



Epic Revenue Cycle Project Management

RELEVANT EXPERIENCE:

Is characterized as a seasoned Team Leader, Project Manager and Trainer who has extensive knowledge in the Epic implementation processes. Has extensive knowledge and hands on experience with a multiple Epic modules and with all phases of the implementation processes and methodology. Her unique background and experience allows her to proficiently aid customers with any and all aspects of Epic Implementations. In particular, her intimate implementation subject matter expertise combined with sound project management practices bring extraordinary value to Epic implementation projects in all stages.

Epic Applications Certifications – Spring 2008

- Epic certified in all phases of the following Epic modules as a project manager, trainer, tester, and implementation specialist:
 - Resolute Hospital Billing Administrator
 - Resolute Hospital Billing Revenue Cycle
 - Resolute Hospital Billing Claims Processing
 - Resolute Hospital Billing Insurance and Self Pay Follow up

Other certifications

- Certified Project Management Professional by Project Management Institute (PMI)
- Project Management Certificate Program at the University of Washington

QUALIFICATION SUMMARY:

- Over 20 years of healthcare experience coupled with 14 years of healthcare IT project management experience.
- Ability to adapt easily to complex situations and work with individuals at all levels
- Collaborative work ethic with extensive team building and management skills
- Extensive hands-on experience with multiple Epic modules
- Knowledgeable in Epic's software, implementation methodology, and operational idiosyncrasies.



Epic Revenue Cycle Project Management

PROJECT RESPONSIBILITIES SUMMARY:

Catholic Healthcare West, Sacramento Region, CA

9/2008 – 1/2009

Senior Consultant – Performance Transformation

- Mentored facility Clinical Informaticist in the areas of project management, effective communication and issue identification and problem solving. Provided guidance and feedback on meeting skills, issue and task prioritization, contingency planning, and project documentation requirements.
- Facilitated the development of a plan to provide and assess competency and readiness of staff for Go-Live.
- Provided appropriate project management tools to communicate and highlight project activities and resource requirements.
- Developed a tracking tool for 'key criteria' for departmental management of individual employee readiness.
- Developed departmental staffing requirements for go-live with MS4 and Cerner applications.

Swedish, WA

9/2005 – 7/2007

Project Manager – Hospital Billing Team

- Completion of an Epic implementation of the Resolute Hospital Billing module
- Lead Integration efforts with other Epic modules for charge capture, correction and reconciliation included:
 - EpicCare
 - Optime
 - EpicRx
 - Prelude
 - Radiant
 - Cadence & ADT
- Interfaced systems included:
 - Charge on result receipt' for laboratory and anatomic pathology applications,
 - HL7 compliant charge interface for the Lynx ED and the Pyxis Supply Station applications,
 - 837 ANSI compliant processing with a third party entity utilizing an SSI application for claim processing,
 - Various system processes, data extracts and file exchanges to support a third party entity responsible for payor follow up, collections and AR reporting,
 - Data extracts and file transfers to support a general accounting application and a payor compliance application.
- Provided oversight for the conversion and revenue mapping of four individual CDM's into the single EAP on Epic and the integration of claim edits and processing from two separate applications. (Achieved 100% improvement in 'clean claims' on initial production runs.)



Epic Revenue Cycle Project Management

- Coordinated the design, build, and validation sessions
- Directed and documented the design, acceptance, and testing of the specifications and processes for an interface with a third party organization responsible for claims processing, payment follow up and AR management.
- Identified and managed development and testing of integrated workflows – e.g. OR log charge reconciliation, research and charity care accounts, work queues and confirmation records, charge navigators.
- Developed the plan and performed the insurance payor and plan and financial class conversion, reviewed and analyzed supply charge conversions with on-going updates to the EAP and Pyxis supply station, developed and oversaw the ‘balance forward’ conversion of active inpatient and series accounts. for data conversion
- Met with Department Administrator and Access Managers to prep their department for Go-Live – Provided detail tasks and processes for the cut-over and implementation to the Project Director. Worked closely with the Director of Patient Access and Financial Services to document, manage, and communicate processes and tasks, including the ‘late charge’ and ‘balance forward’ workflows, through out the organization and with third parties. Assisted and supported the Clinical Operations Team in educating and communicating charge capture and reconciliation processes to departmental managers.
- Conducted daily post-live meetings to review and manage Epic work queues, revenue targets, and claims processing utilizing Epic’s standard reports and tools.

Washington Dental Services, WA

10/2001 – 7/2003

Project Manager – Dental On Demand

- Managed RFP process for selection of software developer for ‘in-house’ claims processing and eligibility software. (Completed in three months from outline of requirements to vendor contracting.)
- Developed and managed the project plan – charter, schedule, risks and contingency management, business measures, and costs and resources. (Implemented system within 30 days of scheduled go-live.)
- Coordinated the design, build, test, and implementation activities with in-house project team and off-shore development group.
- Developed and maintained a readiness assessment tool for departmental managers and executive team.
- Outlined a production support plan with associated costs and projected on-going development and ‘bug fixes’ hours.
- Provided appropriate project status to all levels of the organizations – including regular status meetings with the executive team and periodic updates to the Board.
- Facilitated and resolved scope and quality issues between the in-house project team, the developer, and departmental end users and managers.



Epic Revenue Cycle Project Management

EDUCATION & AFFILIATIONS:

- HIMSS – Current Member
- Project Management Institute – Current Member
- Registered with the American Society of Clinical Pathology as a Medical Technologist, 1977
- B.S. Medical University of South Carolina, 1977