J. Erin Hutchinson, M.A.

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SUMMARY

A seasoned **healthcare IT executive** with over 15 years of management experience. Proven track record in all areas of clinical systems implementation & support, including numerous experiences with successful integrations of CPOE and electronic clinical documentation into complex ambulatory and acute care environments. Specialize in the implementation of Epic clinical systems within academic medical centers.

A **change management** facilitator who is recognized for her ability to unite divergent parties in order to prepare organizations for operational change through the implementation of technology. Thrives on creation of new methodologies, tools and processes in order to develop new teams, programs, or organizations.

AREAS OF EXPERTISE

- Clinical Information Technologies – direct large-scale clinical systems implementations, encompassing multiple facilities and project teams. Possess both an extremely deep clinical and operational process knowledge and equally strong technical/product knowledge. Domain expertise in numerous Epic and Sunquest clinical systems.
- Project & Program Management - develop PMO methodologies and toolsets, establish PMO offices, and manage multiple concurrent projects & project teams.
- Leadership Development – seasoned manager with over 15 years of "hands on" leadership experience; skilled in developing leadership development programs and retreats; as passionate about developing staff as managing successful projects. Comfortable working across all levels of hospital leadership.
- Process Redesign & Optimization – development & implementation of process improvements to support organizational performance optimization; experienced with applying TPS/Lean methods to hospital processes.
- Full Implementation Life-cycle – Able to take on the leadership of any part of a system implementation, from strategic planning to clinical process redesign, to detailed system integration and build.
- Methodology Creation - designed & implemented numerous "from the ground up" process redesign, application support, software development/implementation, and organizational development programs.

SPECIFIC SKILL SETS

- EpicCare In Patient & EpicCare Ambulatory– all aspects of system implementation, from planning through analysis, build, go live and support for mid- to large-scale hospital (250-1000 beds) and clinic systems. Certified in EpicCare Inpatient core, orders, and clin doc. Extensive experience with design & build of orders- and results-related functionality.
- Other Epic Applications – formal implementation experience with EpicRx, Cadence, Prelude, ADT, Bridges, and Identity, Familiar with Clarity, ASAP, Call Center, Optime Radiant, and Beacon.
- Laboratory Information Systems - extensive experience supporting & implementing Sunquest Lab, CoPath, SMART, and Collection Manager applications.
- System Integration – managed the development of interfaces to/from Epic and numerous (40+) billing, ADT, radiology, RT, cardiology, lab, and other order entry systems. Have overseen development & optimization of over a dozen lab orders and results interfaces.
- Business Development & Management - have successfully built & managed numerous small to mid-sized ventures, including development of business strategy, plans, budgets & financial projections; and oversight of all areas of operations.

PROFESSIONAL ACCOMPLISHMENTS & EXPERIENCE
Clinical Systems Implementation & Management
- Extensive experience with developing PMO methodologies, programs, and toolkits, as well as managing multiple project and project teams, including numerous large-scale clinical systems implementation projects.
- Directed and/or managed the implementation of numerous Epic and other clinical applications within a wide variety of ambulatory and acute care academic medical centers and IDNs within the U.S. Experience includes:
    - Managed the implementation of Epic's inpatient EMR clinical documentation & ICU products, as well as the design & build for all core integrated clinical product components for a multi-facility academic medical center in the Midwest. Led all process redesign and system design/build activities.
    - Directed all application design and build activities for an Epic inpatient EMR, EpicRx, and ADT implementation at a major multi-hospital academic medical center in the Eastern U.S.
    - Coordinated the Epic ambulatory EMR system build for a multi-affiliate IDN in Northern California, working with the affiliate project teams to reach consensus on shared build items so that the build could proceed.
    - Led the implementation of Sunquest Collection Manager & SMART applications at Children's Memorial Hospital, successfully moving forward projects which had been stalled out for nearly three years previous
- Developed standard project management processes and toolsets for two major healthcare consulting companies, including a standardized clinical process redesign methodology which facilitates rapid decision-making and system design.

IT Operations & Technology
- Managed hospital IT implementation & support teams for more than a dozen clients across the U.S. during my tenure with Epic, FCG, and Healthia. Responsibilities have included oversight of numerous CIS application implementations, management of teams, development & management of budgets and departmental plans.
- Built a 24/7 application support team, model and supporting tools from the ground up for the Department of Pathology & Laboratory Medicine at Children's Memorial Hospital.
- Designed and implemented all internal engineering and quality assurance policies and procedures, including all software development best practices, tools, and systems for a Silicon Valley start up.
- Directed the development of dozens of EDI projects, integrating systems to/from Epic that cover all aspects of ambulatory and acute care operations, including scheduling & transcription. Possess deep knowledge of HL-7 standards and Epic Bridges functionality.
- Developed application support models, policies, and procedures for a variety of Epic clients, covering both application technical support teams and optimization/process improvement teams.

Leadership Development & Staff Management
- Seasoned staff manager with 18 years of experience managing staff members & teams of sizes ranging from 4-70. Passionate about developing staff to their highest potential & level of contribution.
- Comfortable managing and facilitating decision making across all levels of hospital leadership; proven track record in building strong relationships between hospital IT and physicians, nurses, and ancillary providers.
- Provided career & leadership coaching to administrative, management, and assembly line staff members at GM/Toyota's joint venture plant, after developing a comprehensive career development program for all levels of plant staff.
- Developed management/leadership development programs for FCG and Healthia, aimed at building the core staff management & career coaching skills in each firm's staff managers.

WORK CHRONOLOGY
Director Laboratory Information Systems ● Children's Memorial Hospital ● 01/2009-Present
Oversee the support and implementation of all technologies within the CMH department of pathology, including Epic, Sunquest, CoPath & Collection Manager applications. Developed the department's application support processes from the ground up, including development of all support procedures and tools.

Director ● Vieo Consulting Group ● 04/2008-12/2008
Built out a new consulting firm from the ground up - responsible for all aspects of business plan development, corporate ID design, marketing planning, sales and business development of Vieo's services within the healthcare market, development of all healthcare sales and marketing collateral, and the overall methodology and toolset used to manage delivery of Vieo's services.

Director ● Healthia Consulting/Ingenix ● 09/2006-04/2008
Developed new & existing accounts - responsible for development of sales presentations & proposals, contracts, and other collateral materials. Provided account/engagement management oversight to Healthia clients, ensuring consistent level of high quality delivery of services. Managed multiple project teams as well as acted as staff manager for Chicago-based consultants. Developed numerous internal training programs and processes. Provide strategic and clinical process consulting services to healthcare organizations. Led development of Healthia's LEAN/optimization service line.

Senior Manager ● First Consulting Group ● 09/2002-09/2006
Directed large-scale ($25-50M) clinical information system and process redesign projects for leading healthcare providers within the U.S. Managed and mentored FCG associates across the U.S. Personally produced an annual average of $1M in revenue per year for the Epic practice.

Sr. Organization Development Specialist ● NUMMI ● 06/2001-09/2002
Created career and leadership programs for use by GM and Toyota professional and line staff. Provided career counseling services and executive coaching to front line staff, plant management, and executives.

Director of Engineering ● ViaFone, Inc. ● 04/2000-06/2001
Managed all day-to-day engineering-related activities for a leading pre-IPO wireless solution provider. Led the technical documentation, design, usability, QA and development teams. Produced and managed the development schedule/plan for the entire product suite, being ultimately accountable for product delivery. Also developed and oversaw all HR policies and procedures for the company as a whole.

Implementation Consultant ● Epic Systems Corp. ● 08/1998-04/2000
Provided intensive consulting services on company's high risk projects, applying strategic management methodologies to solve complex organizational problems; managed large ($10-25M in scope) projects involving enterprise wide, client/server based clinical information systems and Web-based applications, managing teams of 10-20 people.

Family Therapist ● Briarpatch, Inc. ● 08/1997-08/1998
Served as staff psychologist for a program aimed at preventing young women and men in rural communities from becoming entrenched in the juvenile justice system. Provided intensive in-home therapy to a caseload on average of 8 families, 15 young women and men and two support groups.

Small Business Consultant ● Various Companies ● 1990-1997
Consulted on the development and management of a variety of small businesses in the Madison, WI area, taking responsibility for all aspects of management, including financial planning, marketing/business development, customer service, hiring and supervising staff teams of 10-20 people, accounts payable and receivable, development of training materials, and analyzing market trends, adjusting business plans as necessary.

ACADEMIC BACKGROUND

M.A., Counseling Psychology, Goddard College, Plainfield, VT
B.A., Cultural Studies, Goddard College, Plainfield, VT
Certified Narrative Psychology Practitioner, Evanston Family Therapy Center
EpicCare Inpatient Core, Clin Doc, Order Transmittal, Decision Support, Med and Procedure Orders – Epic Certified (through Spring 2008)
Previous certifications in EpicCare Ambulatory and Cadence

TECHNICAL SKILLS

Applications	Epic: EpicCare Ambulatory, EpicCare Inpatient, EpicRx, ADT, Beacon, Call Center, Prelude, Cadence Other CIS: Sunquest, CoPath, Collection Manager, SMART
Integration	To/From Epic: Sunquest, Misys, IDX Rad, Mysis, HBO (billing), SMS (billing), Mediserv, TeamChimes, CBORD, CAPS (TPN orders), ADT, Siemens (Imaging), GE Muse (Cardiology)
Languages	Proficient: HTML, CSS. PHP Conversant with: HL-7, Java, XML, Javascript