

## **NAME**

Address

Phone Number • email

### **CHIEF OPERATIONS OFFICER / CHIEF INFORMATION OFFICER**

Dedicated executive management professional with over 13 years of experience impacting organizational performances in healthcare industry. Visionary strategist, improving efficiency and increasing productivity by leveraging process improvement techniques and promoting innovative use of technology. Results-driven change agent, developing and launching customized strategies to deliver operational excellence and move companies forward.

Dynamic leader, building and motivating top-performing teams to deliver on all targets and goals. Proven track record of driving success of large-scale, multi-facility, and multidisciplinary projects. Offering unique background in administration, information technology, and clinical operations.

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### **AREAS OF EXPERTISE**

Health Administration • Health Information Management • Operations Management  
Software Implementation • System Development • Strategic Analysis / Planning  
Project Management • Process Design / Optimization • Budget Management • Go-Live  
Electronic Medical Records • Policy Development • IT / Clinical Solutions • Quality Assurance  
Transformational Leadership • Team Building • Relationship Building • Conflict Resolution

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### **PROFESSIONAL EXPERIENCE**

#### **COMPANY NAME, Location • 2007–Present**

Nonprofit healthcare provider with 43 hospitals and 80K employees, serving 4M+ patients annually.

#### **Regional Chief Information Officer (2012–Present)**

Lead all IT activities and functions for region, steering team of 6 directors and 50 support staff (with regional operating budget of \$2.7M). Assess local technological needs and integrate those needs with corporate strategic roadmap. Orchestrate executive relationships across 9 local hospitals. Direct all business, clinical, and technological initiatives in line with corporate targets and goals. Design and implement IT solutions as needed. Provide leadership coaching and mentoring to team.

#### **Operational Highlights**

- Chartered creation of regional model for clinical informatics, driving significant boost in organizational standardization, efficiency, and collaboration. Introduced standardization of content and methodology for clinical system.
- Boosted clinical outcome metrics, with Medication Positive Patient Identification metrics increasing from low 80<sup>th</sup> percentile to low 90<sup>th</sup> percentile, and Interdisciplinary Plan of Care (IPOC) metrics increasing from low 70<sup>th</sup> to high 90<sup>th</sup> percentile.
- Spearheaded seamless execution of enterprise-wide Windows 7 deployment initiative, exceeding requirements at each milestone. Project involved upgrade of 6.1K devices from Windows XP to Windows 7 over 6-month time frame.
- Contributed to winning of company award: Healthcare's Most Wired Hospital 2013.

#### **Director of Clinical Informatics and Information Services (2007–2012)**

Directed various IT and clinical IT-related projects and tasks (including application and drive deployments), with \$400K annual operating budget and team of 6. Led facility project management for Electronic Medical Records at Hospital. Coordinated and managed corporate-driven initiatives. Facilitated strong education and support programs for physicians. Oversaw development of products interfacing with Cerner application, and assisted with process mapping and incorporation processes.

**COMPANY NAME**

**Director of Clinical Informatics and Information Services (continued)**

**Operational Highlights**

- Steered all aspects of CPOE implementation and go-live (enabling physicians to enter orders directly into patient charts), achieving 95% success rate on day 1 and 99% success rate by day 2. Appointed by CEO to serve as Executive Coach for physician adoption of this initiative.
- Introduced rapid process improvement methodology to drive success in Nursing Optimization project, reducing electronic admission process from 33.5 hours to 6 hours.
- Drove key efficiency improvements in IT department, reducing customer service queue from 205+ to just fewer than 50 within 30-day time frame.
- Translated corporate initiatives and goals into locally relevant strategies to ensure success.
- Built strong physician relationships to support seamless project implementations.

**COMPANY NAME, Location • 2007**

Software developer, with focus on electronic health record and practice management software.

**Project Consultant**

Spearheaded development of technology templates in support of Physicians' Quality Reporting Initiative (PQRI). Collaborated with development team to ensure clear understanding of clinical language and context of requests. Served as liaison between EMR and EPM in project execution.

**Highlights**

- Streamlined communications around project, leading customer-based conference calls to provide status updates and user education.

**COMPANY NAME, Location • 2006–2007**

IT healthcare solutions firm, with 74K employees.

**Consultant**

Orchestrated Epic EMR go-live support for physicians and clinicians across several Southern California hospitals. Ensured seamless implementation of new system.

**COMPANY NAME, Location • 2004–2006**

Provider of business intelligences services to homecare and private duty industries.

**Contract Employee**

Led all aspects of major implementation project, from project kick-off to go-live execution, managing team of 3 application specialists. Collaborated with sales team to target and execute business development efforts.

**COMPANY NAME, Location • 2004**

Provider of industry-leading software and services to healthcare industry.

**Consultant**

Led development of e-learning courses for clinical users. Coordinated clinical consultations to support development process.