

TARIQ NAKHOODA, MD, MSHI

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CHIEF MEDICAL INFORMATION OFFICER | HEALTHCARE INNOVATOR | TRANSFORMATIONAL LEADER

Well-regarded physician leader and innovator with more than 12 years of healthcare industry, information technology consulting, and healthcare strategy experience. A proven track record of management consulting successfully working with industry-leading healthcare organizations to improve operational success, implementing, and optimizing complex electronic medical records and health technology. Strong experience in building cross-functional teams and leading organizational change. With a strong devotion to clinical medicine, the field of informatics, and taking care of those under my charge, serves as a subject matter expert and provides guidance to executives, clinicians, operational leaders, software engineers, and developers to create and implement longstanding and sustainable solutions that deliver on the Quadruple Aim (i.e. enhanced patient experience, improving population health, reducing care costs, and improving work life balance for providers).

Core competencies include:

Informatics | Electronic Medical Records | Clinical Decision Support | Clinical Knowledge & Workflows | Healthcare Technology | Patient Access | Population Health | Quality Reporting | IT Performance Operations | Data Analytics | Database Management | People Management | Change Management | Collaboration | Leadership | Communication | Critical Thinking | Self-Starter | Mission-Driven | Strategic Partnerships | Problem-Solving | Client Relationships

PROFESSIONAL EXPERIENCE

OPTUM, Eden Prairie, MN

Interim-Chief Medical Information Officer/Provider Engagement Lead for Optum Care

1/2022-8/2023

As an implementation lead and subject matter expert in EMRs and provider engagement, responsible for advising and supporting the clinical, informatics, and operational leadership at the respective care delivery organizations (CDOs). Led the implementation of Optum's Epic National Program at 3 Optum CDOs with over 15,000 employees. With expertise in Epic technical builds, data analytics, and product design, served as a trusted consultant to CDOs in best practices for technology acquisition, implementation, and optimization. Developed a robust and efficient training curriculum for over 2,500 clinicians. Maintained a high-performing Epic implementation team consisting of project managers, analysts, technical engineers, integration specialists, clinicians, and data scientists to deliver workable medical technology solutions and strategic planning.

- Worked closely with the CDO CEOs, COOs, CMOs, CMIOs, and change enablement leaders in a consulting and coaching role, to help meet the required objectives for a successful implementation.
- Provided leadership in the planning, selection, implementation, and performance assessment of clinical information technology tools and resources, development of training programs for clinicians on clinical systems, and ongoing review and development of alerts, order sets and protocols within Epic. This involved working to support existing systems by planning future changes that are designed to smoothly integrate with existing systems and align with organizational goals.
- Hosted discussions and strategy sessions to understand each CDO's clinical and operational needs, as well as, developed strategic plans regarding clinical systems and information management, aligning clinical system capabilities with organizational needs and establishing appropriate IT governance regarding clinical informatics.
- Assessed organizational readiness for clinical, operational, regulatory compliance, and IT transformation.
- Built the business intelligence case by defining requirements and identifying organizational improvement opportunities.
- Integrated CDOs into OptumCare's national Epic governance structure and steering committees.
- Helped improve the processes for interoperability and data exchange with local CDOs and health systems on Epic.
- Managed the clinical systems portfolio including selection or design, requests and expectations of clinical users and workflow integration, ensuring user needs continue to be met in a manner that closely integrates with clinical workflow and enhances effectiveness and efficiency of clinical staff.

- Improved financial performance by defining clinical workflows that increase utilization of Epic tools to improve provider billing and capturing appropriate medical decision-making documentation to support claims.
- Collaborated with CDOs to understand business and staff performance needs and advised build teams with the design of cutting-edge analytics and dashboards.
- Partnered with IT on architectures and frameworks to maximize the effectiveness and longevity of development work.
- Developed, maintained, and enforced information standards and policies to support the effective use of clinical informatics.
- Provided subject matter expertise on provider and ancillary staff training. Advised on recommended training infrastructure and resource needs for a successful go-live and training experience.
- Played an instrumental role in user interface design and executing the User Settings/Personalization Labs for providers to improve go-live readiness and reduce anxiety attributed to a new system, new workflows, and change.
- Strategized and delivered an improved experience and cross-collaboration among the different implementation teams involved in a large-scale Epic implementation.
- Advisory role in strategizing and developing an informatics program for CDOs that do not currently have an established program in place.
- Involved in Epic National governance meetings with the respective CMIOs and Optum leaders.
- Involved in building a national physician builder program to meet Epic's "Good Install" certification requirements.
- Advisory role in building a national Super User playbook to help establish a governance strategy and program that can be implemented at current and future CDOs.
- Key role in developing a targeted, data-driven approach using human performance data analytics to improve clinician wellness and performance within Epic that relies on measurable outcomes.
- Supported organizational transition to clinically driven revenue cycle by gaining an understanding of key revenue cycle technology and how the clinical leaders are impacted.

Director for Optum Insight

1/2017 – 8/2023

Physician Informatics lead and subject matter expert for Optum Insight's Prospective Risk, Payer and Provider IT Solutions portfolio of digital health technology and commercial market strategies to improve care delivery and access to care. Managing a team of 6-8 engagement support IT professionals and product team members. Supporting 25+ medium-to-large healthcare organizations and integrated care delivery networks, with a departmental budget of \$25.5M, and an annual sales target of \$2.5 million.

- Developed long-term advisory role relationships with healthcare organizations to improve adoption, technology optimization, population health, risk management, quality programs, and value-based care delivery.
- Collaborated with market members to develop, implement, and adopt clinical health IT tools that align with their vision and goals to improve care delivery and population health.
- Advised healthcare organizations in administrative, marketing, clinical solutions, and patient engagement to improve population health, network development, and financial growth.
- Worked collaboratively with product development, and data analysis teams to ensure Optum's products and clinical decision support tools provide accurate and quality information, promote safety, and improve outcomes for targeted patient populations (i.e., product oversight).
- Partnered with market growth teams to establish a team-focused approach to developing successful customer relationships and a record of building trust to grow Optum's market share and develop go-to-market strategy.
- Risk adjustment and hierarchical condition categories subject matter expert (i.e., population health for chronic disease management) for several integrated large-delivery networks and health systems.
- Subject matter expert in the Medicare Advantage capitated program and prospective risk identification.
- Clinical lead and principal designer for Optum's Medicare Annual Wellness Visit (AWV) commercial solution.
- Strong ability to communicate impact, results, value proposition, and creating a case for change to C-Suite Executives and clinical leadership.
- Translated and presented complex data into actionable information and recommendations for clinical and executive leaders to improve the patient experience and develop a patient-centric approach to improving access to care.
- Use of clinical, healthcare ecosystem acumen, and data analysis to improve care pathways, quality, and safety.
- Developed algorithms to improve machine learning to identify mismatches in coding, medical billing, and clinical documentation.

- Instrumental role in post-implementation optimization efforts to improve return on investment, and improved clinician and patient experience.
- Played a key role in the Optum Care COVID-19 pandemic response team. Supported Optum Care CDOs in CO and WA state. Supported care teams with vital information related to federal, state, and local authority COVID response, as well as supply and demand for resources (e.g., Available beds, ventilator supply, testing, surveillance data and PPE).
- Change management and communication strategy expertise, as it relates to HIT implementation and adoption.
- Subject matter expert in clinician training and education. Achieved a world-class Net Promoter Score consistently averaging 70 and above from member engagements.
- Subject matter expert in Epic's Payer Platform to improve quality, payer reporting, and close care gaps.

Optum Client Experience Spotlights

DaVita Integrated Kidney Care:

Collaborated with DaVita and Cerner to implement, optimize, and create a sustainable approach to training and education for the Cerner Diagnosis Insights and HealtheAnalytics SMART applications.

- Involved in leading DaVita through change management, training, and ongoing optimization strategy to implement the Cerner Diagnosis Insights and analytic solutions at the point-of-care for advanced practice practitioners and risk adjustment/analytic teams.
- Demonstrated my ability with conflict resolution and alleviating member anxiety, by fostering a deep relationship with both DaVita and Cerner, to bridge the information gap between member and EHR technology vendor.
- Delivered an exceptional member experience with DaVita providers and leadership, where I was able to use learned business development skills to secure two signed consulting contracts for additional scopes of work with DaVita, a total contract value of \$1.2 million.

INOVA Medical Group:

With support from a senior executive and Optum's sales team we pursued a business development opportunity and successfully partnered with INOVA in assessing and revamping their Epic provider training and education program. Total contract value was \$550K for a 6-month engagement.

Plan and Design Phase:

- Utilized stakeholder interviews and organizational data to confirm targeted providers for initial proof of concept engagement. Evaluated current Epic design, configuration, training content & approach, provider workflow, use cases, challenges, and organizational objectives.
- Developed current state technical and clinical process maps highlighting workflow inefficiencies and provider challenges.

Validate Phase:

- Identified opportunities for optimization and proposed "quick win" short-term efforts as well as longer term improvement strategies to training and optimization of Epic for provider education curriculum.
- Developed a comprehensive report highlighting opportunities to enhance training to improve financial, care delivery and quality outcomes.

Execution Phase:

- Implemented prioritized "quick wins" leveraging at-the-elbow training staff, tip sheets and virtual sessions.
- Developed timelines and work plans for longer-term specialty specific workflow-based training curriculum.
- Outlined technology options to leverage for long term training plans.

Key Performance Indicators (KPIs):

- Reduced after-hours documentation with enhanced Epic workflow.
- 33% reduction in total physician hours spent on prescription refills.
- 30-60 minutes time saved each day, due to new workflow.
- Increased efficient documentation post-Epic training and education program optimization.
- 3 minute per patient average time saved documenting after personalization session improved provider proficiency.
- 15% reduction in total time in Epic per day, generating 500-700 hours per week of freed up capacity.
- Accelerated Epic proficiency with 1-on-1 in-person/virtual personalization and optimization sessions.
- 94% of providers saved time throughout their days, because of personalization sessions.
- 75% providers reported noticeably or significantly improved Epic use and efficiency.

Owensboro Health:

As an Optum Insight clinical lead and subject matter expert in population health and preventative care, led a team engagement to improve uptake and buy-in for Medicare Annual Wellness Visits across Owensboro Health's primary care practices.

Plan and Design Phase:

- Virtual and on-site strategy sessions and current state clinical and operational gap assessments within Epic.
- Operational and workflow mapping of future state for clinical operations.
- Team-based approach to solution design sessions ensuring build capabilities, workflow efficiencies, and technical enhancements.
- Marketing and technology strategy to improve patient knowledge, scheduling, and overall patient experience.

Buy-in:

- Delivered a unified message aligned with Owensboro Health's vision and goals.
- Consistent communication and education to support change management.
- Strong commitment to going above and beyond clinical support staff and provider expectations.

Key-Performance Indicators (KPIs):

- Epic MyChart patient portal enhancements to simplify awareness and scheduling of AWVs for qualified patients.
- Projected year one: 25% increase in completed AWVs.
- Projected revenue: \$843,750
- Projected year two: 50% increase in completed AWVs.
- Projected revenue: \$1.68 million
- Projected year three: 70% increase in completed AWVs.
- Projected revenue: \$2.36 million
- Easy to complete digital questionnaires and forms through MyChart to improve clinical support staff and provider workflow efficiencies.

Reduced patients wait-times (improved patient throughput):

- Reduced time spent documenting patient responses during rooming.
- Provider clinical documentation improvement with workflow efficiencies, improved provider delivery of annual wellness visits and preventative care discussions/interventions for high-risk Medicare patients.

Value-Based Care Engagements:

Clinical Quality Lead and Value-Director for Optum Insights point-of-care risk identification and capture solutions, preventative care, and population health tools to manage the health of high-risk patient populations (Medicaid and Medicare) with chronic conditions across primary and specialty care (i.e. Medicare Shared Savings Program Accountable Care Organizations).

- Provided leadership to members on value-based care arrangements targeting clinical and operational excellence through alignment on performance indicators and quality metrics.
- Play a key-role in business development and supporting sales team through application of health information technology, clinical and consulting subject matter expertise.
- Leveraged key member leadership relationships to stay knowledgeable and in-tune with healthcare market trends.
- Pre-implementation phase involves testing, validation and user-interface design sessions, and weekly leadership status meetings to ensure engagement timeline and readiness for implementation.
- Implementation phase involves a one-week pilot trial a chosen member clinical site to ensure point-of-care solution success and workflow optimization, with a broader roll-out after pilot.
- Over 40% improvement in chronic Risk Adjustment Factor (RAF) capture.
- An expansive member cohort that includes 30 members with 10 million plus patients being managed using Optum's point-of-care solutions.
- Over 20,000 physicians and advance practice providers trained and educated on Hierarchical Condition Categories and value-based care payment models.
- Consistent capture increase (i.e., 88% average chronic RAF gap closed for members) with sustainable results (i.e., 25% average chronic RAF capture improvement above one-year gain).
- Over \$167 million increased care funding across 15 established members.
- Developed a strategy to improve population health and preventative care through increased scheduling of Medicare Annual Wellness Visits. Using a team-based approach, optimized workflows, enhanced clinical support staff roles with documentation efficiencies, and improved buy-in with physician/qualified health professional encounter efficiencies.

- Provide subject matter expertise in population health strategy to improve community health, patient uptake, and care experience.
- Consulting expertise on collecting and analyzing Social Determinants of Health data, and creating actionable strategies to improve access to care, improve the delivery of care, reduce costs and design interventions to target those patients at risk for negative health outcomes.
- Subject matter expert on Epic's Payer Platform (EPP) to improve care management, prior authorizations, quality outcomes and gap closures.

Quality Improvement Experience:

Clinical lead for care quality improvement with Optum's Market Performance Partners.

- Team-based and collaborative approach with clinical, administrative, and executive leadership to develop quality program strategies that meet internal and external regulations and requirements.
- Identified quality gaps and performance issues, and develop strategy to impact STAR ratings, provider workflows, care delivery, and health data strategy.
- Strategized and delivered a roadmap for clinical interventions and technology optimization to improve provider adoption and performance.
- Developed a governance structure and oversight committee to monitor quality and care management programs.
- Led monthly and quarterly reporting meetings.
- Developed and optimized EHR administrative and provider dashboards.
- Experienced supporting member organizations with managing complex and high-risk patient populations.
- Knowledge on HEDIS measures and implementing improvement strategies.
- Knowledge on STAR rating system and risk adjustment for Medicare Advantage plans
- Knowledge on NCQA accreditation as it relates to care delivery and clinical operations.
- Demonstrated a commitment to improving access to care, health equity and health diversity.

EHR Implementation and Optimization Experience:

As the Director for Optum Insights EHR implementation and optimization engagements, formed strong relationships with large health system members to provide a better experience and value for their physicians, advanced practice providers, and clinicians.

- Through subject matter expertise in EHR technology and clinical medicine, and close partnerships with member stakeholders (i.e., C-suite and clinical leadership), developed strategic initiatives to improve adoption, deliver tangible results, and yield lasting member satisfaction.

Implemented a learned best practice approach and subject matter expertise in:

- Change management; Product management; Communication strategy and delivery; Education; Training for new and existing clinical staff; Personalization initiatives; Data and integration strategy; Workflow mapping and optimization; Go-live planning and support; Issue resolution process; Continuous process improvement; Optimization strategies; Clinical Operations.

Cerner Implementation Lead For:

DaVita Integrated Kidney Care, Denver, CO; Banner Health, Phoenix, AZ; MedStar Health Medical Group, DC & MD; MedStar Washington Hospital Center, Washington, DC; MedStar Georgetown University Hospital, Washington, DC; MedStar Franklin Square Medical Center, Baltimore, MD; MedStar Good Samaritan Hospital, Baltimore MD; Methodist Le Bonheur Healthcare, Memphis, TN; Jackson Memorial Hospital, Miami, FL; Adventist Healthcare, Rockville, MD; Banner Health, Phoenix, AZ; DaVita Integrated Kidney Care, Denver, CO.

Epic Implementation Lead For:

Boulder Community Health, Boulder, CO; Renown Health, Reno, NV; University of Wisconsin Health, Madison, WI; Allegheny Health Network, Pittsburgh, PA; Confluence Health, Wenatchee, WA; PeaceHealth, OR and WA; Mount Sinai Health System, New York, NY; Atrius Health, Boston, MA; Innovative Care Partners and HonorHealth, Phoenix, AZ; New York University Langone, New York, NY; WellSpan Health, York, PA; Presbyterian Healthcare Services, Albuquerque, NM; Care New England Health System, Providence, RI; Lahey Health, Burlington, MA; UnityPoint Health, Des Moines, IA; Owensboro Health, Louisville, KY; SSM Health, St. Louis, MO; New York Health and Hospitals Corporation, New York, NY; MaineHealth, Portland, ME; Hospital for Special Surgery, New York, NY; NorthShore University HealthSystem, Chicago, IL; Lehigh Valley Health Network, Allentown,

PA; CaroMont Health, Gastonia, NC; Integra Community Care Network, Providence, RI; UCLA Health, Los Angeles, CA; ProHealth, New York, NY; HealthPartners, Bloomington, MN; Cleveland Clinic, Cleveland, OH.

Allscripts Implementation Lead For:

Northwell Health, New York, NY; Intermountain Healthcare, Las Vegas, NV; University Hospitals, Cleveland, OH; Heritage Valley Health System, Pittsburgh, PA.

THE ADVISORY BOARD COMPANY, Washington, DC

Associate Medical Director for Life Sciences and Clinical Strategy

11/2015 – 1/2017

Served as the life sciences clinical informatics and clinical strategy leader to provide insight and support to the life sciences industry and health systems, engaging customer executives, customer management, and solution sales leaders, and individuals.

- Accountable to ensure sale of the Advisory Board life sciences and value-based care solutions to new, prospective and/or existing customers across market groups to purchase solutions from the Advisory Board Portfolio.
- Played a key role for growth quota to grow existing and establish new markets.
- Supported retention and expansion of existing customer revenue base.
- Implemented complex solutions and expanded solutioning within customers, and across the life sciences and value-based care markets.
- Served as the clinical executive sponsor to manage enterprise relationships for the largest customers with the highest potential revenue opportunity.
- Cultivated and deepened C-suite and/or complex client relationships.
- Drove sales, product development and distribution of Advisory Board's most complex solutions to solve customers' most pressing needs and drive growth for the enterprise.
- Significant amount of time spent telecommuting and traveling to clients or leading growth teams.

The Advisory Board Member Experience Spotlights

Pfizer & Mercy Health:

As the clinical informatics lead for the Advisory Board Vaccine Management Life Sciences program, established a strong partnership between Pfizer and Mercy Health in Ohio.

- We played a key role in engineering the pneumococcal vaccine management program for Mercy Health to support the rollout, adoption, and sustainability for Pfizer's pneumococcal 13-valent conjugate vaccine (PREVNAR 13) to the broader market, using Epic clinical decision support technology and advanced analytics.
- Supported our team with designing the clinical decision support algorithm built on Epic's Best Practice Advisory technology. This allowed us to screen and identify patient populations at risk for pneumococcal infection who qualified for Prevnar 13 or polysaccharide vaccines.
- Improved alignment with CDC's Advisory Committee on Immunization Practice recommendations.
- Supported provider clinical decision making to enhance adherence to pneumococcal vaccine recommendations across Mercy Health sites of care.
- Marketing support to improve patient engagement and target high-risk populations.
- 60 percent increase in pneumococcal vaccine computerized provider order entry within 3 months of Epic clinical decision support and pneumococcal vaccine management program implementation.
- This collaboration has helped Pfizer collect approximately \$23.4 billion in Prevnar 13 sales since 2015.

Kettering Health:

- Clinical informatics lead for implementation of a sepsis and septic shock care variation reduction program using Epic designed point of care clinical decision support solutions.
- Implemented best practices and standards of care from the Surviving Sepsis Campaign guidelines and optimized sepsis and septic shock care across inpatient sites.
- Initial phase of the engagement required a deep analysis of current state clinical and Epic workflows for sepsis and septic shock patients in the emergency department, intensive care unit and those admitted to medical/surgical floors.
- Supported clinical leadership and providers through clinical innovation, workflow redesign and optimization of Epic clinical decision support tools at the point-of-care to improve identification of sepsis and septic shock patients in the first hour of admission to the ER and reducing care variation throughout the inpatient stay.

- Played a critical role in improving care management, quality of care, and patient safety in this subset of this inpatient population who are at high-risk of morbidity and mortality.
- Translated clinical data into actionable information at the bedside that providers used to advance care for these types of patients.
- Accurately identified sepsis and septic shock patients within the first hour of presentation to the ER approximately 75 percent of the time.
- >90 percent improvement in administering antibiotics within 1 hour of sepsis presentation.
- Reduced length of stay from 7 days to 4.5 days for sepsis patients, and reduced length of stay from 17 days to 12.5 days for septic shock patients.

ADDITIONAL PROFESSIONAL EXPERIENCE

From 2012-2015, worked as a contracted physician informaticist executive to lead Epic and Cerner implementations, provider engagement and provide at-the-elbow go-live support for physicians and advanced practitioners.

CLINOVATIONS, Washington, DC
314e CORPORATION, Pleasanton, CA
IT PHYSICIANS, Miami, FL
THE HCI GROUP, Jacksonville, FL

CLINICAL PRACTICE EXPERIENCE

UT Southwestern, Dallas, TX

Preliminary Post-Graduate Year One Internal Medicine Resident

6/2011 – 7/2012

Initial and ongoing assessment of a patient's medical, physical, and psychosocial status across inpatient and ambulatory care settings.

- Performed history and physical examinations in both acute and chronic care settings.
- Developed assessments and treatment plans.
- Performed clinical rounds.
- Computerized provider order entry.
- Trained residents and attendings during EHR implementation.
- Arranged for discharge and case management.
- Provided patient education, counselling, and care planning.
- Performed minor inpatient and outpatient procedures.

Niagara Plastic Surgery Center, Niagara Falls, Ontario

McMaster University, Hamilton, Ontario

Clinical Assistant and Research Associate

4/2010 – 6/2011

Worked under the supervision of board-certified plastic surgeon, Dr. Nasim Huq.

- Daily reports on knowledge and education topics related to surgical practice.
- Provided clinical care and assisted in minor and major surgical cases in both outpatient and inpatient settings.
- Conducted in-depth data research and analysis on facial cosmetic surgery statistics, surgical techniques, methods, patient safety, and clinical outcomes under local anesthesia.
- Publication co-author for Elsevier Inc. Clinics in Plastic Surgery (Hand and Face Surgery Edition).

PUBLICATIONS & RESEARCH

- Huq, N.S. & Nakhoda, T.I. (2013). Cosmetic face, neck, and brow lifts with local anesthesia. Clin Plast Surg. 40(4):653-70. doi: 10.1016/j.cps.2013.08.007.
 - Abstract: The sections on the face, neck, and brow include descriptions of facelift, neck lift, and open brow lift techniques, anesthesia, treatment goals, procedural approaches, complications, management, preoperative and postoperative care, rehabilitation, recovery, and outcomes. The approach to facial rejuvenation the midface and periorbital area is detailed. These operations are often and easily performed entirely with the use of local anesthesia and mild oral sedation. There are very high satisfaction rates.
- Designing electronic health record genomic clinical decision support to improve clinician adoption of precision medicine.

- **Abstract:** Genomic and precision medicine has the promise to revolutionize the way care is delivered by directly impacting clinicians, patients, healthcare delivery systems, and research initiatives. Genome based technologies for sequencing drug-gene and gene-disease risk have accelerated because of advances in genomics research and direct-to-consumer testing. However, as emerging applications of genomics are being researched and incorporated into health management, adoption into clinical practice has not kept pace. Here in this research paper, a literature review analyzes clinician attitudes, beliefs, knowledge and experiences with genomic information, and the challenges that limit adoption of precision medicine. In addition, this paper will also briefly review electronic health record (EHR) genomic clinical decision support (CDS) and provide user-interface design recommendations, which can be leveraged to support clinical decision-making and bolster clinician adoption of precision medicine.

EDUCATION

Master of Science in Health Informatics (MSHI), University of Illinois at Chicago (2019)

Doctor of Medicine (MD), Medical University of Silesia (2011)

Bachelor of Science (BSc) in Community Health, Brock University (2006)

PROFESSIONAL AFFILIATIONS

American Medical Informatics Association (2012 - Present)

American Medical Association (2011 - Present)

American College of Physicians (2011 - Present)

University of Illinois Alumni Association (2019 - Present)

Brock University Alumni Association (2006 - Present)

American Medical Student Association (2006 - 2011)

EHR SOFTWARE & APPLICATIONS KNOWLEDGE

Epic: EpicCare Inpatient & Ambulatory, Stork, OpTime, Beacon, Bones, Kaleidoscope, Cupid, Radiant, Beaker, ASAP, Cadence, Care Everywhere, Community Connect, Haiku, Canto, Healthy Planet, MyChart, Clarity, Reporting, Workbench, SmartTools, SmartSets, Best Practice Advisories, Signal Data, PEP data, NEAT data, Epic Honor Roll, Epic Sphinx, Epic Payer Platform (EPP), Optum Point of Care Assist (POCA)

Cerner Millenium: PowerChart, FirstNet, SurgiNet, Mpages, Hierarchical Condition Categories Workflow Component, PowerOrders, Dynamic Documentation, PowerTools, Diagnosis Insights, SMART applications, Population Health Management, HealthIntent, HealthAnalytics, HealthLife, CommunityWorks, Lights On Network, CareAware

Allscripts: TouchWorks, Sunrise, Paragon, Community Care, Practice Fusion

TECHNICAL EXPERTISE & METHODOLOGIES

Office 365 (Outlook, Word, Excel, PowerPoint, Visio), SharePoint, MicroStrategy, Power BI, Tableau, Microsoft Teams, Asana, SQL, Python, Natural Language Processing (e.g., Health Fidelity), Speech Recognition Software (e.g., Nuance Dragon), MACRA (MIPS and APMs), Generative Artificial Intelligence, Machine-Learning (AI/ML), Cloud Computing, Agile, Scrum, Lean