Resume/Curriculum Vitae

Dr. Laura McCrary
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Education:

Post-Doctoral	2007	Kansas University	Program Evaluation & Management
Post-Doctoral	2004	Kansas University	Assessment & Evaluation
Post-Doctoral	1992	Kansas State University	Human Resources & Facilities
Doctorate of Education	1989	Kansas State University	Administration
Master of Science	1983	Kansas State University	Special Education (Physical Health, Learning Disabilities & Mental Health)
Bachelor of Science	1982	Kansas State University	Secondary Education

Professional Experience:

Kansas Health Information Network, Inc, dba KONZA Topeka, KS 66612   January 2011-present
KONZA partners with healthcare providers, integrated delivery networks, independent practice associations, accountable care organizations, health plans, and others across the nation who face the challenges of the new healthcare marketplace and risk-based payment structures. KONZA plans and assists in building the health information exchange (HIE) technical infrastructure necessary and generates analytic reports required for clinical integration, care coordination, quality reporting, and value-based payment structures.

> **President and CEO**- June 2019-present. The President and CEO is responsible for all aspects of the organization including technical infrastructure, product development, customer relationships, budget and fiscal management, Board management, legal and regulatory issues, strategic initiatives, compliance and legislative advocacy at state and federal level,

> **Senior Vice President**- January 2015-June 2019. The Senior Vice President is responsible for all facets of the technology infrastructure. This includes negotiating and building health information exchange infrastructure, governance, operations and support.   It also includes necessary ancillary products such as care management, population health, risk stratification, analytics and data transport.

Kansas Health Information Network- 623 SW 10th Ave. Topeka, KS 66612   January 2011-present
KHIN provides health information exchange services to the entire state of Kansas and portions of western Missouri. KHIN founding members include the Kansas Medical Society and the Kansas Hospital Association. KHIN is a technology services organization, focused on health information exchange technology services. KHINs' key goals are improving quality of care while protecting privacy, reducing health care costs, minimizing barriers to provider participation, extending health information exchange into rural and underserved areas.

> **Executive Director**—senior position responsible for management and oversight of multi-state health information exchange technology and resources.
> - Establishment of Kansas 501(c)3 organization to provide health information exchange in a multi-state region.
> - Implement HIE security and privacy policies that protect patient privacy while improving patient care coordination and quality;
> - Establish revenue sources that ensure the costs of operating the HIE are fairly and appropriately shared by all stakeholders and structured to minimize barriers to participation by all providers;
> - Provide health information exchange services to 2000+ health care organizations in urban, rural and medically underserved areas.
> - Provide key HIE products to Kansas health care providers and consumers including DIRECT, query-based exchange, public health interfaces and a statewide personal health record for patients.

- Capitalize on the unique strengths that local communities and regions bring to the HIE and ensure that individual regions or communities have the decision-making authority to address local or regional health-care initiatives.

Rockhurst University-1100 Rockhurst Road, Kansas City, Missouri 64105-January 2013-January 2017

Rockhurst University has been ranked among the top master's universities in the Midwest by *U.S. News & World Report.* It also has been ranked among the nation's top 30 wireless college campuses by Intel.Rockhurst Management MBA, offered through the Helzberg School of Management, was ranked No. 21 within the *U.S. News & World Report*'s 2014 Best Graduate Schools list, making it the best Management MBA in Kansas City

Adjunct Professor-Helzberg School of Management—Health Care Technology and Transformation

Mid-America Regional Council- 600 Broadway, Kansas City, Missouri 64105   April 2007--December 2010
The Mid-America Regional Council (MARC) is the region's Council of Governments and Metropolitan Planning Organization. Its primary mission is to foster cooperation and collaboration among local governments and other organizations and interests around important regional issues. MARC manages over $80 million annually in federal grants in the areas of homeland security, transportation, emergency management services, aging, health and community services and early childhood education. MARC has been in existence for 35 years. MARC's overall mission is to create the best possible quality of life for every citizen in the metropolitan area and to do that by working across political, social and economic boundaries.

Director of the Regional Health Care Initiative--senior level position responsible for the system wide initiatives in health and behavioral health that support medically vulnerable populations in the metropolitan Kansas City market.

Karla Mills, MBA, MS

Denver Metropolitan Area | (720) 203-1847 | karla.balius@gmail.com | [LinkedIn](#)

A leader across clinical, technology, and business domains with demonstrated ability to grow, scale, and expand new lines of business. I am seeking a leadership role that combines business and technology of healthcare to improve health.

- Builder of systems, teams, and processes that scale, optimize, and thrive in a fast-paced, interdisciplinary environment.
- Demonstrated success in achieving new business development goals. Proven skills in the development, implementation, and execution of strategic plans, the integration of complex projects into existing systems and structures, and the ability to identify future opportunities.
- Strong knowledge of all aspects of the healthcare industry. Extensive experience in clinical workflows, IT systems and integrations, federal regulations, and state and federal programs.
- Ability to think holistically and drill, analyze, and manage details. Ability to simplify and introduce efficiencies existing processes
- Skilled communicator with excellent verbal and written communication skills with specific strengths in translating complex findings to business and technical stakeholders.
- Proven leader of individuals, managers, and teams. Experienced mentor and motivator while fostering an environment of accountability.

PROFESSIONAL EXPERIENCE

KONZA National Network | Topeka, Kansas | Advancing nationwide interoperability |October 2022 – Present

Chief Operating Officer   October 2022 - Present

- Led organization through the process to achieve QHIN™ Designation under the Trusted Exchange Framework and Common Agreement (TEFCA^{SM}).
- Responsible for the development of organizational strategic plan, defining and measuring key performance indicators, organizational scorecard, and negotiating prioritization of work to achieve the strategic plan.
- Responsible for overseeing and executing product development strategy. Responsible for go-to-market activities related to new markets, including pricing, contracting, marketing material, and market analysis.
- Responsible for policy development, review, and implementation. Charged with ensuring organizational compliance with regulatory, privacy, security, and operational policies.
- Responsible for marketing. Oversees the team that is creating, developing, implementing, and maintaining a marketing plan that creates brand awareness, generates and accelerates sales pipeline, and strengthens external communications.
- Drives company initiatives that contribute to long-term operational excellence. Ensures operational excellence and effectiveness

Health Gorilla | San Francisco, California | Series C Digital Health Company |May 2021 – September 2022

Chief Operating Officer   January 2022 – September 2022

- Built an operational framework and discipline at a Digital Health Company with 3x YoY growth, currently evaluated at over $250MM
- Nurtured and led company growth of 4x across employee base (30 to 150). Developed and implemented organizational structure, recruited and selected talent, and built the systems and processes to manage day-to-day activities.
- Responsible for the management of revenue retention exceeding $15MM. Built the systems, teams, and processes necessary to onboard, retain, support a growing customer base across SaaS implementations and professional service engagements.
- Negotiated and restructured supplier contracts achieving a reduction of $1MM variable costs. Restructured and re-commercialized deals resulting in a net increase of $4MM.
- Developed company OKRs, dashboards, and reporting to increase visibility and create a data-driven framework of decision making.
- Oversaw, managed, and strengthen relationships across federal, state, and consulting stakeholders within the Puerto Rico Department of Health.
- Executive owner for expanding, operationalizing, and adopting the Trusted Exchange Framework and Common Agreement (TEFCA). Positioned the company as a market leader in defining and pursuing the designation of a Qualified Health Information Exchange (QHIN).

Vice President of Strategic Development   May 2021 – January 2022
- Participated in crafting public feedback to CMS and ONC agencies on implementing and adopting a Federal program, Trusted Exchange Framework and Common Agreement (TEFCA).
- Led and created QHIN strategic plan. Led planning, recruited and built the team, and created the framework and processes to manage the strategic initiative.
- Created the framework and processes for internal and external expansion across a rapidly growing organization.
- Developed short and long-term strategic goals and plans. Operationalized tactical execution for external expansion.
- Led internal growth planning for the company. Create an organizational plan focused on the capabilities and functions needed for Health Gorilla to achieve short term and mid term goals.

CORHIO | Denver, Colorado | Colorado State Health Information Exchange | May 2012 – May 2021
Director of Quality Assurance   October 2014 – May 2021
- Defined and promoted a quality mindset and strategy across a rapidly growing and changing organization.
- Architected, designed, and implemented a system for Quality Reporting. Served as Product Manager for the system that quantified the quality and consistency of data and provided first holistic quality reporting on data collected into the HIE Metrics informed data-driven decisions around improvements for data handling and informed an engagement strategy with external partners for quality improvement initiatives.
- Lead the inception, creation, and continual refinement of quality assurance policies, programs, and initiatives. Created strategic vision, negotiated roles and responsibilities, and created workflows for QA involvement across the organization.
- Created and maintained a roadmap for adoption of IT Service Management. Lead the development, implementation, and company-wide adoption of Change Management, Major Incident Management, and Problem Management. Processes resulted in a decrease in failed changes, improved Mean Time to Restore, and decrease in service interruptions.

Technical Project Manager   April 2014 – October 2014
- Successfully led a large platform migration, effectively managing cross functional teams to project schedule.
- Responsible for overseeing the analysis, design, and build of HL7 (ADT, MDM, ORU, and VXU) interfaces. Collaborated with Informatics team to ensure clinical workflows accurately captured in interface build.
- Improved and streamlined process to create standardization and maintain consistency of interface design and build. Developed standard templates for assessing EMR vendors and documentation of interface specifications.

HIE Implementation Manager   May 2012 – April 2014
- Assisted in rollout of a new service line of clinical alerting. Instrumental in all phases of system development life cycle.
- Collaborated with clients/physicians in ambulatory and hospital settings to document current process and workflows, and re-engineer workflow based on selected Health IT product(s).

Littleton Adventist Hospital | Littleton, Colorado | Catholic Health Initiatives Hospital | 2008-2012
Nuclear Medicine Technologist   2008-2012
Assistant PACS Administrator   2011-2012

Sky Ridge Medical Center | Lone Tree, Colorado | HCA Hospital | 2008-2009
Nuclear Medicine Technologist   2008-2009

US Navy | Jacksonville, Florida | Hospital Corpsman Second Class (HM2/E-5) | 2002-2008
Hospital Corpsman   2002-2008
Nuclear Medicine Technologist   2006-2008

EDUCATION
- **Master of Business Administration (MBA)**
  University of Colorado Denver| Denver, Colorado | May 2014
- **Master of Science, Information Systems (MSIS)**
  University of Colorado Denver | Denver, Colorado | May 2014
- **BS, Applied Science and Technology in Nuclear Medicine Technology**

Thomas Edison State College | Trenton, New Jersey | 2008

CERTIFICATIONS AND TRAININGS
- ITIL ® Foundation Certificate in IT Service Management v4 | AXELOS | April 2021
- ITIL ® Foundation Certificate in IT Service Management v3 | AXELOS | November 2018
- Certified HL7 v2.7 Control Specialist | Health Level Seven International | August 2014
- Six Sigma Greenbelt Training | Catholic Health Initiatives | February 2011

Eric Thompson

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Chief Information Security Officer

Visionary and tech-savvy leader with extensive experience in delivering cutting-edge solutions and leading technical initiatives for high-growth business units.

Proven expertise in designing data-driven business strategies and transforming complex data into actionable insights to improve business performance and growth. History of success in formulating IT security tactics, overseeing IT risk management, ensuring information security, and spearheading IT projects. Adept at developing and implementing digital strategies to enhance operational efficiency and optimize business processes. Well-versed in guiding global business strategy with established and emerging technologies to achieve maximum operational impacts with minimum resource expenditures.

Areas of Expertise

- IT Security Compliance Architect
- Business Intelligence & Analytics Architect
- IT Infrastructure Management
- Data Warehouse Management
- Continuous Process Improvement
- Business Objects Data Integration
- Apache Superset & Power BI
- Risk Analysis & Mitigation
- Tech Project Management
- Regulatory Compliance

Career Experience

KONZA National Network, Topeka, KS — 2018 – Present
Vice President - Chief Information Officer - Chief Information Security Officer — 2022 – Present
Vice President & Chief Information Officer — 2021 – 2022
Vice President of Business Intelligence & Analytics — 2018 – 2020

Oversee Azure Cloud IaaS deployment and management on FEDRamp based network structures by passing EHNAC and HITRUST certification. Designed Apache Superset display for SEIM tool, data operations, executive dashboard reporting, and application stability monitoring. Conduct data analysis and reporting to inform business decisions, involving analyzing data from multiple sources and presenting information in actionable. Design and maintain data infrastructure, including data warehouses and business intelligence tools. Manage budgets and resources related to business intelligence and analytics, including allocating resources appropriately. Lead cross-functional team for collecting, analyzing, and interpreting data to meet company goals and objectives.

- Voted member of the TEFCA Cybersecurity Council for Qualified Health Information Network security recommendations.
- Created data service agent design for reporting from disparate systems in Python and PowerShell reporting from Linux and Windows endpoints to MSSQL and Postgesql DB.
- Managed product design, deployment, tweaking on software stack, such as terraform, superset, airflow, azure storage account as orc/parquet storage, trino, with Azure Active Directory MFA.
- Transformed data into actionable information, made data-driven decisions, and developed quality decision support and business intelligence (BI) to improve operational efficiency.
- Developed and executed data-driven strategies to support organization's goals by analyzing data, identifying insights, and using information to inform business decisions.

KaMMCO, Topeka, KS — 2015 – 2019
Health Solutions - Director of Business Intelligence & Analytics

Designed and created dashboards for the selected provider groups, including multiple healthcare facilities. Planned and developed population health reports and dashboards to support organizational decision-making. Collaborated with cross-functional teams to gather business requirements and translate into meaningful analytics solutions. Provided data insights and recommendations to senior management to inform strategic planning and decision-making.

- Created and implemented operational and monitoring dashboards by installing stack of enterprise-grade open-source dashboard and SuperSet and pulling from many database sources, including MySQL, Postgres, MSSQL, and disparate data spreadsheets.

- Conducted database analysis and performed ETL processes to populate the data mart for advanced reporting services by using big data tools.
- Participated in startup effort for launching health solutions product line as well as directed the board to move to Azure cloud by identifying unexpected costs of IT systems.
- Analyzed and reported Health Information Exchange data, including HL7v2, HL7v3, and CCDA messages.

Children's Mercy Hospital, Kansas City, MO   2014 – 2017
Senior Financial Analyst-II

Created data dictionary tracking fields back to source definitions for the report builders. Oversaw the LMS implementation in WordPress 4.1 along with Camtasia guides. Monitored PHP and REDCap work for internal/external surveys, ticket submission design, and intranet feedback. Received user reporting activity tracking feedback and reported to consumer customer service.

- Created PHP scripting by utilizing **SQL 2008**, JavaScript, MySQL to JSON, jqGrid, D3js, and **WordPress 4.1 CMS**.
- Designed and created database, form system, and dashboards for decision-making and information contribution to company website scorecards and statistics.
- Established financial reporting system through Kaufman Hall back-end database extracts.

Cerner Corporation, Kansas City, MO   2013 – 2014
Clinic Data Analyst - Client Data Delivery Strategy

Managed Business Object element addition requests and mapping from primary data warehouse. Analyzed and provided requested and recurring claims reports for all TPA clients. Led the automation of SQL Business Objects reporting for the recurring delivery without prompts. Developed metadata layer for mapping all required elements for the interim reporting services. Administer wiki site and report support website for team process improvement. Enhanced redundancy and efficiency in dashboard delivery.

- Increased **90%** delivery efficiency by creating VBA to automate monthly/annual ROI to show current clinic costs on **three** web pages along with auto-formatting and employer picture addition button.
- Attained **30%** increment of Xcelsius-based report delivery speed through the development of XML-based Excel maps.
- Cooperated with system engineers for the final automated product delivery to **over 10** clinic client dashboards.
- Merged claims, clinic, and wellness data into **one** ad-hoc report-building environment by developing **Business Objects 3.1** environment, involving universe mapping.
- Reduced cost of prescription medication for positive impact on prescription fulfillment as well as drove positive health changes by merging disparate data sources from clinical, prescriptions, claims, and population health programs.
- Developed Xcelsius Flash and BIRT HTML5-based automated reports to present employer clinic services ROI.

Additional Experience

Operations Specialist - Hardware Asset Manager – Cerner Corporation, Kansas City, MO (2010 – 2013)

Technology Coordinator – NWFN, Overland Park, KS (2010)

Associate Financial Representative – NWFN, Overland Park, KS (2010)

Strategic Financial Manager - CEO - Owner & Board Member – Thompson Property Management, LLC (2003 – 2006)

Education

Master of Business Administration (MBA), Business Administration & Management, General
Rockhurst University, Kansas City, MO

Healthcare Leadership Certificate, Healthcare
Rockhurst University, Kansas City, MO

Clinical Research Graduate Certificate, Clinical Research
University of Missouri Kansas City, Kansas City, MO

Technical Proficiencies

Microsoft Forms | Microsoft Power Automate | Apache Superset | Power BI | Database Administration & Management: MSSQL, MySQL, PostgreSQL | Microsoft Office Suite (Excel, Word & Outlook) | VBA | JavaScript | XML | PHP | MySQL | JSON | jqGrid

Publication

Value-Based Benefit Design to Improve Medication Adherence for Employees with Anxiety or Depression

Jeffrey S. Montgomery

602 N.W. Eagle Ct., Grain Valley, MO 64029
Cell: 816.267.1178 ● E-mail: jsmontgomery@live.com

JSM

Objective

Obtain a Director of Network Security position utilizing my extensive technical experience, excellent work ethic, and great communication skills to provide the best support, products and services to the organization and its customers.

Education

Metropolitan Community College – Kansas City, MO   **May 2012**

Associates Degree in Computer Science & Information Systems – Cisco Emphasis

Certifications

- Cisco CCNA – Need to Renew
- CompTIA A+ - Need to Renew

Work Experience

Kansas Health Information Network – Topeka, KS/Remote   **April 2020 – Present**

Director of Network Security

- Manage the Microsoft Azure infrastructure for the organization spanning multiple tenants and environments
- Responsible for all aspects of security for the organization. This includes systems that transfer and store Patient Health Information.
- Create new policies that detail the organization's Information Security policies and practices
- Create new processes for various application implementation and support
- Perform regular security audits of the existing Azure cloud infrastructure
- Proactive security assessment and response using the CrowdStrike Falcon application and Microsoft Defender
- Work directly with executive level and support level customer contacts to create secure site-to-site VPN tunnels
- Constantly explore new products and services to enhance the security and reliability of the organization's infrastructure
- Create regular security reports to update the CTO and CIO of the latest security vulnerabilities on a regular basis
- Manage SSL certificates for the organization's web applications
- Respond and implement changes to satisfy new and potential customer security audits
- Regularly update Windows and Linux systems, as well as various applications with the latest security patches and updates
- Help with user management using Microsoft Active Directory and Azure Active Directory
- Provide prompt Incident Response, Investigation, & Resolution when a vulnerability or threat is detected
- Provide Intrusion Detection & Remediation utilizing various applications such as Microsoft Defender and CrowdStrike Falcon EDR
- Provide thorough review of endpoint and servers for application Tuning & Optimization

Southwest Communications, Inc. – Riverside, MO   **September 2018– April 2020**
Technical Sales Engineer

- Reported directly to President of Sales and worked closely together on specific product solutions and sales goals
- Provided engineering support and best solution recommendation for new and existing customer opportunities for voice, networking, and 3rd party application solutions
- Performed site surveys and quote in-house or 3rd party IP PBX, network, or UCaaS solutions
- Engineered redundant voice and network solutions using best practices, while being mindful of the customer's budget and needs
- Performed remote and in-person product demonstrations for clients, which often included executive staff and decision makers
- Proactively maintained close vendor and partner relationships
- Regularly attended product trainings and webinars to learn more about the latest products
- Actively worked with internal Sales Reps on new sales opportunities
- Diligently engaged with existing customer base to maintain positive customer relationships

Newlinx I.T. Solutions – Kansas City, MO   **August 2017 – September 2018**
Owner

- Performed contract I.T. desktop & networking support for various businesses
- Worked with large retail chains providing field support for their security surveillance systems; replaced and installed new IP & analog CCTV systems & cameras
- Acted as on-call remote hands for several data center customers
- Performed various data center tasks including equipment/cabinet moves, equipment racking and stacking, network cabling & troubleshooting, and server-side hardware support
- Diagnosed & fixed various network & hardware related issues in real-time while on premises
- Provided I.T. consulting for small to medium sized businesses and recommended best practices and solutions
- Provided quotes and performed site surveys for several large VoIP and cabling opportunities

Southwest Communications, Inc. – Kansas City, MO   **June 2011 – August 2017**
Technical Project Manager

- Involved in the pre-sales technical engineering for new customer opportunities
- Acted as project lead for all customer Managed Services and VoIP installations
- Traveled nationwide for managed router, firewall and VoIP system installations
- Gave articulate one-on-one and group training sessions for customers on the 3CX VoIP platform
- Oversaw the management and monitoring of IT services including hosted IP PBX virtual servers, customer managed devices, and both premises-based and hosted VoIP systems
- Performed various types of DMARC extensions and Cat-5 network cabling
- Provided various types of telephony troubleshooting and support
- Performed configuration and troubleshooting on many different types of network routers, switches, and firewalls via C.L.I. or G.U.I. (Cisco, Sonicwall, Draytek, etc.)
- Performed Windows server system configuration for new and existing IP PBX systems
- Documented and tracked customer issues using Network Monitoring and Ticketing systems
- Performed remote customer application installation and troubleshooting
- Provided 24X7 customer network monitoring and support as part of an on-call rotation

PC Medic Computer Services – Kansas City, MO   **August 2008 – June 2011**

Technical Support Manager

- Started as an I.T. Support Technician and was promoted to Technical Support Manager
- Provided accurate problem diagnosis with a prompt resolution for small business and residential customers
- Performed various types of hardware and software troubleshooting and replacement on desktop, laptop, and server computers
- Used anti-virus/anti-malware software to detect and remove malicious programs from desktops, laptops, and servers
- Provided consulting, troubleshooting, and integration solutions for Small Business and residential network solutions
- Managed the daily, monthly, and yearly accounting for the business
- Managed a small team of 2 technicians and assigned tasks as needed to support the business

Jody Denson, MPA, PMP

jbdenson08@gmail.com; 785-438-0098

Experience:

KONZA
Topeka, Kansas; (785) 438-0098; Chief Technology Officer and Vice President of Technology Solutions;
2017-Present

- Responsible for the development, implementation and delivery of health care information technology products and services, system-wide technology standards, and budgets.
- Works closely with senior leadership across the company to develop and deliver technology solutions for current and proposed projects and programs.
- Oversees product delivery, interface implementation, data testing, analytics and training for customers.
- Manages a team of project managers and technical staff that interact with customers to deliver products and services including HIE products, public health reporting, data warehouse services, analytic dashboards.
- Works on a national level with HIE, public health, payers and analytics technology vendors.
- Oversees large technology projects involving multiple departments to deliver products and services to national customers.
- Provides support and leadership implementing product upgrades and ensures engines and integrations are properly upgraded and tested.
- Oversees the monitoring and triaging of integration engine for performance, alerts, errors, queues, and capacity issues.
- Provides expertise and guides the appropriate use of best practices for clinical interface/integration processes and solutions.
- Leads team in utilizing integration and analytics platform software to accomplish most interface needs.
- Identifies, tracks and mitigates all project risks. Communicates project plan with stakeholders.

Kansas Health Information Network (KHIN)
Topeka, Kansas; (785) 438-0098; Director of Technology Solutions; 2015-2017
- Oversees interface implementation, data testing and training for customers.
- Manages a team of project managers that work with customers to deliver products and services including HIE products, public health reporting, data warehouse services, analytic dashboards.
- Works with HIE, public health and analytics technology vendors.

Johnson County Community College
Overland Park, Kansas; Adjunct Professor; 2015-2016
- Teach courses in Networking and Health Information Exchange in the Health Information Systems Department.

Kansas Health Information Network (KHIN)
Topeka, Kansas; (785) 438-0098; Project Manager; 2013-2015
- Works with providers and other organizations to share health care data.
- Manage behavioral health and ambulatory practice EHR integrations.
- Assembles tasks into project plans that assign objectives, timelines, and responsible parties.
- Oversees technology installation process and assures training and supports are available.
- Oversees public health reporting for immunizations and other public health registries.
- Works with Electronic Medical Record vendors across the country.
- Provides progress updates and feedback to KHIN Leadership and KHIN Board.

- Responsible for working with vendors and participants through all phases and aspects of KHIN HIE implementation to the go live date and provide ongoing support.
- Maintains detailed and up to date project plans with resources necessary and dates.
- Secures resources to deliver all phases of HIE Integration on time, in scope, and within budget.
- Assists participants in running their implementation so that a successful go-live is attained.
- Ensures all testing issues are assigned, tracked, and completed on time.

The Mid-America Regional Council's Regional Health Care Initiative (RHCI)
Kansas City, Missouri; (816) 474-4240; Health Planner III; 2010 – 2012
- Oversaw the formation of specific initiatives designed to improve access to health care for the uninsured and medically underserved.
- Assisted in the formation of eHealthAlign (eHA), the development of by-laws, Board of Directors, 501 (C) 3 status, participation agreements, budget and provider fees.
- Assisted in developing a communication strategy for eHA to enable the organization to become visible to stakeholders and encourage participation from health care providers.
- Participated in vendor selection process.
- Worked with health care stakeholders including hospitals, payers, and electronic health records vendors.
- Managed grant and department budgets.

Education: University of Missouri in Kansas City   Master's of Public Administration

                    University of Missouri in Kansas City   Bachelor's Degree of Psychology

Credentials: Project Management Professional (PMP) Credential

Skills: HL7 V2., XML, IHE, APIs, VPNs, eHealth Exchange, Corepoint, Microsoft Sharepoint, Microsoft Office 365, Azure, AWS,

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Professional Experience

Senior Integration Engineer   June 2021 – Current
Kansas Health Information Network   Remote/Topeka, KS
KONZA National Network/ KONZA QHIN

Managed complex installation and integration projects to completion. Install, Configure, Test and Support builds throughout the Integration process. Assigned custom projects and investigations into new technologies to help keep Konza on the front of the changing standards and technologies. Maintaining the KONZA HIE and KONZA QHIN HL7 connections and Products.

- Assist with bringing KONZA to its HiTrust accreditation.
- Assist with bringing KONZA to its QHIN Designation.
- Responsible for developing KONZA FHIR strategy. Design, build and testing.
- Manage and address client technology issues, questions, and resolutions.
- Manage complex API endpoints, functionality, access and testing.
- Provide complex application support and guidance to end users throughout the projects.
- Evaluate data for accuracy and completeness per HL7 standards.
- Develop technical design documents and ensure effective implementation of all products and plan all activities.
- Keep constant contact with vendors and project managers.
- Assisted with the design and development of Rapid Alerts, Covid-ELR Translate, QHIN, and HIE product offerings.
- Train team on builds and functionality
- Create training material and documentation for clients regarding their new integrations and applications.
- Support Live projects after completion per post go live policy/support.
- Train new hires and assist lower-level engineers with the complex HIE/QHIN environment.

HL7 Software Integration Engineer / Project Manager   December 2018 – May 2021
Compugroup Medical   Remote/Owings Mills, MD
CGM Labdaq / CGM Labnexus

Managed complex installation and integration projects to completion. Install, Configure, Test and Support builds throughout the Integration process. Supported projects after completion and throughout the PGL period while keeping constant contact with the client and vendor teams. Designed and Develop Labnexus Health record Webportals for clients LIS/EMR applications.

- Manages 40-60 assigned projects per month
- Document client issues, questions, and resolutions in the knowledge base software (SAP)
- Provided complex application support and guidance to end users throughout the projects

- Assist in preparing technical design documents and ensure effective implementation of products and plan activities
- Keep constant contact with vendors and clients via Email and conference calls
- Designed and developed the release of client Web portals via our Labnexus engine
- Trained clients on builds and functionality post go live
- Created training material and documentation for clients regarding their new integrations and applications
- Supported Live projects after completion per our post go live policy
- Trained new hires and assisted lower level engineers with complex issues

LIS/HL7 Technical Support Engineer   February 2018 – December 2018
Compugroup Medical   Remote/Owings Mills, MD
CGM Labdaq

Provided HL7/LIS support to end users of Diagnostic, Clinical and Research Laboratories. Assisted techs, Providers and Lab Management with day to day software issues. While maintaining a consistent, high quality, customer-focused orientation when conducting business and providing services or products to the end user.

- Assisted clients via phone calls, voicemail and email regarding their LIS and HL7 Interfaces
- Remote connect to client servers to troubleshot and resolve issues
- Used SAP to document tickets referring to each client issue
- Trained new engineers on the LIS/HL7 environments and assisted with common client issue
- Created documentation for future engineers on common LIS/HL7 issues

Helpdesk Technician   January 2011 - November 2013
Baltimore VA Medical Center   Baltimore, MD
Loch Raven VA Community Living & Rehab Center

Provided helpdesk support and technical assistance to computer users and patients within a large and complex network. Assisted the network administrator and systems administrator with their day to day issues. Developed project management skills by assisting with numerous companywide projects.

- Provided level 1 technical support
- Escalated tickets to level 2 support as needed
- Assisted patients with accessing handicap equipment
- Built and maintained lab computers and robotic equipment
- Assisted with networking issues
- Maintained Active directory and group policy as part of maintaining the domain

Education

Towson University   2011-2013
8000 York Road   Towson, MD
Major: Computer Information Systems, B.S.
Minor: Philosophy

University of Maryland - Baltimore County   2010-2011
1000 Hilltop Circle   Baltimore, MD
Major: Graphic Design/Visual Arts

Anne Arundel Community College   2008-2010
101 College Parkway Arnold   Arnold, MD
Major: English, A.A.S

Technical Knowledge

Operating Systems: Windows 98, XP, Vista, 7, 8, 10, Azure 2003, 2008, 2012, 2016, 2019

Hardware: HP Proliant ML/DL Servers, HP Switches, Cisco Routers, HP laptops/ desktops, Lenovo laptops, Fujitsu laptops, Dell laptops, Toshiba laptops, Dell Wyse terminals, Viewsonic touch panels, Multiple Chemistry Analyzers, Zebra Label Printers

Software: Microsoft Office/Outlook, Intuit Track-IT, Windows Virtual Machine, Oracle, SAP, Citrix, VM Ware, PositivePro VPN, SQL, Multiple EMR/LIS Applications, Mitel Networks, Microsoft RDP, Mirth Connect, Bomgar Agent, Corepoint IE, Postman

Activities/ Awards

2017	Gather Baltimore/BMoreCaring Volunteer	Baltimore, MD
2009-2016	UA Special Olympics Events Volunteer	Multiple Locations, MD
2011	Professional Publication on HCI	Towson, MD

Chris Guerrero
Austin, TX 78750 guerrerobowen@gmail.com
+1 512 423 8972

Work Experience

KONZA Health Information Exchange
Director of Public Health Services
September 2023 to Present

Provides leadership at the local, state and national level regarding the development and expansion of a public health digital network. Determine relevant tasks, dependencies and resources for assigned projects as they relate to national, state and local health departments, other government agencies, hospitals, providers and other organizations that share health care data. Assists with public health related grant management, helps assemble tasks into project plans that assign objectives, timelines, and responsible parties; and covers all aspects of project planning and execution.

Represent KONZA at state and national public health meetings.
Monitor CDC initiatives that may impact KONZA and health information exchange.
Lead the development of strategic plans to leverage the KONZA QHIN for pandemic response and other national public health initiatives.
Oversee KONZA's Translate Covid ELR, MDRO, and Electronic Case Reporting Registries.
Provide guidance and support to KONZA customers.
Serve as the KONZA's point of contact for federal, state and local health departments.
Evaluate and improve processes and documentation related to public health reporting.
Lead new public health related projects as they are identified.

KONZA Health Information Exchange
Public Health Project Manager
February 2022 – August 2023

Public Health Project Manager serves a STAR HIE Grant Project Manager working closely with federal offices including Office of the National Coordinator (ONC) and Centers for Disease Control (CDC) to determine relevant tasks, dependencies and resources for assigned projects; works with local and state health departments, hospitals, eligible providers' offices and other organizations to share health care data; helps assemble tasks into project plans that assign objectives, timelines, and responsible parties; oversees the technology installation process and assures necessary training and supports are available, and covers all aspects of project planning and execution.

Project Manager for federal STAR HIE Grant
Lead weekly calls, provide updates and documentation to the team.
Manage onboarding of new participants to the program, initial outreach to completion.
Work with state Health Departments to establish connections for delivering ELR messages.
Expand the existing program to include additional participants using other EMR vendors.
Create a process in partnership with the KONZA Integration Engineer to manage data sending and monitor completed projects.

Public Health Registries
Create and maintain a report of participants sending Immunizations, Electronic Laboratory Reports and Syndromic surveillance via KONZA to the appropriate state public health agency

Lead new public health related projects as they are identified.
Schedules and facilitates project meetings including both internal and external meetings; documents, communicates, and properly stores all notes and issues.
Communicates with participants on upcoming changes to data, upgrades, downtimes, etc.
Leverages best practices from inception, through support of documents, reports, and processes.

DSHS Texas Vital Statistics - Austin, Tx
Deputy Director (Retired)
November 2014 to December 2021
Directs daily statewide operations for Vital Statistics electronic registration and issuance. Directorate includes Security and Investigations related to identity fraud, state and federal coordination and support. Directs Data Analysis and Analytics Unit, Contract Management Group and Administration.

Responsible for Section Administration including Budget, Human Resources, and state and federal Contracting.

Project director TxEVER Project (Texas Electronic Vital Events Registrar- Statewide Registration System, and facility records archive and imaging). Implementation included HL7 v2.6, eCommerce module for online applications, field office data validation and support.

Responsible for $25 million in state and federal performance contracts working closely with federal offices including National Institute of Health (NIH), Centers for Disease Control (CDC), and Social Security Administration (SSA) Responsible for multiple CDC task orders aligned serving one or more customers.

Project director and subject matter expert birth/death certificate security paper, anti-counterfeiting technology, identity fraud protection.

Texas Institutional Review Board (IRB) Non-Scientist Member Public Health Data 2016-2022.
Texas representative on National Association of Public Health Statistical Information Systems (NAPHSIS) Security and Fraud Workgroup.

Texas Department of State Health Services - Austin, TX
Health IT Architect
March 2008 to November 2014
Project Director and Systems Architect Public Health Medicaid Management Information System Readiness Assessment 2009-2010.

Responsible for $25 million in state and federal performance contracts working closely with federal offices including National Institute of Health (NIH), Centers for Disease Control (CDC), and Social Security Administration (SSA) Responsible for multiple CDC task orders aligned serving one or more customers.
Developed Legislative Strategic Plan for Public Health System Improvements including $39 million capital IT budget.
Represented agency at legislative hearings and work groups as subject matter expert on privacy and data security

Experience leading cross-functional teams, while overseeing and managing multiple projects. including vendor contracts, performance contracting, finance, staffing, and information technology.
Communication with internal and external stakeholders included formal written and public presentations

at all levels (public town hall to executive and legislative audiences.)

Texas Department of State Health Services - Austin, TX
Director of IT Operations
June 2001 to November 2008
Serves as Director of Statewide IT Operations responsible for daily operations of 140 field offices and 11 Hospitals supporting 12000+ state employees.

Key projects include deployment of 11 Hospital Telephone systems, including in ground trenching, building power and facilities cabling. Experienced in large agency relocation projects involving 100-500 employees and associated services.

Operations Section Chief for Hurricanes Katrina and Rita (2005) Project Architect Health Alert Network 2006-2010 (CISCO) Emergency Response Tactical Communications Systems (Motorola) Homeland Operations Committee - Emergency Communications Specialist

Office of the Governor - Austin, TX
Network Engineer/Systems Administrator
October 1998 to May 2001
Served as Project Manager and Network Engineer

Implemented State Agency Email, Capitol Network, and associated technology
Provides overall vision, leadership and strategic direction to Office of the Governor (OOG) Information Systems Operations and State Capitol Network.
Plans, implements and provides diverse services to support programs in meeting executive government objectives. Liaison to GSA for Presidential Transition 2000

Texas Department of State Health Services - Austin, TX
Laboratory Information Management (LIMS) Systems Programmer
March 1995 to October 1998
State Laboratory
Manage and support COHORT Information Systems Operations. Systems Programming for EPIC Laboratory System
Manage and support Lab Information Management Systems for Clinical Chemistry, Microbiology, Environmental, and Newborn.

Certifications and Licenses
Certified Texas Contract Manager
PMP
ITIL V3
FEMA ICS 100-800

Education
Bachelor of Arts University of Texas Austin 1991
LBJ School of Public Affairs

References

Ángel Javier Jiménez Jirau

angeljavierjimenez@gmail.com – 1511 Ponce De León Ave 10155 San Juan, PR 00909 – 787-691-4017

International Executive, Informaticists and Business Development Professional
Consulting – Information Transformation – Technology – Customer Centric – Sustainability

Successful leadership in harnessing digital technology to transform data and information into knowledge that people can use every day. Executive experience and territory expansion situations in seven (7) countries. Consistently delivered complex projects on time, under budget while protecting projected revenues and profits. Expert in consultative strategy and process management to C-level executives and translating technical solutions into compelling use cases and business opportunities. Excellent interpersonal skills, able to build and sustain effective leadership teams, employee, partner and customer relationships. Additional areas of expertise include:

- Business Development
- Customer Centric
- SWOT and Scope Analysis

- Beyond Data Culture
- System Integration
- Business Improvement

- Strategy Development
- Multiple Domain Language
- Decision Support Processes

PROFESSSIONAL EXPERIENCE

KONZA National Network   **Feb 2024 - Present**   **Customer Experience Manager**

Lead the customer experience and certain business development efforts with healthcare providers, health insurance companies, national and state interoperability leaders, and other potential partners. Responsible for new customer acquisition, customer experience, and retention. Oversee the companies' growth and retention efforts across the nation and is one of the most important jobs that secures long-term stability for the company.

Provide leadership and subject matter expertise to states with supported Health Information Exchanges (HIEs). Provide support to state executives as needed. Establish regular conference and/or meeting schedules with each state executive. Organize opportunities to provide education and outreach support. Attend meetings with state executives as needed. Attend trade shows and other events to support state executives.

Instrumental with strategy and outreach efforts. Work with the marketing team to identify a marketing plan, implement it, and measure use and results. Create and implement an education and outreach process that the team can easily implement and measure. Responsible for educating, developing, and onboarding prospective customers. Track and monitor new members by state and adjust marketing plan as needed in states with supported HIEs and in other states as needed.

Health Gorilla, LLC   **Nov 2020 – Feb 2024**   **Vice President for Latin America and Government Accounts**

Lead the Sales and Product team on generating strategic partnerships and driving new revenue sources in the Latin America and US Government Accounts. Derived sales of the Health Gorilla interoperability SaaS API's as well as generating key Enterprise level Health Information Exchange accounts. Work alongside the Health Gorilla Executive team building a fast-growing startup in the region.

Engage with customers and prospects across the geographic region and develop opportunities to drive growth and differentiation for their business through the adoption of the solutions, processes and the SaaS platform. Built strategic partnerships with key stakeholders in each country to drive adoption of healthcare interoperability between members of the ecosystem by using Health Gorilla. Continually look for and suggest ways to improve the product roadmap, implementation solutions, sales productivity, efficiency and effectiveness.

Key Achievements

Puerto Rico Health Information Exchange	Triple S - Blue Cross Blue Shield Puerto Rico
Sistema de Salud Menonita - Puerto Rico	BioSimilar Solutions - Clinical Research
Grupo Angeles – Mexico	Snabb - Chile

Puerto Rico Primary Care Association   **Oct 2016 – Oct 2020**   **Director Health Center Controlled Network (HCCN)**

Provide vision and leadership in the growth and implementation of the HCCN Meaningful Use (MU) and Quality Improvement (QI) project. Lead the HCCN team as well as the 20 Federal Qualified Health Centers (FQHC's) with their 92 clinics in implementing health information systems to support both individual and aggregate health center data collection. Guide health centers in adopting technology enabled individual FQHC's strategies, moving through higher stages of Meaningful Use, Quality Improvement, PCMH recognition, and engaging in an ongoing transformation of their Clinical Practice. These initiatives will strengthen the quality of care, improve patient health outcomes, and reduce the total cost of care for the underserved communities of Puerto Rico.

Developed training, technical assistance and improvement work with the HCCN participating FQHC's to maximize the EHR and the use of QI and data, reporting and analytics to support patient care and performance improvement and outcomes. Coordinated with the ASPPR Director as well as with internal and external stakeholders addressing improved MU and HIE in Puerto Rico. Oversaw the development of an aggregated data warehouse to use for Population Health Management in accordance with available budget.

Dominion Voting Systems   **Oct 2015 – Oct 2016**   **Election Systems Project Manager (Puerto Rico, Canada and USA)**

Project manager leading and directing a team of business analysts, engineers and researchers for development, transformation and modernization of the Puerto Rico elections. Successfully implemented a elections management, paper ballot design and ballot counting system. Responsible for the electoral process and state of the art technology platform included over 6,000 optical scanners, ballot adjudication programing, systems integration and quality assurance services. Day to day responsibilities included management efforts for the provision, design, delivery, installation, inspection, training, support and maintenance of the election management system. The outreach and training program included the 78 municipalities, all political parties, candidates and public. Had to work as the main advisor for the Comision Estatal de Elecciones (CEE) executives, its President and the four (4) political parties' commissioners (PPD, PNP, PIP and PPT). Directed the work implementation tasks, responsibilities, efficiency and performance of over 140 employees from the CEE as well as resources from Dominion Voting Systems from Canada and the US.

Key Achievements

- Successful Primary for the PNP and PPD
- Deigned an educational plan for over 30,000 volunteer poll workers
- Deployed the knowledge and Infrastructure required for the general election of Puerto Rico

Independent Consultant June – Oct 2015 Senior Information Technology Advisor

Provided structure and leadership to complex information technology business issues as an independent consultant. Contributed to the development of new ideas, system integration, business workflows and delivery methods to multinational corporations. Worked on complex problems/projects where analysis of situations and data required and in- depth evaluation of multiple factors.

Key Achievements:

- Revamped the electronic healthcare records and information technology integration strategy

- Instrumental in boosting corporate image for an international pharmaceutical company and their health care provider network.Assisted in the development of project management skills for a Managed Services Organizations new service lines that included Infrastructure as a Service (IaaS), Software as a Services (SaaS) and Desktop as a Service (DaaS).

Ponce School of Medicine Regional Extension Center – PR & USVI   **May 2011 – May 2015**
Operations Manager

Oversaw the operations of the Electronic Health Care Medicare and Medicaid incentive program for Puerto Rico and the USVI. Developed a team of 60 resources to become a change agent in the Puerto Rico and USVIHealth Care communities. Optimized the use of health Information Technology and care delivery transformation efforts to improve quality of care. Managed and supervised Electronic Health Record (EHR) Meaningful Use (MU) efforts including: HIPAA, privacy and security, accountable care organizations (ACO), FHQC, patient centered medical home (PCMH), health information exchange (HIE), and patient engagement.

Key Achievements
- Increased Electronic Heath Record (EHR) adoption rate from 1% to 34%
- Increased yearly electronic prescriptions from approximately 10,000 in 2011 to over 9.5 million in 2015
- Established a network of certified healthcare information professionals in Puerto Rico and USVI

- Assisted in the development of three Health Information Exchange (HIE) networks
- Instrumental in providing over $100M in EHR Medicare and Medicaid federal incentive funds

Independent Information Systems Consultant – San Juan, PR October 2010 – April 2011

Responsible for different areas of customers Information Systems or Data Center organization including: project management, process design, application scope, architecture design, technology strategy, managing vendors, budgets, RFI, RFP's and project implementations. Current customers industries include: Health Care, Financial, Food & Distribution, Manufacturing and Hospitality.

PRIOR EXPERIENCE:

- Computer Paradise – San Juan, PR – Senior Business Consultant – Aug 2009 – Sep 2010
- Levi Ray & Shoup (LRS) – Atlanta, GA – IT South East Account Manager – Nov 2008 – Aug2009
- Integration Systems – Deerfield Beach, FL – Puerto Rico Territory Manager - Mar 2005 – Oct 2008
- Independent Information Systems Consultant – San Juan Oct 2003 – Mar 2005
- Borschow Hospital & Medical Supplies – San Juan – Pharmacy Application Dev Manager - Apr 2000 – Oct 2003
- GT Services – San Juan, Business Development Manager – San Juan – Apr 1999 – Apr 2000
- Cambridge Technology Partners – Boston, MA – LA – Client Executive – Jun 1997– Mar 1999
- International Business Machines (IBM) – San Juan – Systems Architect – Jan 1992 – Jun 1997
- Motorola Puerto Rico Operations – Vega Baja - Product Engineer – Jun 1991 – Dec 1991

Education:

▪ Bachelor of Science in Mechanical Engineering - Georgia Institute of Technology – Dec 1989
▪ Professional Courses - Center for Sustainable Development Studies (CEDES) UMET 2012-2015
▪ Informal and Formal Training from: Motorola, IBM, HP, EMC, VmWare, etc
▪ Leadership Workshops: Personal Development Program, Mentorship Program, Ropes Course
▪ Global Warming and Climate Change Training – The Climate Project – Al Gore

Non-Profit or other Organizations:

▪ Georgia Tech Alumni Puerto Rico Chapter – Member since 1991 – President 2012
▪ Health Information and Technology, Evaluation and Quality (HITEQ) Center Advisory board 2017
▪ Puerto Rico Youth at Risk – Member of the Board 2003-2008 – Mentor 2000-2013 ▪ La
Casa de España – Member of the Board - 2014-Present

▪ The Climate Project – Volunteer presenter and educational speaker 2007-2012

Lived and Worked:

▪ USA (continental and Puerto Rico: Multiple customers)
▪ Dominican Republic (Banking and Finance, Health Care)
▪ Jamaica (Telecommunications)
▪ Colombia (Telecommunications, Banking and Finance, Private Public Partnerships)
▪ Panamá (Telecommunications)
▪ Ecuador (Customer Service)
▪ Mexico (Information Technology, Food Industry, Healthcare)
▪ Venezuela (Banking and Finance, Telecommunications)

JNL

Jennifer Nielsen-LaForce

About Me

I have always strived to make every experience exceptional for myself and others. Customer Service and organization are my strengths and highest priorities. In my professional and personal life, I have learned many different skills and have streamlined those to complete tasks with the most proficiency and efficiency.

Contact Information

316.516.0203
Jlaforce328@outlook.com
Wichita, KS

Education

Butler Community College
1810 Andover Rd.
Andover, Ks 67002

Skills

- Customer Service
- Leadership
- Organization
- Communication
- Adaptability
- Detail Oriented
- Time Management
- Technical Skills

Experience

August 2020 – Present

Support Desk Manager | KONZA National Network | Topeka, KS

As Support Desk Manager I ensure my team is knowledgeable and prepared to handle all responsibilities. Customer service and data prudence are top priorities. Regularly, I speak with medical professionals to make certain they have the smoothest experience with our products. I manage the users within several web-based environments. I am tasked with executing daily testing of software functionality, monthly audits of user activity, quarterly and annual reporting of various types to support internal teams as well as external clients. I am in constant contact with highly sensitive patient records and information. I work within several internal and external ticketing systems to delegate and resolve issues. Daily, I work with Microsoft Outlook, Word, and Excel.

November 2013 – August 2020

Team Lead- Support Center Engineer | ISG Technology Inc. | Wichita, KS
I am the Team Lead of a support desk for a multi-state health care exchange and healthcare analytics dashboard. I manage the users within several web-based environments. I run daily testing, monthly audits, and quarterly reports of the functionality, data, and users. I assist medical personnel in accessing and navigating the environments. I am in constant contact with highly sensitive patient records and information. Daily, I work with Microsoft Outlook, Word, and Excel, as well as ZoHo and Connectwise ticketing systems where I create a working ticket for each phone call and email I receive.

May 2006 – November 2013

Estimator- Customer Service | Lewis Street Glass Co. Inc. | Wichita, KS

I assist customers at the counter and those who call in orders over the phone. I am knowledgeable about all the services the company provides and am able to help customers with a variety of needs. I prepare estimates for all commercial and residential glass repair and schedule the installation appointments. I create purchase orders and source out the materials needed for installation. I maintain several databases, including those for invoicing, purchase orders, and work orders. I have knowledge in Excel and Microsoft Word and Quickbook. I am proficient on the 10 key and a skilled typist.

Melissa K. Talley (McClain)
178 K Road
Soldier, KS 66540
(785)-458-2287 meltal82.03@gmail.com

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Education
Master of Business Administration with Health Care Administration:
Baker University 2016
BSN: Baker University School of Nursing 2006

Professional Background
Dynamic, visionary leader, creative problem solver with confident and natural communication skills, who is passionate about healthcare, quality driven outcomes and leadership.

Professional Experience

Kansas Health Information Network   09/2020-Current
Direct of Quality Clinical Services

- Develop and implement data quality assurance protocols for existing and emerging clinical data structures and clinical data quality.
- Perform data discovery and profiling across existing and new data sets to assess whether metadata accurately represents actual values, data quality, and conformance to standards and patterns.
- Facilitate review cycles to ensure standards are maintained over time.
- Oversight and completion of Data Aggregator Validation Program
- Chair of Quality Committee, driving data quality initiatives, standards, and thresholds
- Analyzes clinical data requirements to determine feasibility of product design within time and cost constraints.
- Provides support and leadership in implementing product enhancements and upgrades.
- Develop and implement procedures and documentation for product testing, data validation and end user training.
- Coordinates testing, installation, and commissioning of clinical technology products.
- Train end users on clinical products and provide training demos as requested.

Community Health Care System (CHCS)   01/2006-09/2020

Chief Practice Management Officer   *06/2018- 09/2020*

- Served as the subject matter expert in Patient Center Medical Home (PCMH) recognition standards, policies, processes and application requirements.
- Lead efforts to collect, monitor, and analyze quantitative and qualitative data on the individual, team, and organizational levels for key clinical and operations metrics related to PCMH standards.

- Drove improvement for operational care team efficiencies, panel alignment and integration.
- Provided regular program updates, program needs and outcomes to CHCS Leadership Team, Providers, and the Board of Directors.
- Actively participated in performance improvement and advocacy activities.
- Actively recruited providers to the family practice and specialty clinics.
- Completed provider payroll and submitted needed documents to the payroll department for bi-weekly payroll.
- Managed oversight of Meaningful Use and MIPS programs.
- Lead the direction of Information Technology.
- Developed and managed budgets for eleven departments.
- Worked closely with the medical staff and nursing teams to optimize workflows within the clinics and the electronic health record.

Director of Information Technology / Specialty Clinic Manager   2/2016-6/2018
- Lead the direction of Information Technology.
- Lead the Information Technology and specialty clinic teams.
- Implemented, facilitated testing, validation and training of new electronic health records and coordinating interfaces.
- Developed workflows and drove optimization of electronic health records.
- Served as a Physician and Advance Practitioner liaison and educator.
- Managed and implemented federal mandates such as Meaningful Use, MACRA and MIPS.
- Coordinated and managed quality data for providers and clinics.
- Served as a lead project manager for multiple projects.
- Served as a LEAN facilitator.
- Developed and managed budgets, quality improvement and associate development.

Clinical Informatics/ Specialty Clinic Manager   1/2013-2/2016
- Served as a Physician and Advance Practitioner liaison and educator.
- Completed electronic health record build and optimization.
- Worked with CPT, HCPCS, and diagnosis codes for build in the electronic health records.
- Managed multiple electronic health records, lead implementations and training.
- Coordinated and managed multiple metrics based and time sensitive projects.
- Managed and coordinated front office, nursing and providers for three specialty clinics.
- Implemented and managed the 340B Program.
- Developed and implemented Access Services for the CHCS system.
- Developed and optimized workflows.
- Coordinated Meaningful Use program for Eligible Providers.

Case Manager   10/2011-1/2013
- Coordinated care for residents and patients, MDS Coordinator and Utilization

Review.
- Lead teams, associate development and coordinated education.
- Implemented and coordinated initiatives for the PEAK Program.
- Served as a Certified Nurse Aide instructor.

Community Hospital Onaga, RN   3/2010-10/2011 - 2/2006-8/2008
- Completed General Nursing Duties for ER, Acute, Swingbed, PACU and OB Patients.
- Served as a Childbirth Educator.

Holton Family Health Clinic, RN   8/2008-3/2010
- Completed General duties as a clinic nurse, treatment room nurse and cardiac stress testing nurse.

Accomplishments
Class Representative MBA Cohort, Baker University
Student Senate Representative, Baker University School of Nursing
CHCS Associate of the Quarter, 2015
Graduated Sigma Theta Tau (top 3% of Nursing Class)
Overall Academic Achievement Award, Baker University School of Nursing
Who's Who Among Students in Nursing

David T. Dooley

4119 Prairie Lane
Prairie Village, KS 66208
(316) 655-2614
david.dooley19@gmail.com

Objective

To obtain a position that can best utilize my technical business analysis capabilities, complimented with a marketing background and personal relation skills.

Education

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION   *August 2006 - May 2010*
Kansas State University, Manhattan, Kansas   *Cumulative GPA: 3.6 Professional GPA: 4.0*

Major-related courses: Electronic Marketing   Integrated Marketing Communications
International Marketing   Professional Selling / Sales Management
Accounting for Business Operations   Business Strategy
PC spreadsheets/databases   Principles of Finance
Sports Marketing   Marketing Research

Work Experience

KONZA, KANSAS CITY, MISSOURI   *February 2016 – Present*
Director of Information Software

- Acts as a liaison between IT, business users and executives, including facilitating discussions to establish requirements, clarify definitions, verify report needs, and convert business requirements into functional and technical design specifications for the development of comprehensive Business Intelligence (BI) solutions.
- Generates standard or custom reports summarizing business, financial, or economic data for review by executives, managers, users, and other stakeholders.
- Manages the development of multiple dashboards delivered directly to clients, while simultaneously performing enhancements to better serve a growing product.
- Collects business intelligence data from company data, available industry reports, public information, or purchased sources to produce operational, trend and predictive analytic reports.
- Conducts ad hoc data analysis and data quality investigations.
- Creates queries (SQL, PL/SQL, etc.) of large and complex Oracle, Microsoft SQL, and MySQL databases to mine data to meet reporting requirements.
- Performs data integrations from disparate data sources into data cubes, spheres or views for reporting purposes.
- Supports implemented BI solution by monitoring and tuning queries and data loads, addressing user questions concerning data integrity, monitoring performance and communicating functional and technical issues.
- Provides expertise and training to users relevant to the use of the BI tool and generation of reports.

CERNER CORPORATION, KANSAS CITY, MISSOURI   *July 2012 – February 2016*
Business Analyst – Population Health Services

- Solution Owner of our client Health Center Dashboard, responsible for the daily operations and requirement building as needed
- Obtain, organize and analyze data (clinical, wellness, medical claims and pharmacy claims) in a matter that will best communicate the performance of the existing clients previous, current and future healthcare related initiatives
- Perform monthly/quarterly/annual reporting responsibilities for all phases of my teams reporting spectrum (clinic, wellness and TPA), as well as unique timeframes when requested
- Receive unique client requests (internally and externally) and determine the level of required development and what parties will need to be engaged, if the task is not performed directly by myself
- Coordinate with Engineering/Development teams in order to accomplish client requests, after determining the level of client need and severity of the request
- Incorporate customized sequel in order to accommodate to clients unique requests
- Fluency in database and data optimizing tools, Business Objects, Xcelsius, Java, Tableau and familiarity with SAS data programming and SQL

MARBECK APPLIANCE, LENEXA, KANSAS   *January 2011 – July 2012*
Online Marketing Manager

David T. Dooley

- Manage the daily operations and order fulfillment of the Marbeck Appliance products on Amazon.com, which revenue's approximately $8.5 Million a year
- Upload new listings to the Amazon Database of current products or brand-new products recently implemented to the company's inventory using integrated Information Technology Software
- Develop and operate formula's to successfully run the Repricer tool implemented for the companies listings on Amazon
- Analyze the effects of the Repricer tool on previous year's sales and presenting performance reviews to Superiors
- Incorporate the proper marketing and pricing strategies to enhance competitiveness and market coverage
- Maintain pricing updates, including changes in the cost of the purchasing and shipping of products, and how it correlates to changes in revenue and profitability

Order Fulfillment Supervisor   *September 2010 – December 2010*

- Manage the part time staff assembled to pull, pack and process orders placed online from across the nation
- Organize small/large projects to be accomplished by part time staff when ahead of schedule for shipping and processing
- Assist the E-Commerce team when needed by printing orders and managing the website email accounts by performing the necessary customer service responsibilities, and miscellaneous projects to update product listings

GTM SPORTSWEAR, MANHATTAN, KANSAS   *June 2010 – September 2010*
Customer Service Representative

- Handle routine account management procedures for a designated region of the sales team
- Work in cooperation with regional manager as well as sales representatives to build and maintain relationships with current and future clients
- Convert Incoming calls to sales to increase revenue to meet regional quotes

KANSAS STATE COLLEGIAN, MANHATTAN, KANSAS   *Fall 2008 - Spring 2009*
Advertising Sales/Graphic Designer

- Met with clients in the area regarding advertising opportunities in the paper
- Initiated routine calls to current clients and made cold calls to potential clients
- Simultaneously organized and performed multiple projects and advertising plans Developed advertising ideas and promotions for clients on both the pitch side and the production side

Activities

KSU MARKETING CLUB EXECUTIVE VICE PRESIDENT   *December 2008 - May 2010*

- Plan the yearly Marketing Club trip, including 2009 trip to Chicago
- Coordinate club philanthropies and charity events
- Assist President, along with other officers, in the overall management of the club
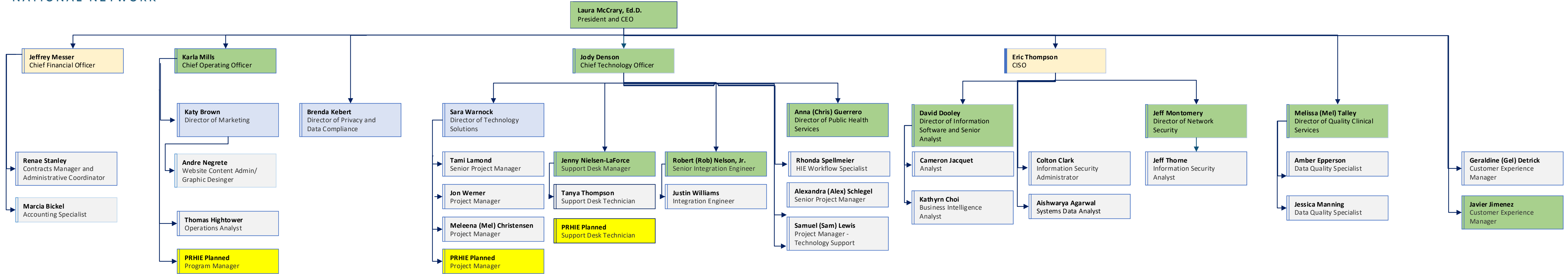
Awards

CERNER CORPORATION   *July 2015*

- Operational Excellence Award

KONZA Organization Chart

KONZA NATIONAL NETWORK

Laura McCrary, Ed.D.
President and CEO

Jeffrey Messer
Chief Financial Officer

Karla Mills
Chief Operating Officer

Jody Denson
Chief Technology Officer

Eric Thompson
CISO

Katy Brown
Director of Marketing

Brenda Kebert
Director of Privacy and Data Compliance

Sara Warnock
Director of Technology Solutions

Anna (Chris) Guerrero
Director of Public Health Services

David Dooley
Director of Information Software and Senior Analyst

Jeff Montgomery
Director of Network Security

Melissa (Mel) Talley
Director of Quality Clinical Services

Renae Stanley
Contracts Manager and Administrative Coordinator

Marcia Bickel
Accounting Specialist

Andre Negrete
Website Content Admin/ Graphic Desinger

Thomas Hightower
Operations Analyst

PRHIE Planned
Program Manager

Tami Lamond
Senior Project Manager

Jon Werner
Project Manager

Meleena (Mel) Christensen
Project Manager

PRHIE Planned
Project Manager

Jenny Nielsen-LaForce
Support Desk Manager

Tanya Thompson
Support Desk Technician

PRHIE Planned
Support Desk Technician

Robert (Rob) Nelson, Jr.
Senior Integration Engineer

Justin Williams
Integration Engineer

Rhonda Spellmeier
HIE Workflow Specialist

Alexandra (Alex) Schlegel
Senior Project Manager

Samuel (Sam) Lewis
Project Manager - Technology Support

Cameron Jacquet
Analyst

Kathyrn Choi
Business Intelligence Analyst

Colton Clark
Information Security Administrator

Aishwarya Agarwal
Systems Data Analyst

Jeff Thorne
Information Security Analyst

Amber Epperson
Data Quality Specialist

Jessica Manning
Data Quality Specialist

Geraldine (Gel) Detrick
Customer Experience Manager

Javier Jimenez
Customer Experience Manager

Legend:

Key Staff

PRHIE Planned