

# JANET COURTNEY CHCIO, PMP, CPHIMS, CSM

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HEALTHCARE IT EXECUTIVE • CORPORATE PRIVACY & SECURITY OFFICER

Program/Portfolio Management • Strategic Planning • Regulatory Compliance

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Collaborative and pragmatic IT senior leader supported by history of achievement in healthcare, technology integration, technology strategic and performance planning in alignment with business strategy, large team management, multi-million dollar project management and delivery, and business process and performance improvements. Exceptional capability to identify strengths and weakness of technical and business processes. Implements changes that improve productivity, customer experience, company bottom-line, with forecasting expertise, resource allocation, and customer-focused business philosophy. Passion for analytics and population health, dedicated to quality and patient safety. Leads by example.

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## PROFESSIONAL EXPERIENCE

Advocate Aurora Healthcare / ACL Laboratories – Wisconsin & Illinois

May 2014- February 2019

Senior Director, Information Services

- Supported Aurora and Advocate Health Systems serving Eastern Wisconsin and Northern Illinois, including 27 hospitals, 165 clinics and large outreach business. Determines strategic direction and vision.
- Directed the design, development, release, maintenance, strategy and support of business and clinical applications, integration and business intelligence. Accountability areas include the PMO, data warehouse analytics, pre/post analytics applications, revenue cycle, all clinical and pathology applications, logistics, innovation and instrument automation, new sites and voice recognition. Drove data governance, project governance, quality management.
- Developed and executed IT strategic plan in support of business strategy working with executive team.
- Manages client business relationships system-wide, as well as vendors, negotiation and contracts.
- Develops key operational performance indicators (KPIs), other measurements, dashboards and communications.
- Accountable for development, implementation, monitoring of compliance.. Supports and implements controls for CMS, PCI, SOX and HIPAA regulatory compliance audits. Adhere to JCAHO, CAP, CLIA regulations.
- Manages \$10M capital budget and \$14M IT operational budget, direct staff up to 80. Executive presentations.
- Leads Lean process improvement initiatives and directs system-wide projects, programs and portfolios. Drives organizational change. Manages integration of mergers and acquisitions with Cerner, Epic and ambulatory systems.

CONNECTURE, Inc. – Brookfield , Wisconsin

January 2013 - May 2014

Manager, Client Services – State Advantage

- Program management and product development: Planned, developed, delivered, implemented and supported of State-based health information exchanges, including State of Minnesota and District of Columbia.
- Directly managed team of business and quality analysts, project coordinators, developers, project managers.
- Planned, coordinated, directed and designed all implementation and integration activities of State Advantage teams, including on-shore and off-shore teams consisting of software engineers, architects, technical leads, business and quality analysts. Performed SCRUM master responsibilities.
- Provided direction and support for IT solutions that enhance mission-critical business operations, such as leading requirements determination, preparing RFPs, leading internal and client prioritization.
- Customer and vendor management, relationship building, business development. Managed client expectations balancing contractual obligations, regulatory requirement and client needs.
- Creates client and executive project reporting.

LAKEVIEW MANAGEMENT SPECIALTY HOSPITALS – Waterford, Wisconsin January 2012- January 2013

Vice President – Information Technology and Project Management

- Planned and executed an information technology vision, goals and initiatives that support the long-term objectives, mission and vision of Lakeview Systems. Performed strategic planning and application portfolio roadmap by weighing risks, organizational business needs and available funding. Monitored technology changes and industry trends and emerging technologies in anticipation of new business development opportunities to ensure the company's leadership position in our served industries. Managed Health Information Management function.
- Oversaw the development, build, training and implementation of the enterprise EHR and supporting interfaces.
- Implemented telehealth programs rural communities for psychiatry and psychology visits.
- Developed and managed application portfolios for each department.
- Provided leadership, recruited, managed and motivated network, hardware, software, support and teams.

- Provided direction and support for IT solutions that enhance mission-critical business operations, such as leading requirements determination, preparing RFPs and leading the vendor selection processes, included implementation of emergency transport deployment and billing system, ERP system and inventory system.
- Managed development and implementation all IT policies and procedures including those for architecture, security, disaster recovery, standards, purchasing, change management, compliance and service.
- Achieved and maintained regulatory compliance for JCAHO, CMS, State of Wisconsin, CARF and URAC.
- Developed governance processes for the organization's technological architecture and projects.

NEW RESOURCES CONSULTING – Milwaukee, Wisconsin

October 2010 - January 2012

Senior Management Consultant - Contracted

- Senior Project Manager – managed concurrent projects at Ministry Health Care / Network Health Plan in Appleton, WI and Curative Care Network in Milwaukee.
- Strategized, evaluated and delivered clinical, financial and business analytics and intelligence solutions to increase efficiency and quality, manage business risk for development of the Ministry/Affinity accountable care organizations (ACO). Acted as subject matter expert for claims, system integration, rules engines, business intelligence and dashboards, insurance business processes. Managed physician training program.
- Introduced, promoted, trained and instilled formal project management process to NHP.
- Managed large business and IT projects to implement decision support claims and clinical information rules engine, clinical tools, data warehousing and business intelligence reporting that support both commercial and Medicare products. Integration of FACETS, QNXT and CMS data into new application.
- Drove processes for project governance including identifying needs and requirements, preparing presentations, evaluating ROI and creating strategic business plans.
- Prepared RFPs and lead vendor selection process for ERP system.

APS HEALTHCARE, INC., – Brookfield, Wisconsin

March 2007 - October 2010

Senior Project Manager Strategic Product Development

- Led the IT projects that are most important, complex, risky and potentially costly due to impeccable track record with the company and ability to make difficult decisions. Projects included nationwide telephone system overhaul, complete product development re-engineering of our flagship disease/case/utilization/wellness management applications into one streamlined application, implementation of a business intelligence center, data warehouse and dashboards and development and implementation projects for the Medicaid programs for the states of Pennsylvania, Oregon, California and Ohio.
- Saved the company \$342,000 through vendor negotiations, planning, research and resource management.
- Implemented standardized processes, templates and systems that generated higher productivity in the PMO.
- Managed development and integration of new premier products: medication management, community-based outreach which also incorporated secure mobile devices to manage patients at the home or bedside. Managed development of Health Risk Assessment interfaces. Drove collaborative data modeling.
- Delivered integration of client data into FACETS, HR system, government and 3<sup>rd</sup> party health systems.
- Implemented SCRUM agile methodology for rapid application development for data warehouse and BI.
- Successfully managed teams of up to 76 people.
- Successfully delivered FACETS integration to Health-e-Web for member client claims lookup.
- Supported initiatives for URAC, CMS and NCQA compliance.

MARYLAND TREATMENT CENTERS, INC., – Baltimore, Maryland

September 2001 - February 2007

Corporate Director, Information Management and Technology

- Led IT applications, networking, and telecommunications projects and operations across all facilities. Served as Corporate Privacy and Security Officer. Led enterprise architecture. Performed health information management.
- Achieved the organization-wide standardization of systems, including telephony, networks, clinical systems, billing system, and desktop software. Devised and coordinated application systems, databases, and reporting tools. Supported and managed vendors, contracts, and RFPs. Defined organizational structure; oversaw major contractual decisions, budget control, and perform monthly evaluations of departmental operations, performance metrics, and process milestones. Managed multiple vendor software development projects. Directed corporate-wide teams for implementation of HIPAA privacy and security audit, remediation and policies.
- Seamlessly facilitated the transition of company from 15 separate paper-based entities into fully integrated networked locations on centralized servers.
- Consistently attained 100% regulatory compliance, including policies and procedures and instituting quality insurance initiatives. Delivered excellence in disaster recovery planning and compliance.
- Developed and maintained a comprehensive five-year strategic plan in alignment with business goals.
- Devised, planned, and launched corporate VoIP processes to generate bottom line savings of \$52K/year.

ROBERT HALF INTERNATIONAL CONSULTING – Wilmington, Delaware March 2001- September 2001

Senior Consultant - Contracted

- Assigned to NextRX in Seattle, Washington overseeing internal security/privacy compliance, gap analysis and IPAA, JCAHO, FDA, CPRI, FIPS, ISO, NABP audits. Trained and mentored employees on all aspects of HIPAA compliance, EDI interface design. Directed Java and VB programmers and teams.
- Designed and deployed new SQL database design for pharmaceutical device manufacturer and software vendor.
- Strategically designed new reporting to enhance testing process to dramatically increase test execution visibility.

INTERMED SOLUTIONS, INC., – Clayton, Ohio

March 1998 – March 2001

Sr. Vice President/Director, Consulting Services

- Executive oversight of technical consultation, client account management, business development, strategic relations building, and various IT project deployments. Consultant to large client base, including VISICU, Sparrow Regional Health System, LifeChem, St. Vincent's Hospital and others.
- Drove client/server object oriented software development projects for VISICU. Managed system requirements and interface development. Prepared company for ISO9000 compliance and FDA approval.
- Conducted extensive business analysis and provided documentation for software development of new modules and upgrades to ARGUS CXCN, a Web based application (Visual Basic, Sybase, and HTML).
- Led clinical e-Micro decision support system customization and implementation and documentation.
- Implemented Rational Unified Process (RUP) for development.

HELIX (MEDSTAR) HEALTHCARE – Baltimore, Maryland

May 1988 – March 1998

Manager Clinical Information Systems –

- Managed clinical information systems, databases, technical, professional staff and supervisors of up to 45 people.
  - Directed implementation of SCC SoftLab and interfaces across Helix Health's five hospitals and large outreach facility. Drove the standardization across hospitals in preparation for consolidation.
  - Site project manager for multi-facility version of Cerner Anatomic Pathology. SQL report development.
  - Directed installation of HBOC/ALG AdVantage Laboratory system and Western Star (Infomedix) Blood Bank.
  - Directed interfaced development for all systems to Medipak, StatLan, SMS Allegra and Invision.
  - Obtained 100% accreditation compliance from CAP, AABB, HCFA, JCAHO, CLIA, FDA, OSHA and MD.
  - Developed strategic plan and risk analysis for infrastructure, programs and reporting.
  - Responsible for 2.5 million dollar budget.
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#### EDUCATION AND CREDENTIALS:

PhD candidate, Pathology coursework • University of Maryland, School of Medicine – Baltimore, Maryland

Bachelor of Science in Medical Technology • Loyola College of Maryland – Baltimore, Maryland

PMBOK PMP education • Dynamic Leadership • Six Sigma • SCRUM • ITIL • Karass Effective Negotiating

#### CERTIFICATIONS:

PMI PMP Project Management Professional #1373236 • ASCP Medical Technologist #15471

CAP Inspector #1006809 • TQM, CQI, COI, and Facilitation • ITIL V3 Foundations

Certified Professional in Healthcare Information CPHIMS #000700197958

Certified Project Management Agile Scrum Master #80826 • Certified Healthcare Chief Information Officer (CHIME)

#### TECHNICAL SKILLS:

Windows Server; Microsoft Office, Excel, Power Point, Publisher, Project, Visio, SQL, HTML, Rational Suite, MS Exchange, Publisher, Epic, Cerner, McKesson, SCC SoftLab, Medipak, Meditech, SMS Invision & Allegra, StatLAN, Argus CXCN, NextRx NextPatient & Next Central; Cloverleaf and Ensemble interface engines, HL-7, ASCII and GUI interfaces, some Visual Basic, Java, Crystal Reports, CareConnection, Active Batch, Sybase, Informatica, Windows 10, Trizetto Facets, Lumeris Maestro, other project management software

#### PROFESSIONAL ASSOCIATIONS:

Project Management Institute • National Alliance of Female Executives • Clinical Laboratory Management Association •

Advantage User Group Board of Directors • Advantage User Group • Scrum Alliance

Project Connections • Ganthead • Healthcare Information and Management Systems Society (HIMSS)

College of Healthcare Information Management Executives (CHIME) • ASQ American Society for Quality