

Combining clinical and financial experience, I help healthcare providers select, implement, and maintain payer contract management systems. I provide creative, analytical, and resourceful customized services and solutions enabling clients to achieve their unique objectives.

Expertise:

- **Software:** Epic Resolute Hospital and Professional Billing – Expected Reimbursement Contracts and Clarity Data Model, Ascent® Contract Management System, Payment Integrity Compass®, JDA eHealth Parathon and NTT Optimum.
- **Data Mining:** all versions of Crystal Reports, Epic Clarity, UNIX, SQL, and proprietary report writers as well as Microsoft Access, Excel, Word. Dimensional Insights partner.

Software Certifications

- Epic 2012-2015 Resolute Hospital Billing Expected Reimbursement contracts
- Epic 2014 Clarity Data Model - Resolute Hospital Billing
- Epic 2014 Clarity Data Model - Resolute Professional Billing

CONSULTING BASED EXPERIENCE**Principal/Owner****2001-current****Bloom Road Consulting (BRC)**

- Provide remote and onsite healthcare consulting and contracting services: business process improvement, system implementation, customized training, report writing, and technical support.
- Assist hospitals to maximize their implementation of information systems with a focus on payer contracting and revenue cycle data mining.
- Set up software rules for expected reimbursement calculation.
- Develop and maintain reports for patient clinical and financial reports for single or multiple facilities with annual revenues from \$5M to \$4B.
- Provided over 100 hospitals and healthcare providers with tools and expertise to improve their use of software to improve how people use technology for healthcare providers to receive correct reimbursement.
- Trained over 100 individuals in system implementation and report writing.
- Maintain website and blog with technical and industry topics.
<http://www.bloomroad.com>

Engagements by Software**Epic**

- 2013-current Children's Medical Center Dayton, OH
 - Epic Resolute HB/PB Expected Reimbursement Contracts,
 - Epic Clarity Data Model Resolute Hospital and Professional Billing
- 2015-current St Luke's Medical Center, Houston TX

Concuity/PIC – Contract Management, Data Mining

- 2007-2009 Providence Health and Services, Renton WA
- 2015-current St Luke's Medical Center, Houston TX

Parathon – SQL & Crystal Reports

- 2010-2014 JDA eHealth, Naperville IL

GE Centricity CPM - Crystal Reports

- 2009-current East Texas Medical Center, Tyler TX

NTT Optimum – Contract Management

- 2004-current NorthBay Medical Center, Fairfield CA

Ascent: Contract Coding, Crystal Reports, 5r, SQL, Technical Support

- 2013-2015 Orlando Health, FL
- 2011-2014 University of Arkansas for Medical Sciences, Little Rock, AR
- 2011-2014 Catholic Health West/Dignity Health
- 2011-2013 Thomson Reuters Healthcare, Truven Health
- 2006-2014 El Camino Hospital, Mountain View, CA
- 2006 White River Medical Center, Batesville, AR
- 2006 Halifax Health, Daytona Beach FL
- 2005-current Children's Medical Center Dayton, OH
- 2005-2006 Seton Healthcare, Austin, TX
- 2004-current NorthBay Medical Center, Fairfield CA:
- 2004-2009 Providence Health and Services, Renton WA
- 2003-2007 Sentara Healthcare, Norfolk VA
- 2001-current Methodist LeBonheur Healthcare, Memphis TN
- 2001-2005 Health Management Associates, Naples, FL

EMPLOYER BASED EXPERIENCE:

Senior Decision Support Analyst

2000-2002

Triad Hospitals and Quorum Health Group, Brentwood TN

Quorum Health Group owned 23 for-profit hospitals throughout the United States.

- Technical implementation coordinator of the Ascent® Contract Management System in 17 hospitals.
- Programmed contracts into system, developed reports, backups, and monitored interfaces from HBOC Star, Meditech, CPSI, Quadramed Affinity, PSSI, First Coast.
- Wrote or modified customized log and.
- Evaluated and filled executive, management, and end-user requests for custom reports including variance reports for Commercial, Medicare and Managed Care accounts.
- Developed curricula and trained users at hospitals and corporate offices.

Applications Analyst

1998-2000

Saint Thomas Health Services

Implementation Project Manager for Ascent® Contract Management and Quality Management Systems.

- Established processes for contract modeling, returned contractals, and Utilization Review.
- Produced clinical and financial reports with Crystal Reports. Developed audits for data reliability, and supported end users and operational leaders.

Provider Relations Coordinator, Case Manager**1996-1998****Superior Health and Proactive Care**

- Performed medical necessity review and catastrophic medical case management for the health plan.
- Coordinated selection and implementation of claims adjudication and case management software. Developed Access and Crystal Reports.
- Established processes for provider relations, fee schedule development, and credentialing for a startup Preferred Provider Organization.

Clinical Information Analyst**1993-1996****Howard Young Medical Center**

- Implemented Order Entry software for Patient Care Areas in the hospital.
- Chaired the compliance task force to prepare successfully for JCAHO accreditation.
- Coordinated search and selection for new hospital information system for multiple facility functionality.

Staff and Charge Nurse**1981-1993**

Practiced in clinical areas of OB, ER, ICU, Home Health, and Physician's office. Specialties included Labor and Delivery, Patient Education, and Policy and Procedure development.

- Eagle River Memorial Hospital, Eagle River, WI 1982-1986, 1988
- Mercy Hospital, Urbana, Ill 1987-1988
- Howard Young Medical Center, Woodruff, WI 1988-1993
- Vilas County Home Health, Eagle River, WI 1986-1987
- North Twin Medical Associates, Eagle River, WI 1986

EDUCATION:

ADN. Associate Degree in Nursing, North Central Technical Institute, Wausau, WI
BSN. Bachelor of Science in Nursing, University of Wisconsin Green Bay
MBA. MBA in Healthcare Management, Regis University, Denver CO GPA 3.97

Professional Affiliations:

- Healthcare Finance Management Association (HFMA) 2002 to current
- TN Chapter member 2002-2010, Board Member TN chapter 2007-2010.
 - WI Chapter 2011-current Healthcare Information Management Systems Society (HIMSS),
 - Active SIG member 2004-current
 - SIC SIG co-chair 2006-2008, 2012-2016
 - SIC SIG Chair 2008-2011 (award for outstanding SIG Leader 2011)
 - WI HIMSS 2010-current Sigma Theta Tau, Nursing Professional Society.

Personal Interests:

Favorite leisure time activities include gardening, camping, hiking, singing, songwriting, swimming, playing piano & guitar, sewing, snowshoeing, and anything with friends and family.