



Pharmacy Technician

Healthcare Performance Group, Inc.

Experience

Certified Pharmacy Technician (CPhT)

9 years Millennium®

Project Leader, Architect, Analyst

Millennium Customers Served

- ◆ University of Missouri Health System
- ◆ Medical College of Georgia
- ◆ Loma Linda University Medical Center
- ◆ NorthBay Healthcare
- ◆ Monongalia General Hospital
- ◆ Crittenton Hospital Medical Center
- ◆ Kuakini Medical Center
- ◆ Cayman Islands Hospital
- ◆ Uniontown Hospital
- ◆ St. Rita's Medical Center
- ◆ University of Illinois Medical Center

Hands-On Consulting Skills

Certified Pharmacy Technician with expert Health Information Technology and Consulting skills. Extensive, practical Hands-On pharmacy workflow experience that extends through the entire Meds Process. Participated in 30+ Cerner Millennium® implementations and 20+ conversions working on Design, Build, Testing, Troubleshooting, Training, Post Conversion Support and Knowledge Transfer. Always brings a positive, "get it done" attitude to his projects.

- ◆ Highly adaptable and productive; takes on new responsibilities on the fly while still completing current objectives.
- ◆ Strong communicator and problem solver with the ability to work very well with end users, without overwhelming them with "technical" knowledge.
- ◆ "Handy Man", as customers and peers describe him...possesses a broad range of skills with a great attitude and aptitude.

Millennium Expertise

- ◆ PharmNet®
- ◆ Medication Admin Process
- ◆ eMAR
- ◆ I&O 2G
- ◆ CPOE
- ◆ ADE Rules
- ◆ Dose-Range Checking
- ◆ PowerChart®
- ◆ Charge Services
- ◆ Discern Expert®
- ◆ CCL queries

Delivering Results

University of Missouri Health System, Columbia, Missouri (4 months)

PharmNet®: Engaged as a design and build expert to assist Columbia Regional Hospital, a part of MU Health, implement PharmNet®.

- ◆ Worked directly with Pharmacists at both hospitals performing gap analysis between the HBOC system in use at CRH and PharmNet at MU Health. Assisted both facilities by recommending solutions to gaps and differences in their systems.
- ◆ Additional duties included assisting in support of an upgrade to 2007.18, developing documentation for monthly maintenance procedures and troubleshooting issues occurring in MU Health's production domain.

Medical College of Georgia - Augusta, Georgia (6 months)

eMAR Training: Engaged to train 900 nurses on the use of Cerner Millennium® eMAR for documentation of drug administrations.

- ◆ Worked with a team of trainers writing a training plan and creating handouts for class on a very short timeline; just one week prior to the actual training. Worked directly with a small team of trainers to manage and present to large training classes of 40 nurses each. Showed flexibility by working abnormally long hours and an extensive on-site travel schedule to complete training in time for conversion.
- ◆ Upon completion of training, supported the successful eMAR go-live by working directly on the nursing units assisting them with the conversion process and use of the new system.

CPOE Training: Due to the customer's satisfaction with the eMAR training, was asked to stay on for a second phase to train 600 nurses and patient care techs on CPOE.

- ◆ Worked with a team of trainers writing a training plan and creating handouts for class on another short timeline. Worked directly with a small team of trainers to manage and present to large training classes of 40 employees per day.
- ◆ Upon completion of training, supported the successful CPOE go-live by working directly on the nursing units assisting both nurses and physicians with the conversion process and use of the new system.

Loma Linda University Medical Center, Loma Linda, California (4.5 years)

PharmNet®, Pharmacy Charge Services, eMAR, PowerChart® Medication Order Entry (by nursing), I&O 2G: Engaged at this five hospital teaching facility to complete the analysis, build, testing, training and conversion of all applications.

Leader in the Clinical Informatics Team for the analysis and development of these projects as well as training and on site go-live support.

- ◆ **PharmNet®, Pharmacy Charge Services:** Engaged to work directly with pharmacists from the University building their PharmNet® system.
 - ◆ Loma Linda had many reports and dispensing methods that required customizing of the PharmNet® system: including the use of Advanced Dispense Routing (which was completely new functionality at the time), customizing labels, MAR, Downtime records and other custom reports. Took a lead role in working with Cerner® Engineers designing, testing and customizing these reports.



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- ◆ Other specialty builds at this project included a customized QCF upload procedure for charge services, a customized crediting report utilizing barcode scanners, custom ops jobs to remove excess rows from database and an advanced dispensing process that utilized Pyxis and an Rx Robot interface.
- ◆ When new management decided that the PharmNet® project needed to go-live three months earlier than originally planned for, took the lead role in developing a go-live plan that would meet the new timeframe. Spent many hours of overtime onsite to ensure that the date was met successfully and safely.
- ◆ **eMAR, I&O 2G:** Multi facility implementation of eMAR and I&O 2G in conjunction with the implementation of INet® and Advanced Clinical Documentation.
 - ◆ Assisted in the development of current state questionnaire. Interviewed representatives from 30+ nursing units and pertinent ancillary departments to complete workflow analysis. Prepared content for and led teams of clinicians during design sessions.
 - ◆ Completed build (eMAR and Clinical Documentation).
 - ◆ Created and participated in the execution of test scripts. Provided user education and support for eMAR, INet® and clinical documentation.
 - ◆ Routinely provided formal updates to executive management and steering committees during their meetings.
 - ◆ Post implementation activities included documentation and knowledge transfer. Engagement culminated with the successful implementation of eMAR, INet® and Advanced Clinical Documentation in use by over 1000 clinicians.
- ◆ **PowerChart® Medication Order Entry:** Implemented when nurses decided they would not be able to wait for pharmacy to enter new orders prior to documenting override medications on the electronic MAR. Nurses identified this as a go-live issue late in the project. Took a lead role in identifying override medications needed for nurse order entry, then building and testing them in the system. Utilized virtual view functionality to make approximately 200 orderables available to nurses for order entry. Worked with a team of nurses to building new synonyms needed for nurses to easily find medications. Worked with pharmacist testing these orders so that they would product select correctly when verified in PharmNet®. Nurse order entry was critical part of making the eMAR go-live a success.
- ◆ **“Handy Man”:** Between these major implementation efforts, worked on several code upgrades and maintenance of these applications, including cleanup of the medication order catalog. Post go-live, collaborated with the Clinical Informatics Team to improve and fine tune these applications. Worked with 24hr support personnel in IT, teaching them how to identify, troubleshoot and resolve issues with PharmNet®, eMAR and Meds Process.

Northbay Healthcare, Fairfield, California (6 months)

- ◆ Brought in after the initial build to manage integration testing and conversion planning for their Pharmacy. Worked with many other team members in this big bang Cerner Millennium® implementation to resolve integration issues such as discontinuing order on discharge. Was kept on after go-live to build and test Multi-Facility ADE rules.

St. Rita’s Medical Center, Lima, Ohio (18 months)

PharmNet®: Engaged as Solution Analyst working directly with a hospital assigned pharmacist and the pharmacy director implementing PharmNet®.

- ◆ Participated in all design sessions and was responsible for all aspects of Cerner Millennium® database build including, building and testing of previously unavailable Cerner® functionality such as DRC and interfacing to OmniCell medication dispensing units and McKesson Rx Robot. After successful implementation of Cerner Millennium PharmNet® for customer, remained on site for support of production system, focusing on PharmNet® and daily operations (charting, ops jobs, print queues, etc.).



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University of Illinois Medical Center, Chicago, Illinois (4 months)

- ◆ **Testing:** Engaged to perform onsite unit testing for CPOE implementation. In addition to unit testing, also performed beta testing and regression testing code enhancements. Provided direct support during go-live to the nurses and physicians.

Cerner Corporation®, Kansas City, Missouri (4 years)

PharmNet®:

- ◆ **PharmNet® Analyst:** Worked for two years implementing PharmNet® utilizing Cerner's traditional implementation methodology. Customers included: **University of Illinois Medical Center, Mission Health System, St. Rita's Medical Center, Genesis Health, and Norwalk Hospital.**
- ◆ **Accelerated Solutions Center:** Worked on the 'integration team'. Responsibilities included giving on-site assistance to customers that were ready for their first round of integration testing and taking them from testing validation through go-live. Worked at many health systems, including: **Kuakini Medical Center, Cayman Islands Hospital, Uniontown Hospital, Crittenton Hospital and Medical Center, CGH Medical Center, WNJ Medical Center, Ardent Health, Deaconess Hospital, Nanticoke Memorial Hospital, Somerset Medical Center, Winona Health, Upper Valley Medical Center, Huguley Memorial Medical Center, Orange Regional Medical Center.**
- ◆ **Solution Architect:** managing multiple PharmNet® projects both onsite and remotely from Cerner's Accelerated Solutions Center. Managed several Cerner® Analysts in the design, built, testing and implementation of PharmNet®, eMAR and CPOE projects. Customers included: **Northbay Healthcare, Monongalia General Hospital, Gerald Champion Regional Medical Center, St. Francis Medical Center, Northern Arizona Healthcare, Legacy Health, Jane Phillips Medical Center, Central Maine Medical Center, Salina Regional Health, East Alabama Medical Center.**

Cox South Medical Center, Springfield, Missouri (2 years)

- ◆ **Pharmacy Technician:** Worked 20+ hours per week as a pharmacy technician while attending school. Duties included stocking Pyxis cabinets, mixing IVs and TPNs, managing daily cart-fills, charging, crediting and delivering medications to the bedside.



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Educational Foundation

Bachelor of Science: Industrial Management
Missouri State University, Springfield, Missouri

Systems Expertise: Cerner Millennium[®], Pyxis, Accudose, ROBOT-Rx, Microsoft Office[®],
Microsoft Project, MS Visio, AutoCAD

Millennium Tools

- ◆ PharmNet[®]
 - ◆ PhaDBTools (Routes of Administration, Drug Forms, Dispense Categories, etc.)
 - ◆ PhaDBFreq (Frequencies)
 - ◆ PhaDBProductMgr (Formulary Manager)
 - ◆ CernerPracticeWizard (Drug-Drug Interaction, Duplicate Therapy, etc.)
- ◆ Orders
 - ◆ DCPTools (Order Catalog, Order Entry Formats, Order Sentences, etc.)
- ◆ Core
 - ◆ OpenView, SystemMessageViewer, MsgViewWin, CEM500, oen_txlog_view, esiconfigtool/SI Manager, esi_log
 - ◆ Org Tool, Location Tool, Location Alias, Org Security
 - ◆ HNAUser, PrivTool, PrefMaint, Task Access, Prefmgr
 - ◆ DeviceViewer, OpsViewScheduler, OpsViewMonitor CoreCodeBuilder, EventCodeMaint, Accession Setup, AppCntxt, AppReg, Bedrock, Visual Explorer, Distribution Tool, Nomenclature Tool

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