



Healthcare Performance Group, Inc.

Project Manager

Experience

13 Years Healthcare
10 Years Millennium
PMP Certified
EMT-P

Millennium Customers Served

- ◆ Memorial Hermann Health System
- ◆ Corniche Hospital, Abu Dhabi, UAE
- ◆ Carolina's Health System
- ◆ Emory Healthcare
- ◆ Baptist Health Jacksonville
- ◆ London Health Sciences University Healthcare
- ◆ Medical College of Georgia
- ◆ Loma Linda University Medical Center
- ◆ Tri-City Medical Center
- ◆ UAB Health System
- ◆ Baystate Health System
- ◆ Salina Regional Medical Center

Hands-On Consulting Skills

A professional Project Manager with extensive healthcare and IT experience. Combining a strong clinical understanding (as an EMT-P) with many years of hands-on consulting, he is a unique and highly effective HIT Project Manager:

- ◆ Demonstrates excellence in taking complex projects from concept through go-live and then into post-production support – on time, on budget.
- ◆ An insightful problem solver and troubleshooter both as mentor/coach and with the ability to “do the work.”
- ◆ Equally comfortable with the C-Suite, departmental directors, application analyst, programmers and database administrators; scales relationships across the enterprise and across cultural settings.

Project Management

- ◆ Passion for Project Management
- ◆ Hands-on, Leads by Example
- ◆ Strong Interpersonal Skills
- ◆ Clinical Process Expertise
- ◆ Change Management
- ◆ Scope Management
- ◆ PMP Certified

Millennium Expertise

- ◆ FirstNet
- ◆ PN2G, PowerNote ED
- ◆ CareNet
- ◆ PowerOrders
- ◆ CPOE
- ◆ PowerChart
- ◆ Meds Integration
- ◆ CareDoc
- ◆ CCL and Rules
- ◆ Charge Services
- ◆ Core/Security

Delivering Results

Memorial Hermann Health System, Houston, Texas (4 Months)

- ◆ **FirstNet:** Memorial Hermann is a 13 hospital system implementing FirstNet as a standard across the organization. The project had fallen behind schedule and was expected to be delayed. Administration was committed to meeting the date and the engagement was to get the project back on track and to ensure the on time go live of FirstNet in the first two pilot sites.
 - ◆ Resolved outstanding issues; completed necessary build and addressed the open reporting requirements. Worked with the end users to clearly define the requirements for the report coders. Tested reports and ensured completeness and accuracy. 25 custom reports were developed to measure performance down to the individual physician or nurse level. The metrics included a very detailed, in-depth, sophisticated timeline analysis. In this way compliance with processes could be easily determined with these reports. With the data generated from these reports the customer Black Belt analysts can now engage in projects to improve the Emergency Department.
 - ◆ Memorial Hermann's first two pilot facilities went live, on time, and successfully.

Corniche Hospital, Abu Dhabi, United Arab Emirates (2 Years)

- ◆ **Millennium Health System Wide Implementation:** Clinical Enterprise Project Manager
 - ◆ During his 24 month project leadership role at Corniche (a 350 bed Women's hospital with 15,000 deliveries per year) we implemented 17 Cerner Millennium clinical applications. During the implementation, managed and lead a team of about 100 application specialists and technical analysts.
 - ◆ The environment was very fluid as the company that managed the Corniche was replaced before the completion of the project. Part of the transition was changing from one management company's servers to the Health Authority's servers while maintaining timely payroll and administration functions.
 - ◆ Overall his responsibilities were:
 - Budgeting for the \$10Million project, project planning, chairing the steering committee, designing the go live strategy and post go live support.
 - Change Management: Key to the success of the project overall was Change Management of the hospital culture. Implementing an American EMR in a hospital managed to British Midwifery in an Arabic country required a tremendous amount of corporate culture adaptation.
 - Created a hospital level benefits analysis for Corniche. This analysis was integral to developing the implementation strategy, where and how benefits were expected to be realized allowed for better strategic positioning.
 - ◆ Managed the project on a full-time, daily basis interacting with the C-Suite of the Health Authority to communicate the project status, mitigate risks and ensure the successful outcome of this critical project.
 - ◆ "Owned and managed" the Cerner relationship, ensuring coordination of all Cerner deliverables, escalation status and issues management.
 - ◆ Served as the Senior IT Change Management Advisor on the Change Management Committee.
 - ◆ At the end of the 24 month project, Corniche went live on time and under budget with a well adopted EMR that today continues to provide great service and satisfaction to the end users and patients.



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Carolinas Health System, Charlotte, North Carolina (3 Months)

- ◆ **FirstNet:** Engaged to complete the design of FirstNet for this large health system. Reviewed vendor recommendations and provided subject matter expert input. Interviewed the end users to ensure that the design would properly support the workflow of the ED. Completed detailed current state as well as future state design using Visio.

Upon his departure from Carolinas to the Middle East, Carolinas had a well developed future state vision and plan to put into action.

Emory Healthcare, Atlanta, Georgia (6 Months)

- ◆ **FirstNet/CPOE Pilot:** Emory initiated a project to upgrade their FirstNet application to include CPOE. Engaged to assist with the design, build, and go-live support. Authored rules to support the medication selection process assuring that it was in alignment with the formulary.
- ◆ **PowerNotes: Designed** and built custom PowerNotes that were used as letters to patients. Both the FirstNet CPOE project and PowerNote efforts went live successfully and on time.

Baptist Health Jacksonville, Jacksonville, Florida (18 Months)

- ◆ **Project Architect:** Baptist was building a brand new facility to serve the Southern side of the Jacksonville metropolitan area. The intent was for this hospital to be as “Paper-Light” as possible. Part of the challenge at this customer situation was that they were already live with Cerner Millennium at their three other facilities. This required a great deal of change management and domain strategy to ensure the build for the new hospital did not adversely impact the existing PROD domain. As a member of the Project Management team, provided the architectural guidance to complete this complex process.

A secondary duty assigned was the mentoring of two new customer associates so that they could continue as Architects after the project concluded and the consultants departed.

- ◆ **PowerNotes:** Worked closely with the physician community to develop, test, and implement PowerNotes.

London Health Sciences University, London, Ontario, Canada (12 Months)

- ◆ **Project Architect:** London Health Science, a large teaching facility, received government funding to upgrade their current Cerner Millennium suite of applications as well as increase the overall application footprint. Engaged as a member of the Project Management team to develop the strategy for this effort. In addition to developing the strategy, coordinated the efforts of the application specialists who were charged with the design, build and testing of the upgrade.

Medical College of Georgia, Augusta, Georgia (3 Months)

- ◆ **PowerNotes:** Engaged to work with the customer’s staff to design and implement PowerNotes. Successfully loaded the PowerNote content and resolved the issues in their domain and completed the go-live with PowerNotes.

Loma Linda University, Loma Linda, California (3 Months)

- ◆ **PowerForms:** Engaged to development new PowerForm content to support the addition of ophthalmology clinics. Converted the clinic’s paper documentation to electronic. Worked with the clinicians as well as IT staff to determine which forms could be effectively supported electronically and then built the same.

The forms are currently in use in the PROD domain.



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UAB Health System, Birmingham, Alabama (1 Month)

- ◆ **Project Architect:** Engaged to manage the command center during the PathNet go-live. Upon arrival there were 300+ open issues on the issues list and only 2 weeks until go-live. Tasked with the issues list management and driving the issues to closure. When PathNet went live there were only 5 open issues left; all of which were rated 'post go-live enhancement'.

The customer's Project Manager commented that this was the first go-live that the command center did not call them through the night for issue resolution.

Baystate Health System, Springfield, Massachusetts (12 Months)

- ◆ **CPOE :** Led for the Orders team working closely with the other 'NETS' that were integrated; including Clinical Documentation, PharmNet, PathNet and RadNet.

The Auto-Verification process is now a standard component of PharmNet and CPOE due in many ways to the efforts put forth by Baystate.

Salina Regional Medical, Salina, Kansas (6 Months)

- ◆ **Orders:** Application specialist for Orders on Phase1 of the implementation. Worked closely with the various departments that would be placing orders to ensure the catalog was complete. Also, made certain that the routing of requisitions was appropriate.
- ◆ **Project Architect:** Engaged for Phase 2 of Salina's implementation. Led the team of application specialists during the design, build, and testing of the applications being brought on line in this phase. The second phase included RadNet, SurgiNet, PharmNet, and Clinical Documentation. Phase 2 of the project went live successfully and on time.

Solutions Factory, Cerner, Kansas City, Missouri (18 Months)

- ◆ **Application Specialist/Project Architect:** When the Solutions Factory (now the ASC) was just getting started he was engaged to assist with the creation and implementation of the Solution Factory. Became intimately involved with the Solution Factory implementation methodology and processes.

Clinical Background

EMT-P, Kansas City, Kansas (9 Years)

- ◆ Emergency care and transportation of the sick and injured.

Lions Eye Bank, Kansas City, Kansas (2 Years)

- ◆ Retrieval and evaluation of tissue for transplant. Including the review of donor charts for contraindications.

Polysomnographic Technologist, Wichita, Kansas (2 years)

- ◆ Conducted and scored sleep studies; generating reports for the reviewing physicians.



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Educational Foundation

Certifications/Memberships: Project Management Professional (PMP)
HIMMS (Healthcare Information and Management Systems Society)
CHIME (College of Healthcare Information Management Executives)

MBA Candidate: University of Wales (Anticipated completion June 2010)

Bachelor of Science: Political Science and Psychology
Westminster College

Associate of Science: AA Emergency Medical Science
Johnson County Community College

Systems Expertise: Cerner Millennium, Microsoft Office Suite, Microsoft Project, Visio

Millennium Tools

- ◆ CCL
 - ◆ DiscernVisualDeveloper
- ◆ CORE/Troubleshooting
 - ◆ AppReg
 - ◆ Deviceviewer
 - ◆ OpsViewMonitor
 - ◆ OpsScheduler
 - ◆ Location
 - ◆ Orgtool
 - ◆ TaskAccess
 - ◆ HNAUser
 - ◆ PrivTool
 - ◆ PrefMaint
 - ◆ PreferenceManager
 - ◆ CernerPracticeWizard
 - ◆ CoreEventManager
 - ◆ CoreCodeBuilder
 - ◆ CMT_Tool
- ◆ PowerChart (CPOE)
 - ◆ DCPTools – Order Catalog, Tasks, Req Routing
 - ◆ PhaDBFreq
 - ◆ AccessionResultEntry
- ◆ CareDoc
 - ◆ PowerForms – Event Sets, Event Codes, DTAs, Nomenclature
 - ◆ ChartRequestMaintenance
 - ◆ MRPDBTool
- ◆ FirstNet
 - ◆ TrackingDBTools – Tracking List design/build, Depart Process, Order/Event integration, Form/Event Integration
- ◆ PowerNote/PowerNote ED
 - ◆ SCDKE



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