**Jim Manno**

**Resume Highlights**

Since my recent career has been concentrated on my Epic hospital system (Willow Pharmacy and Orderset) consulting experience, my resume does not adequately cover many of the skills and experience I possess that make me extremely well-qualified to be the Project Manager of this Clinical Knowledge Content Project. I will highlight and/or expand on my experience below:

* Bachelor’s degree in Computer Science – Northwestern University
* Master’s degree in Project Management, with honors – Keller Graduate School of Business
* More than 35 years in the healthcare I/T business
* Managed a team in Sioux Falls that built over 1000 Epic ordersets, covering 4 go-lives at 16 remote hospitals over a period of 6 months
  + Supervised 5 hospital orderset builders, 6 remote consultant builders, 2 clerical personnel and a continually-changing team (e.g. nurses on disability leave) of Orderset testers
  + Coordinated go-lives with the teams building other Epic modules
  + Balanced go-live staffing with the pending requirements of the next go-live (4 go-lives in all)
  + Worked with physicians, nurses, pharmacists and remote hospital department heads to resolve issues with impossible-to-deliver specifications
  + Designed a task-completion tracking tool (written by an in-house programmer) in SharePoint to monitor the status of each task for each of the 1000+ ordersets, including the assignment date, assignee and the completion date for:
    - Completion of written specifications
    - Orderset build
    - Orderset testing
    - Orderset repair
  + Used the above-mentioned task-completion tool to successfully
    - Track the productivity of the remote consultants
    - Prioritize the most important ordersets to complete
    - Optimize the sequencing of tasks (i.e. build, test, repair) to maintain maximum productivity
    - Track sub-project (individual hospital) completion status and deliver detailed & accurate status reports to senior management
* Managed 2 pharmacy computer system (pre-Epic) implementations, end-to-end, at two separate Chicago-area hospitals
  + Wrote project plans, including:
    - Assumptions
    - Goals and definitions of success
    - Staffing
    - Task pre-requisites and critical path evaluation
    - Detailed go-live plans
  + Determined assumption-based risks and developed risk-management strategies
  + Managed an issues list, and reviewed it with senior management on a regular basis
  + **Made good use of my ‘outsider’ status (i.e. not-nursing and not-pharmacist) to forge compromises that were optimal for the organization rather than being optimal to one department or the other**
  + Managed vendor staff and held vendors to their pre-kickoff commitments
  + Coordinated the go-live at one hospital with the go-live of a complete hospital registration, order entry & billing system
  + Managed both projects to successful completions
  + Successfully managed post-project cleanups and resolution of follow-up issues