recognition software within PowerNotes and E-prescribing

Assisted creating Dragon templates, training new words, PowerMic II buttons, and new commands

Assisted providers in creating auto text, macros, and pre-completed notes within Power Notes

Assisted 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 power form and other ad hoc forms

Assisted nurses with entering IV stop times, use of E-Mar

Morgan Hunter – Central Valley, CA 2013 – 2014

Dragon (DMENE) Physician Training and Cerner Support Consultant

Trained and supported Physicians during a Dragon Medical Enterprise Network 10.1 implementation

Coached/taught providers DMENE functionality, workflow and process capability

Taught vSync integration with Cerner Power Note

Supported providers with Cerner ambulatory, assisting providers with using Dragon within PowerNotes

Provided elbow support for Cerner PowerChart

Traveled to multiple ambulatory settings across a large network of clinics

Intellect Resources/Encore Health Resources – Tucson, AZ 2013

Healthcare IT Consultant

Provided at‐the‐elbow support resource at the University of Arizona Health Network

Participated in all provided orientation and training sessions to gain understanding of client expectations and manage expectations

Supported ClinDoc and CPOE modules, providing ATE go‐live support for scheduled Epic conversions

Engaged medical center users, nurses and providers, (end and super) and facilitate issue resolution

Facilitated communication around go‐live periods and elevate issues as directed to appropriate leads, command center or help-desk

Understood and promoted all appropriate process, policies and procedures of client and project

Checked in and completed all shifts as assigned and communicate any challenges to shift lead

Ettain group – Charlotte, NC/Carolinas Healthcare System – Charlotte, NC 2011 – 2013

**Lead Clinical Application Trainer/Clinical Support Analyst**

Trained and supported Physicians during Dragon Medical Enterprise Network 10.1 implementation, providing ATE support at 14 different facilities with the use of Dragon medical and Cerner Power Notes

Developed/instructed physicians in basic/advanced Dragon Voice Recognition/Cerner PowerNotes

Planned, developed, implemented, evaluated and maintained training programs of assigned clinical information application

Supported all clinical team members across organization in the specialty area of clinical informatics during go-lives total of four

Implemented and trained end users on clinical applications for physician practices

Served as clinical informatics expert for initial and ongoing training and competency validation

Developed, delivered, and supported all education programs within organizational learning

Trained new physicians on the use of Message Center, ambulatory, E- prescribe , web reports, proprietary software Dragon, and other clinical or billing tools

Trained providers on advance Dragon tricks and tips and refreshed knowledge on PowerNotes

Utilized expertise in teaching strategies and clinical specialty with SurgiNet by Cerner millennium

Provided professional phone support to HMS clients for Clinical modules

Providing support for providers that were piloting dynamic documentation throughout the healthcare organization

ESD/Seattle Children’s Hospital – Seattle, WA 2012

Go-live Support Specialist

Assisted with the Electronic Health Record initiatives through support and professional consultation with Cerner applications such as CPOE (Computerized Physician Order Entry), Clinical Documentation Activation, FirstNet, IView and I&O in the Emergency Department

Worked in the command center on troubleshooting issues

Med First/Shady Grove Adventist Hospital – Rockville, MD 2011 – 2012

Go-live Support Specialist

Assisted with EMR and MU initiatives thorough staff augmentation and professional consulting services with Cerner Applications: SurgiNet, PowerChart, PowerNote, CPOE, Med-Reconciliation, e-Prescribe, and Message Center

Carolinas Rehabilitation – Charlotte, NC 2009 – 2012

PRN Float Pool

Coordinated educational activities and uses appropriate resources to develop and implement an individualized teaching and discharge plan with clients and their families

Performed hands-on nursing care by utilizing nursing process to achieve quality outcomes for clients

Provided direction and supervision of ancillary nursing personnel

Coordinated nursing care activities in collaboration with other members of the interdisciplinary rehabilitation team to facilitate achievement of overall goals

Assisted with and participated in the go-live of Cerner Millennium at this facility

Applied nursing research to clinical practice and participates in nursing research studies

Trinity Healthcare Staffing Group – Florence, SC 2008 – 2011

Kings Mountain Hospital – Kings Mountain, NC 2008 – 2009

Travel/Per-Diem Registered Nurse

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

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

Demonstrated Leadership as charge nurse and delegate duties

Trained nurse on Cerner Millennium application

Assisted with the go-live of Cerner Millennium

Gardner-Webb University – Boiling Springs, NC 2009 – 2010

Clinical Instructor

Provided clinical supervision to students including instruction and evaluation in a hospital setting

Demonstrated nursing skills and procedures

Performed clinical instructions, and demonstrations and observes return demonstration from students

Coordinated work with nurses and Education Department when using hospital and nursing homes

Planned and reviewed assignments and observe skills

Isothermal Community College – Spindale, NC 2007 – 2010

Clinical Instructor

Provided clinical supervision to students in a controlled hospital and/or laboratory, and supervision

Supervised, instructed, and evaluated students in a hospital and/or college lab

Performed clinical instructions, and demonstrations and observes return demonstration from students

Coordinated work with nurses/Education Department when using hospital, nursing homes or other clinical settings

Planned and reviewed assignments and observe skills

Trained student in classroom setting and on the clinical site with Cerner Millennium application

Travel Registered Nurse 2004 – 2008

Cirrus Medical Staffing – Charlotte, NC/CMC/Northeast – Concord, NC 2008

American Mobile Healthcare (AMN) – San Diego, CA 2007

CMC/Union – Monroe, NC 2007

Core Medical Group – Windham, NH 2006 – 2007

Kings Mountain Hospital – Kings Mountain, NC 2006

American Mobile Healthcare (AMN) – San Diego, CA 2005 – 2006

Emory University Hospital – Atlanta, GA 2006 – 2006

Maryland General Hospital – Baltimore, MD 2006 – 2006

Providence Saint Joseph Medical Center – Burbank, CA 2005 – 2005

Spartanburg Regional Healthcare System – Spartanburg, SC 2004 – 2006

(Staff/ Charge Registered Nurse)

**EDUCATION & PROFESSIONAL DEVELOPMENT**

Master Degree, Nursing/HealthCare Systems Management – Loyola University New Orleans, LA 2012

Bachelor Degree, Nursing – University of South Carolina, Spartanburg, SC 2005

Associates Degree, Nursing – University of South Carolina, Spartanburg, SC 2002

License, State of South Carolina (Compact States) 2004

License, State of California                    2005

License, State of Georgia 2009

License, State of North Carolina 2016

American Nurses Association/ South Carolina Nurses Association