|  |
| --- |
| Heather Dague, M.D. |

**2042 Stuttle Road, Batavia IL 60510 | (C) 708-254-2347 | heather.dague@gmail.com**

Enthusiastic and self-motivated Healthcare Administrator, certified in Lean Six Sigma and with a proven track record for developing and implementing protocols, policies, and workflows designed to increase productivity, efficiency, compliancy, and better outcomes for patients and business. Results-oriented and a hands-on facilitator with strong problem-solving, communication, and team building skills. Oversees Information Technology/Systems, Value Based Care, Clinical Informatics/Operations, Master Data, and Communications for the country’s largest Nephrology practice. Possesses a strong knowledge of meeting the needs of customers and working collaboratively in multi-disciplined group environments. Significant expertise with electronic heath records, interoperability, and reporting, and with notable experience using NextGen, EPIC, Braintree, Athena, Allscripts, and Cerner. Proficient in Microsoft Office, Citrix, Oracle, and other software.

# Experience

**Nephrology Associates of Northern Illinois and Indiana July 2014- Present**

**Vice President, Technology and Quality Programs June 2023-Present**

* Implemented new EHR/EPM Acumen EPIC (Conversion from NextGen)
* Implemented a Data Archiving Solution for Legacy Data
* Increased our IT Security Infrastructure by implementing several solutions including:
  + VCISO
  + Incident Response Retainer
  + LogRhythm SIEM
  + RedLegg SOC services
* Implemented Microsoft Office 365 Auto Pilot and Intune for MDM.
* Configured several workflows in Acumen to streamline Value Based Care referrals.
* Implemented several new bidirectional lab interfaces to Acumen including an early adoption of Natera integration.

**Senior Director, Value Based** **Care and Information Technology/Systems August 2021-June 2023**

* Lead the operational efforts for our participation in the CMMI CKCC program where NANI is responsible for total cost of care for >7500 patients with > $20 million risk associated.
* Organized the practice’s adoption of a universal Kidney Disease Education playbook with expected revenues to be >$2 million/year as well as reduced overall healthcare expenditures from optimal ESRD starts, transplants, and delayed progression of disease.
* In collaboration with our Chief Legal Officer, we restructured our Compliance Committee and developed a weekly meeting strategy to better streamline our efforts at maintaining policies, protocols, and regular staff education.
* Developed and implemented new strategies for network/hardware/user access securities including stricter restrictions on personal devices, VPN strategies for remote connections, enhanced MFA/SSO, MDM for both Windows and Apple OS devices.
* Adopted virtual fax line technology to eliminate the reliance on physical POTS lines.

**Director, Information Technology/Systems May 2020 - August 2021**

* Responsible for the network, hardware, software, and additional technology needs of 480 users, 50 dedicated locations (ambulatory, ASC, and vascular access), 30+ timeshare ambulatory locations, 700 clients, 70+ servers (combination of VMware and physical), data center, and on-prem EHR (NextGen) utilizing SQL database for locations spanning across IL, IN, and in Bergen County, New Jersey.
  + Managed two SQL server upgrades: 1st upgrade from 2012 R2 to 2016 on physical SQL servers, 2nd upgrade from 2016 to 2019 onto VMware, requiring new host installation.
* Managed conversion to new ISP with implementation of SDWAN and UCaaS in all NANI offices from NJ to IL to improve and prioritize application performance, assist in network security initiatives, and centralize communication controls.
* Transitioned all data backups to Druva Phoenix. Within the first year of implementation, more than $60,000 of additional storage costs were eliminated.
* Provided network support and troubleshooting for the C-ARMs and ultrasound machines in our 3 Ambulatory Surgical Centers and 3 Vascular Access Centers.
* Coordinated printer and maintenance contracts with one preferred vendor to streamline printer deployment, replacements, and timely maintenance.
* Developed a standardized Help Desk Protocol/SOP.
* Implemented a recycling routine for certified destruction of IT equipment.
* Introduced Citrix Share file for secure data sharing.
* Developed a regular “IT Hot Topics” newsletter distributed to users and each edition focuses on a different IT topic for user education.

**Director, Information Systems November 2019 - May 2020**

* Implemented Telehealth platform within 36 hours at the beginning of March 2020 when COVID lockdowns were first announced.
* Introduced automated appointment reminders and patient messaging leading to >20% reduction in No-Shows.
* Implemented Bidirectional Lab interfaces.
* Managed the yearly HIPAA risk assessment required for CMS regulatory requirements.
* Participated in NANI’s Quality Committee, focused on clinical data integrity, and preparing the practice for the Value Based Payment Models starting in 2021.
* Participated in NANI’s Innovation and Technology Committee, focused on evaluating/implementing technologies and systems that can meet the needs of the practice.
* Enhanced our mobile charge capture platform, DocTalk, by working with their development team to design a process for tracking Transitional Care Management opportunities, Advanced Care Planning charges, and Access Referrals to our access centers.
  + TCM visits have increased more than 10% in the practice and each visit results in 80-90% increased revenue from a standard office visit.
* Implemented Braintree for 1 Ambulatory Surgical Center and 3 Vascular Access Centers to streamline operational workflows. All implementations required data conversion and training.
* Managed IT Helpdesk and updated process for new hire access and terminations.
* Project Manager for replacing Windows 7 machines with Windows 10 across the entire practice (300 computers) from January -March 2020.

**Manager, Clinical Informatics July 2014 - November 2019**

* Supported and Configured NextGen PM/EHR, Braintree, Athena, DaVita CKD EHR (Epic), DocTalk Mobile Charge Capture, One App to better fit the custom clinical workflows and reporting.
* Created custom templates and documents for NextGen as none of these existed prior.
  + Documentation of Translation Services (ISMIE recommendation)
  + Documentation of Scribe Services/Workflow for MD approval and signature (Billing requirement)
  + Lab Results Grid for Tabular Tracking, Transitional Care Management, Jynarque tracking, Injection/Order Entry for ESAS/Iron (Physician requirement)
  + Documents for letters referring to physicians, truncated chart notes, and additional consent forms.
* Developed and implemented workflows for both clinical and billing initiatives including Transitional Care Management, Chronic Care Management (Revenue =$80K/month)
* Implemented electronic payment processing within the EMR and responsible for all training and training documentation. Credit Card payments account for ~$10 million dollars annually.
* Provided clinical reports to NANI Research Department for identifying patients eligible for new and ongoing studies leading to a growth in this department and additional studies added regularly.
* Project Manager for Office365 conversion from physical exchange server to Office365 for 360 users.

**Medical College of Wisconsin July 2012- July 2014**

**Resident Physician**

* Intern in General Surgery (2012-2013) and Family Medicine (2013-2014).

# Education

University of Illinois College of Medicine, Peoria, Illinois Graduation Date: May 5, 2012

**Doctor of Medicine, M.D.**

Villanova University, Villanova, Pennsylvania Graduation Date: May 18, 2008

**Bachelor of Science in Chemistry**

Overall GPA: 3.89, Magna Cum Laude

**Accomplishments\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Lean Six Sigma- Yellow Belt May 2022
* NextGen Certified Professional 2015
* Robert DeBord Excellence in Surgery Award May 2012
* Excellence in Pathology Award May 2010
* McGraw Hill Lange Award May 2009
* Phi Beta Kappa May 2008
* Resident Assistant, Villanova University 2007-2008

**Memberships**

* Renal Physicians Association
* American Society of Nephrology
* MGMA