



JMA IT Solutions

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It is my honor to write this letter of recommendation for Mr. Robert (Bob) Bonofiglo. I first worked with Bob at Jules Stein Eye Institute (JSEI) at the David Geffen School of Medicine at UCLA where we were charged with implementing a proven integrated EPM/EHR and a new unproven PACS system. Although we had tremendous technical struggles with the software vendor and numerous diagnostic instrument vendors, I attribute the success we achieved directly to Bob's extensive knowledge of the medical field, his strong project management skills, his innate ability to forge and manage relationships and his ability to solve problems and communicate effectively to all levels of the organization and with vendors (including programmers and software developers). This included but certainly wasn't limited to medical requirements and ramifications and complex technical issues. His ability to forge and manage relationships and to mitigate conflict are amongst the best I've worked with. Whereas he's capable of making many of the project decisions and often does because it's his job, he has no hesitation to seek opinion(s) and collaborate, especially for the multifaceted and complex decisions because he strives to make the best correct decision and respects the expertise and experience each Team member and client representative bring to the project.

Mr. Bonofiglo possess the unique ability to view a situation from a very high level and quickly descend to the details without losing his vision and direction and always with a focus on the requirements, project goals, budget, timeline and the clients best interest. He further surprised me at how quickly he learned the intricacies of the technical side of the implementation; his IT/IS skills and ability to learn new software to make the best decisions for this client made a tremendous difference. He was able to view the medical issues in terms of underlying technology and successfully communicate that not only to team members and upper management but also to the clinicians, technicians, all of the various vendors we collaborated with. For example, as the Sr. Implementation Project Manager for Nevada Eye Consultants, PC, (NEC) he recognized the need for additional infrastructure redundancy and security during the implementation and laid the complete foundation (DICOM enabled and network connected all of their diagnostic instruments) for iViews to come in and deliver their PACS. Bob negotiated this contract to include all legacy data conversion to DICOM so NEC had a retro and prospective single imaging system solution for all of their diagnostic services.

Bob is truly unique, I've never had a medical informatics centric project manager even know what redundancy is let alone request that it be implemented then work with the partners, administrator, IT/IS services and vendor to negotiate and manage the variance so well. For this same client, he leveraged a terminal server to both push MedInformatix out to tablets and to a new MacBook Pro Dr. Chaffin wanted to use; MedInformatix had not been optimized for either. Equally impressive was his knowledge of Compliance, incentive programs and federal regulations; PQRS and Meaningful Use Stage I incentives were available and ICD-9 to ICD-10 conversion was imminent therefore were project requirements for JSEI and NEC. Bob adeptly led the JSEI and NEC business units, physicians and support staff through these without incident and assisted both EHR vendors with vendor to clearinghouse ICD-10 validation testing.

Bob and I have worked together on a number of EPM/EHR/PACS implementation projects, and I can, without hesitation or qualification, say that he is the best project manager I have ever worked with. He has the ability to translate the project requirements and needs into viable, manageable tasks and does what he can, despite his own work load, to make sure that ALL team members have what they need to complete the project; he has the enviable quality to be able to effectively communicate with executives, Administrators, physicians, Technicians, clinical support staff, IT/IS Staff and programmers, all within the same meeting. His congenial personality leaves him approachable and allows him to respectfully manage client expectations, yet his knowledge and experience commands the respect necessary to overcome obstacles and deliver the desired solution(s). His leadership, management, motivation and communications style lends to a rapid acceptance curve at all levels, which is vital to these types of projects. Simply put...Bob is a born leader who respects all and rapidly earns everyone's respect, confidence and trust! What makes working with Bob such a pleasure is we share common core values like inclusive ultimate customer service, treating clients as if we were their partner, not cutting corners and at the end of the implementation clients have a working system and they understand it. Bob embraces learning and is equally eager to teach, which is rare.

Bob's medical and executive healthcare experience combined with his technical knowledge and project management skills provide a unique combination that will take any organizations EPM/EHR/PACS project from a simple software centric installation to a clinic-patient centered project. Bob consistently delivers on time and budget and because of the depth of his optimization experience productivity isn't compromised and is often increased from paper charting. His professional and congenial personality make him a great fit almost everywhere. Therefore, it's without hesitation or reservation that I highly recommend Mr. Bonofiglio to other organizations in need of an electronic systems implementation and integration Sr. Project Manager.

Sincerely

A handwritten signature in black ink, appearing to read 'John Aboud', with a stylized, cursive script.

John Aboud
Owner / Manager
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