



# Paramedic/ER Tech

Healthcare Performance Group, Inc.

## Experience

Paramedic/ER Tech

10 years Cerner Millennium®

Clinical/Technical Expert

Application Analyst, Subject Matter Expert/Solution Architect,  
Integration Architect, Project Leader

## Millennium Customers Served

- ◆ Middlesex Hospital
- ◆ Gerald Champion Regional Medical Center
- ◆ Ascension Health System
  - Seton Health Ministry (5 Facilities)
  - Carondelet Health Ministry (2 Facilities)
  - St. John Health Ministry (9 Facilities)
  - St. Thomas Health Ministry (3 Facilities)
- ◆ St. Luke's Health System
- ◆ Martha Jefferson Health Services
- ◆ St. Vincent's Medical Center
- ◆ St. Luke's Hospital – St. Vincent Health System
- ◆ Medical Center of Virginia – VCU Health System
- ◆ Olathe Medical Center
- ◆ Our Lady of the Lake Regional Medical Center
- ◆ Loma Linda University Medical Center
- ◆ University of Tennessee Medical Center

## Hands-On Consulting Skills

Healthcare Expert with extensive clinical/technical background of HNA Millennium® implementations, from project kick-off through design/build, testing, training, go-live, post-conversion support, knowledge transfer as well as technical troubleshooting. Combining this strong HNA Millennium® technical knowledge with excellent communication and organizational skills, he is a 'team player' who is highly regarded by his customers and peers.

- ◆ Experienced across different types of health systems – Trauma, Community, Children's, Teaching/University, Ambulatory, Clinics and Multi-Facility.
- ◆ Projects led from start to finish – Design (current state, future state, and gap analysis), build, testing, training development/delivery, conversions, upgrades and support.
- ◆ Clinical and Technical Depth – Extraordinary combination of direct clinical expertise and hands-on Emergency Department experience, combined with extensive work 'in the trenches', makes him a trusted and knowledgeable resource.

## Millennium Expertise

- ◆ FirstNet®
- ◆ PowerNote™ ED
- ◆ PowerChart®
- ◆ CORE
- ◆ Security
- ◆ CCL
- ◆ PowerForms
- ◆ Clinical Documentation
- ◆ CPOE/Orders

- ◆ Integration Expert – Due to years of Cerner Applications knowledge and implementation experience, he understands how the system is integrated and is able to work on various aspects to insure the system works correctly from both a user and analyst position.
- ◆ Post Conversion Support Expert – A unique ability to become part of a team quickly, delivering high productivity and technical skills.

## Delivering Results

### Middlesex Hospital System, Middletown, Connecticut (5 months)

- ◆ **FirstNet® Audit:** Conducted audit of FirstNet® system to provide customer with the gap analysis of what they were using compared to what was available to them with the newer code levels. This was done based on the new 2007.17 code level for which they were upgrading. The review was conducted in all of the FirstNet®-related build tools as well as the Tracking List itself. The information that was obtained from the review provided a roadmap for the customer going forward and provided them with leverage regarding implementing new functionality after the upgrade.
- ◆ **Cerner Millennium® Upgrade:** Worked with Project Management as an Upgrade Team Lead to help drive the upgrade project plan to conversion, which included several rounds of testing events. Provided technical assistance with issue resolution throughout the project. Successful completion of application and system testing and the resolution of issues in preparation for the code upgrade in the Production environment.
- ◆ Engagement culminated with the successful conversion of the 2007.17 upgrade.

### Gerald Champion Regional Medical Center, Alamogordo, New Mexico (4 months)

- ◆ **FirstNet® Audit:** Conducted audit of FirstNet® system to provide customer with the gap analysis of what functionality was available to them on their code level. This client was on an initial version of 2007 code level, but since they were a Cerner® Solution build, there was quite a bit of functionality that was available to them but had not been built/implemented by Cerner® during the implementation. The review was conducted in all of the FirstNet®-related build tools as well as the Tracking List itself. The information that was obtained from the review provided a roadmap for the customer going forward and provided them with leverage regarding implementing new functionality.
- ◆ **Patient Education & Depart Process:** After the above review was completed and the details were presented to the customer, we rapidly began the design/build of these application components (which they were not currently utilizing). Based on experience, was able to provide the technical/solution knowledge during implementation in order to minimize/remove the stress from the customer, which allowed them to focus on other issues.
- ◆ **PowerNote™ ED Implementation:** Physician Documentation was a major component of this engagement. Was able to bring to the project extensive experience with not only the PNED application design/build, but also many hours of working with ED Physicians. During the project, led the design/formulation of physician training curriculum and material, which also included one-on-one training of each of the ED Physicians. There was initial push-back by the physicians to use the notebook PC's for documentation at the patient bedside, but after continued efforts between the project leadership and me, the physicians accepted the new hardware.
- ◆ Engagement culminated with the successful implementation of PNED, Patient Education and Depart Process, which are now being utilized by all of the ED providers.



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### **Cerner® Upgrade Center, Kansas City, Missouri (1 year, 8 months)**

- ◆ Worked as FirstNet® Team Lead and assisted multiple clients through their Cerner Millennium® upgrade. Led the design/formulation of testing scripts, which encompassed application specific and integration testing of FirstNet®. Mentored other FirstNet® Upgrade Team associates in order to train/guide them for additional customers during their upgrade. The project leadership along with the extensive solution/conversion background created a positive customer experience for each of the customers that came through the Upgrade Center.
- ◆ Each engagement culminated with the successful completion of application and system level testing and the resolution of issues in preparation for the code upgrade in their Production environment.

### **Ascension Health System (5 years, 9 months)**

- ◆ **FirstNet® Integration Architect:** Worked as FirstNet® Solution Architect/Team Lead of multiple Ascension Health System Projects. Brought solution/technical/conversion experience to each of the customers.
- ◆ **National Design** – Led FirstNet® Team for the entire Ascension Health System Project to implement a National Design at multiple Ascension Health customer sites around the United States. Consisted of working with National Design Team to design/create a national design that would then soon be rolled out to all of the Ascension customer sites.
- ◆ **Site Work** – Worked as FirstNet® Team Lead with Design Consultants who reported up through me in order to build/implement the fore mentioned National Design. Throughout the build/implementation of each project, further worked to gather current state data and workflow analysis in order to continually refine this National Design. Contributed to build/implementation, assisted in leading testing, training, user education and technical conversion support.
- ◆ Each engagement culminated with the successful implementation of this National Design of applications, as well as resolution of issues in their Production environment.

### **Seton Health Ministry [5 Facilities], Austin, Texas (1 years, 8 months)**

- ◆ **FirstNet®:** Multi-facility design/build/implementation of FirstNet® in conjunction with the implementation of Triage Documentation, Patient Education and Depart Process. This customer was the initial rollout of the fore mentioned National Design, thus there were a number of design/process changes that needed to be made across the span of applications. Developed current state questionnaire for FirstNet® which assisted the project team with the further design/decision making during the project. As FirstNet® Team Lead, worked side-by-side with customer solution/management teams in order to provide for a successful implementation.
- ◆ Engagement culminated with the successful implementation of FirstNet® at (5) facilities.

### **Carondelet Health System [2 Facilities], Kansas City/Blue Springs, Missouri (1 year, 2 months)**

- ◆ **FirstNet®:** Multi-facility design/build/implementation of FirstNet® in conjunction with the implementation of Triage Documentation, Patient Education and Depart Process. Continued with the further development of the current state questionnaire for FirstNet® in order to refine it for use by future Ascension customers in their implementations. As FirstNet® Team Lead, worked side-by-side with customer solution/management teams in order to provide for a successful implementation.
- ◆ **PowerNote™ ED Implementation:** Conducted design/build of physician documentation. During the project, led the design/formulation of physician training curriculum and material, which also included one-on-one training of each of the ED Physicians.
- ◆ Engagement culminated with the successful implementation of FirstNet®/PNED at (2) facilities.



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### **St. Thomas Health System [3 Facilities], Nashville/Murfreesboro, Tennessee (1 year, 9 months)**

- ◆ **FirstNet®:** Multi-facility design/build/implementation of FirstNet® in conjunction with the implementation of Triage Documentation, Patient Education and Depart Process. Utilized the developed current state questionnaire for FirstNet® to guide the customer through the design/decision making process of the project. As FirstNet® Team Lead, worked side-by-side with customer solution/management teams in order to provide for a successful implementation.
- ◆ Engagement culminated with the successful implementation of FirstNet® at (3) facilities.

### **St. John Health Ministry [9 Facilities], Detroit, Michigan (1 year, 2 months)**

- ◆ **FirstNet®:** Multi-facility design/build/implementation of FirstNet® in conjunction with the implementation of Triage Documentation, Patient Education and Depart Process. This project was on the tail end of the National Design rollout. Multiple design/process changes were made based on experiences at previous Ascension implementations. These changes were then brought to the table in order to assist this customer with their design/decision making of the project. As FirstNet® Team Lead, worked side-by-side with customer solution/management teams in order to provide for a successful implementation.
- ◆ Engagement culminated with the successful implementation of FirstNet® at (9) facilities.

### **St. Luke's Hospital, St. Vincent, Jacksonville, Florida (4 months)**

- ◆ **System Audit:** Customer facility was in the process of being purchased by another health organization. Our project team was brought in to provide a current state audit of the facility. The plan was for this existing facility to be converted over to the suite of Cerner Millennium® solutions. The purpose of the system audit was to allow the customer to be able to make design/build decisions in order to convert their existing system in an efficient/expedient manner. After multiple site visits/meetings/round table sessions, final report was provided to the customer in order for them to proceed with their conversion/turnover project.

### **Olathe Medical Center, Olathe, Kansas (8 months)**

- ◆ **PowerNote™ ED:** This was a single-facility Physician Documentation implementation with a customer who already had FirstNet® application live in their ED. Duties consisted of design/build of physician documentation application as well as leading the design/formulation of physician training curriculum & material. This curriculum included working one-on-one with each of the ED Physicians in order to train them on the new documentation system.
- ◆ Engagement culminated with the successful implementation of PNED.

### **Cerner Immediate Answer Center, Kansas City, Missouri (1 year, 8 months)**

- ◆ **FirstNet® Solution Architect:** Worked as FirstNet® Solution Architect addressing customer design/build/technical issues as they were logged to the system. This included monitoring customer issue queues as well as technical design/build of their systems.
- ◆ Worked as FirstNet® Team Lead, which consisted of managing/mentoring other associates in order to guide them to further their solution/problem-solving/technical knowledge.
- ◆ Engagement in the IAC was completed due to role change/promotion within Cerner.

### **Paramedic/Firefighter/ED Tech – Missouri/Kansas (~9 years)**

- ◆ **Paramedic:** Worked as paramedic (lead crewmember) on ALS ambulance in major city 911 system. During this time, held numerous licenses as well as became instructor certified in each of them.
- ◆ **ED Tech:** Worked as ED Tech in ED facilities which encompassed assisting nursing staff with various basic skills (pt assessments, vital signs, IV's, etc.). Also assisted with multiple process design changes related to patient through-put in the ED setting.



## Educational Foundation

- Bachelor of Science: BS Computer Information Technology  
University of Missouri-Kansas City  
Kansas City, Missouri
- Associate of Science: Emergency Medical Technician – Paramedic  
Pioneer College/Medical Center of Independence  
Kansas City/Independence, Missouri
- Systems Expertise: Cerner Millennium®  
Cerner® v400  
Microsoft Office Suite  
CCL/SQL
- Certifications/Awards: Cerner® – Generalist Certification  
Cerner® – FirstNet® Endorsement Certification  
Member HIMSS (Healthcare Information and Management Systems Society)  
Heart of America Chapter  
Missouri State EMT-P (Emergency Medical Technician – Paramedic)  
NREMT-P (National Registry-Emergency Medical Technician – Paramedic)  
Advanced Cardiac Life Support (ACLS) – Past Instructor  
Basic Trauma Life Support (BTLS) – Past Instructor  
Pediatric Advanced Life Support (PALS) – Past Instructor  
ACLS Instructor / BCLS Instructor – Past Instructor

## Millennium Tools

- ◆ Expert knowledge of Cerner Millennium® FirstNet®
  - ◆ Tracking List design/build
  - ◆ Tools: TrackingDBTool, Location Tool, PrefMaint
- ◆ Expert knowledge of Cerner Millennium® PowerNote™ ED
  - ◆ Tools: PreferenceManager, Cerner®PracticeWizard, SCDKE Tool
- ◆ PowerChart®
  - ◆ PowerOrders®: order catalog, order entry formats, care sets, order sentences
  - ◆ PowerForms: nomenclature, DTAs, event codes, event sets, sections, forms, tasks
  - ◆ Security: HNAUser, Task Access, AppReg, PrivTool, PrefMaint
  - ◆ General: DTAs, Tasks, task list views, folder hierarchy, code sets, Visual Explorer
- ◆ Discern Explorer® (CCL) Script/Report Writing
- ◆ Validation Testing and Test Plan Development

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