



Registered Nurse

Healthcare Performance Group, Inc.

Experience

20 Years Healthcare Experience
Registered Nurse (ED, ICU) 13 years
Healthcare Information Technology 14 years

Millennium Customers Served

- ◆ Childrens Hospital Los Angeles
- ◆ Munson Medical Center
- ◆ Memorial Hermann Health System

Hands-On Consulting Skills

Patient centric, Clinical Expert with a passion for healthcare and improving outcomes. Extensive experience in Assessments (Process/Applications); GAP Analysis: Project Planning; Design; Build; Testing; Go-Live; and Post Conversion Support. Proven ability to identify process improvement opportunities and organized them for “meaningful use” through reporting, documentation and department/project management—her work translates to results:

- ◆ Versatile and adaptable; able to perform multiple roles from Project Architect/Management; Analysis; Design; Build; Testing; Training; Go-Live; Support—“A highly leveragable project asset.”
- ◆ Expert analytical and trouble shooting skills with the ability to get to the root cause—take action—and get measureable improvement.
- ◆ Dedicated patient care professional who brings passion and focus to any team.

Delivering Results

Childrens Hospital Los Angeles, Hollywood, California (14 Months)

- ◆ **IView:** CHLA was faced with the sunset of the CareVue (Phillips) application in the ICU. In addition they needed to get the ICU on a common platform with the rest of the house to support their electronic health record. This was further complicated by the significant performance issues that they were experiencing with IView (up to 60 second load times) and their need to upgrade everyone to I & O 2G to get the needed features of “infuse over time” and volumes from continuous and intermittent medications.
- ◆ Engaged as Project Manager for all aspects of the Project Lifecycle for the housewide IView implementation including Assessing Current State, Gap Analysis, Design, Build, Testing, Training, Go-Live and Post Conversion Support. Created and managed the project budget and led the monthly reporting to Senior Management Steering Committee.

Millennium Expertise

- ◆ INet, IView
- ◆ PowerNote
- ◆ Clinical Documentation
- ◆ BMDI
- ◆ I&O 2G
- ◆ CareNet
- ◆ PowerPlans
- ◆ PowerChart
- ◆ Enhanced View
- ◆ eMAR
- ◆ PowerForms
- ◆ Discern Explorer

- ◆ General Medical/Surgical units (House Wide Implementation) transition to Interactive View and I &O 2G.
 - ◆ **Beginning code level 2007.02 - Go-Live code 2007.11**
 - ◆ A key dependency for the IView ICU conversion was the implementation of I&O2G functionality to enhance Medication Integration; all areas were converted to the new architecture to utilize “infuse over time” and volumes from Continuous and Intermittent Medications as well as other I&O2G functionality.
 - ◆ Also completed a System Architecture Redesign and Performance Improvement Project to improve application performance and reintroduce functionality required for the ICU implementation, previously removed to compensate for current performance issues (Load times were improved from 60 seconds to 5 seconds or less).
- ◆ ICU IVIEW/I&O2G Implementation
 - ◆ **Beginning code level 2007.11 - Go-Live code 2007.17**
 - ◆ Areas in scope included all Critical Care Units including PICU, NICCU and CTICU as they all had to transition from Philips CareVue System to Cerner PowerChart
 - ◆ Created custom “Views” for the various intensive specialties - Documentation elements were grouped specifically to match the workflow of specialty areas and the patient’s health care process.
 - ◆ Bedside Medical Device Data- the ICU areas, previously interfaced to the CareVue system were migrated to the Cerner serverless Oracle model. The PACU was upgraded at go-live to bring all BMDI interfaces to the same platform. The BMDI interfaces also fed downstream research systems. The downstream systems were converted without interruption of service.
 - ◆ Medication Integration included - IV Drip Titrations, IVPB, IVP, PCA Integrated with Orders, Pharmacy, eMAR, I&O 2G for infusion over time and integration between charting medications dispensed and documentation of medication volumes in I&O 2G.
 - ◆ Additional IView functionality implemented included Advanced Graphing, Task Integration, Order Integration and Alpha Charging
 - ◆ Design/Redesign through JAD (Joint Application Design) sessions to make sure that the data elements in IView included ICU specific elements that were currently available in CareVue to facilitate a smooth conversion. Additionally created and implemented new functionality to match the current CareVue workflow.
 - ◆ Designed and developed the I &O2G Discrete I&O data elements, Documentation Bands, Shift Summary and Event Sets
- ◆ Clinician Order Entry, Supplemental Documentation and Results Review
 - ◆ Due to the IView conversion the PowerForm Documentation was updated for new I&O 2G data elements and the above CareVue data elements – Completed identification and implementation of all clinical documentation to match/enhance and support the current business processes.
 - ◆ Specialty Flowsheets were redesigned, as identified above, to supplement application functionality to match current clinician workflows to assure acceptance.
- ◆ Clinician , Business Process Reporting and Interface Requirements
 - ◆ Reviewed and enhanced or built required Reporting Processes, Supplemental Gen Views, and MRP Reporting redesigns to incorporate new data elements from I&O 2G and CareVue replacement.
- ◆ Interface and Data Management Scope
 - ◆ Identified all interfaced systems impacted by the project, including critical Research Database “warehouse” feeds and redirected current interfaces from CareVue to IView.



- ◆ Operational Systems Integration Scope
 - ◆ Completed Systems Integration testing and full assessment of hardware/devices for optimal system performance requirements as a result of the IView implementation. (Included, PCs, Laptops, Computers on Wheels, etc...).

The project completed successfully with a housewide transition from CareVue to IView and I & O 2G. Keys to the success included using JAD sessions to increase clinician buy-in, thorough workflow analysis, solving the performance issues, regular communications with all involved and a strong CHLA team.

Munson Medical Center, Traverse City, Michigan (9 Months)

- ◆ **IView: Munson was moving from flowsheet charting (INet) to IView and I & O 2G to add important new clinical functionality.**
- ◆ Engaged as a member of the IView Implementation team with responsibilities including: Guidance for the project Design, Build, Performance, Testing, End User Training, IT staff knowledge transfer and training on IView Tool Sets. Also worked as an analyst in the Design, Build, Testing, Training, Go-Live and Post Conversion Support phases of the project.
- ◆ **Project Timeline**
 - ◆ Joined project in progress in October 2007
 - ◆ House-Wide Go-Live May 2008
- ◆ **Pre-Project PowerChart Production State**
 - ◆ Beginning code level 2007.02
 - ◆ Initial facility build prior to START Content including PowerForms, Orders, Tasks, eMAR, Classic I&O, BMDI (SQL architecture) and Enhanced View.
 - ◆ Interfaced to multiple Cerner modules including PathNet, PharmNet, and RadNet. External interfaces included ADT and Medical Records
- ◆ **Areas in Scope**
 - ◆ Nursing, Ancillary and Physician/Providers transition for General Medical Surgical, Adult ICU, NICU, PACU, Ancillary Departments including PT,OT, Speech, Nutrition
 - ◆ Created “Joint Application Design Teams” which included members from each discipline. Team Members participated in all project phases including Design, Build, Integration Testing, User Acceptance Testing, End User Training, Go-Live and Post Conversion Support phases of the project.
- ◆ **Project Scope/Post Go-Live Production State**
 - ◆ **Go-Live code level 2007.14**
 - ◆ Upgraded all existing builds for Event Sets, PowerForms, Orders and Tasks
 - ◆ Created Custom Interactive Views for Specialty Areas - Documentation elements were grouped specifically to match the workflow of specialty areas and the patient’s health care process.
 - ◆ I&O 2G
 - ◆ BMDI Server-less Oracle model
 - ◆ Medication Integration - IV Drip Titrations, IVPB, IVP, PCA Integrated with Orders, Pharmacy, eMAR, and I&O for infusion over time
 - ◆ PowerNotes for Specialty Areas – ICU Hospitalists
 - ◆ Additional IView Functionality implemented included Advanced Graphing, Task Integration, Order Integration and Alpha Charging

The project completed with the successful housewide transition to IView and I & O 2G which brought the Health System to a new level of standardization for their data model and application functionality.



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Memorial Hermann HealthCare Systems, Houston, Texas (4 Years)

◆ Senior Application Analyst:

- ◆ **CareNet:** Worked as a member of the CareNet Team for multiple project implementations as well as providing daily production support for multiple departments and tool sets. Responsibilities included application expertise recommendations as well as coordination with multiple project teams to ensure system integration for project Design, Build, Performance, Testing, and End User Training. Completed IT staff knowledge transfer and training on IView Tool Sets and also worked as an analyst in the Design, Build, Testing, Training, Go-Live and Post Conversion Support phases of the project.
- ◆ **Pre-Project PowerChart Production State**
 - **Beginning code level 2005.XX**
 - Initial facilities build prior to START Content availability included PowerForms, Orders, Tasks, eMAR, Handheld Med Admin Scanning, Classic I&O.
 - Interfaced to multiple Cerner modules including PathNet, PharmNet, and RadNet. External interfaces included ADT and Medical Records

◆ Project Details

Enterprise PowerNotes

- ◆ Project Scope
 - Design, Development, Build, Testing, Training, and Maintenance of Physician/Provider Custom PowerNotes
 - Development and documentation of application architecture, design and data elements for clinical and statistical reporting.
 - Trained support personnel and end users pre-implementation, delivered on-site implementation support, on-going support and product enhancements post implementation.
 - Developed detailed test scripts and testing strategies for custom programming, platform revisions and patches.
- ◆ Areas in Scope
 - NICU implementation for an 80 bed unit supported by Residents, PA's, and Physician Providers including Admission H&P, Daily Progress Notes, Cumulative Progress Notes, Discharge Planning, Discharge Instruction, and multiple Procedure Notes.
 - Anesthesia/PACU – Custom notes including Pain Management and Daily Progress Notes.
 - Behavioral Health Documentation Notes.
- ◆ Project Highlights
 - Extensive customization of PowerNotes to meet workflow needs in the NICU. Admission note included over 14,000 terms.
 - NICU content presented multiple times at conferences nation wide.
 - Developed PowerNotes as the enterprise Physician documentation tool implemented in NICU, PACU and Behavioral Health disciplines.
 - Designed and managed external data warehouses and data extracts based monthly reporting and statistics requirements. Completed maintenance of monthly clinical and business statistics for multiple service areas including PACU, NICU, Physician and Nursing documentation. Examples of reports extracted include Neonatal Inadvertent Extubations, Documentation of pain levels and interventions in the PACU.



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◆ ICU/PACU IView/INet Implementations

◆ Project Scope

- Responsibilities included Project Plan Development, Design and Build of IView and INet components including Custom Views, Bands, Preference Manager Design and Build, Event Set Hierarchy Design, Event Codes/Sets maintenance, Project Tracking, Clinical Documentation support, etc.
- Designed built, supported conversion and trained end-users on the INet application.
- Trained support personnel and end users pre-implementation, delivered on-site implementation support, on-going support and product enhancements post implementation.

◆ Project Highlights

- Designed and implemented IView in 4 major hospital ICU and PACU environments that were previously utilizing paper based documentation. The implementations followed for the additional 9 facilities.
- Position required identifying business requirements for multiple clinician workflows, including Physicians, Nurses, Laboratory, and Pharmacy personnel to utilize the Cerner Millennium.
- Created “Joint Application Design Teams” which included members from each discipline. Team Members participated in all project phases including Design, Build, Integration Testing, User Acceptance Testing, End User Training, Go-Live and Post Conversion Support phases of the project.

◆ Post-Project PowerChart Production State (Multiple Projects and Go-Live dates)

- Final Go-Live code level 2007.02
- Upgrade of all existing build for Event Sets, PowerForms, Orders and Tasks
- Custom Interactive Views for Specialty Areas - Documentation elements grouped specifically to match the workflow of specialty areas and the patient’s health care process.
- BMDI Server-less Oracle model
- Medication Integration - IV Drip Titrations, IVPB, IVP, PCA Integrated with Orders, Pharmacy, eMAR, and I&O for infusion over time
- PowerNotes for Specialty Areas
- Additional IView Functionality implemented included Advanced Graphing, Task Integration, Order Integration and Alpha Charging



US Oncology, Houston Texas (5 Years)

◆ Associate Director Customer Productions (AD of Operations)

- ◆ Directly responsible for production infrastructure and daily operations for nationwide Physicians Management network of approximately 450 sites of service. Responsible for all aspects of budgeting for departments, contract analysis and review, and working with sales teams to review new technologies. Direct responsibility for Network Engineering, Systems Engineering, Data Center Operations and Customer Support Services.

◆ Project Manager

- ◆ Telecommunications Audit- Focused on assessment of telecommunications systems for development of standards for process improvement, policy and procedure in nationwide company processes.
- ◆ HIPAA Project- Chair of corporate HIPAA task force.
- ◆ Network Security Manager – Managed NT Administrative Security Department.
- ◆ Year 2000 Project Manager – Successfully managed a team of over 350 members and completed the nationwide Y2K project in a Physicians Management Company with over 500 sites of service in 24 states, representing over 900 Oncology Physicians.

Columbia Conroe Regional Hospital, Conroe, Texas (3 years)

◆ RN/Systems Analyst

- ◆ Nursing responsibilities included Emergency Room and ICU patient care.
- ◆ Clinical Systems Implementation Specialist - Development and implementation of multiple clinical system installs including management of clinical team of 18 members for dictionary and screen building and employee education on use of the MediTech system. Responsible for all aspects of the system including end-user security. Participated in Divisional core team for the Houston area. Implemented multiple upgrades, which integrated current HIPAA simplifications into the system.
- ◆ MediTech NPR Report Writer- Track and maintain all aspects of patient care including building Log Books for the Emergency Department, Labor and Delivery, Nursery, and OR/PACU from the system database to maintain statistics. The end result of statistics analysis reduced Emergency Room patient turn-around time from eight hours to two hours. C-Section Rates were reduced by 16 percent.

Park Plaza Hospital, Houston Texas (5 Years)

◆ RN

- ◆ Nursing responsibilities included Emergency Room, ICU, and IMU patient care.
- ◆ MIS- responsibilities included computer setup for the Emergency Department including evaluating computer systems for patient information management and cardiac monitoring.
- ◆ Change Management- Process improvement in all areas including monitoring interdepartmental QA. Revision of Policy and Procedure manuals and forms including Triage, Nurses notes, Physicians H&P.

Valley View Hospital, Glenwood Springs, Colorado (4 Years)

◆ RN

- ◆ Nursing responsibilities included ICU and Medical/Surgical patient care.
- ◆ Participated in initial the MediTech installation



Healthcare Performance Group, Inc.

Educational Foundation

Bachelor of Science: Computer Sciences, Journalism
Texas A&M University

Associate of Science: Nursing
The University of the State of New York, Regents College

Systems Expertise: Cerner Millennium
Microsoft Office Suite, (including Microsoft Project, Excel, Word, PowerPoint)
Oracle, SQL

Millennium Tools

◆ PowerChart

- ◆ PowerNotes: SCDKE (PowerNote Build/edit tool)
- ◆ PowerOrders: order catalog, order entry formats, care sets, order sentences
- ◆ PowerForms: nomenclature, DTAs, event codes, event sets, sections, forms, tasks
- ◆ Medication Administration Process: eMAR, IView
- ◆ Security: HNAUser, Task Access, AppReg, PrivTool, PrefMaint
- ◆ General: DCPtools, CoreCodeBuilder, DTAs, tasks, task list views, folder hierarchy, PAL, I&O 2G, code sets, Visual Developer/Visual Explorer, CCL, Discern Explorer, BMDI/CareAware.

◆ Interactive View

- ◆ Interactive View Tool
- ◆ Event Set Hierarchy
- ◆ Coreevent Manager
- ◆ Preference Manager



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