**Morgan Templar, MHA**

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Senior Leader: Healthcare, Governance, Strategy

Morgan Templar is a Decisive Visionary

With Deliberate Creativity, she makes Complex Connections and is an influential Change-Agent

Mission Matters - Focus on the experience of members and patients of healthcare organizations through identifying Complex Connections in the top-down end-to-end flow of data and processes delivering Optimization Strategies that result in measurable cost savings and improved customer experience.

Best-selling author of *“Get Governed: Building World Class Data Governance Programs”*

* Integrated Strategy for Business, IT & Digital
* Driving Mission-based Outcomes
* Data / Information Governance & Analytics
* Industry Network and Alliance building
* Sparking Innovation & Cultivating Ideas
* Leading Scalable App Dev & Transformations
* Creative Intelligence Connecting Information
* Building High-Performing Teams
* Clinical, Technical, & Operations Excellence

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Executive Highlights

Built a track record of successfully transforming organizations and teams by seeing beyond the traditional and making connections between converging ideas across the landscape. Strong technical, clinical and business operations understanding with a passion to make a difference.

* *Transformational Change:* Drove reduction in cycle time from 120 days to 45 days for complete provider contracting, credentialing and enrollment for a national health system.
* *Strategic Program Implementation:* Planned and implemented a $26 Million, three-year program to uplift provider data management capabilities transforming the organization from mainframes to Master Data Management and roadmap for Automation.
* *Blueprinting and Roadmaps:* Capability analysis and strategic planning for regional health plan quality, customer experience, and provider engagement. Three- and Five-year plans with annual monitoring and reporting of progress.
* *Community Development:* Served as Chairman of the Board for a community non-profit organization, implemented comprehensive communication and public relations strategy highlighting the mission and services provided to the local community.
* *Application Development:*  Led development teams for seven major systems custom integrations and Automation/Update Tool into mainframes and Oracle databases utilizing .NET and Python and implemented appropriate middle-ware and monitoring.

Career History and Accomplishments

**Get Governed LLC**  Rescue, CA

***Chief Executive Officer/Principal Partner*** March 2018 – Present

* Data Governance and Information Quality optimization and analysis
* Strategic Planning, Roadmap, Technical solutions
* Training programs for beginner through advanced governance programs
* Speaker, Blogger, and published Author

**Datum LLC**  Annapolis, Maryland

***Strategy Principal*** October 2017 – March 2018

* Principal Strategy consultant for Datum, a Gartner, Forrester, and Bloor recognized Data Governance firm specializing in Master Data Governance, SaaS, and SAP implementation and transformation, Value Register Framework and maturity roadmaps.
* Coached Chief Data/Information executives providing insight into industry best practices, analysis of internal organizational challenges and external legal/regulatory pressures.
* Developed high-performing leadership teams, each exceeding customer expectations in the development of strategic roadmaps, metrics and measures, value realization, and data lake SKU reconciliation.

**Blue Shield of California**  Rancho Cordova, California

***Business Solution Architect*** April 2013 – October 2017

* Chaired the Enterprise Data Governance Data Stewards Council as the 1st elected Chair; Modeled best practices as the Provider Domain Data Steward; Led multi-domain teams to establish key data elements, evaluated several system tools for issue resolution and provided a recommendation to the EDG Steering Committee, Established Data Quality Dimensions and Measurement, & led Council operations, including writing the Council Charter
* Drove the creation of the 1st National McKesson upgrade summit of Blue and non-Blue health plans to a three-year McKesson roadmap commitment toward 80% automation enablement and product standard versions by end of 2018
* Thought Leadership: National speaker on information quality, data governance, and best practices in analytics and product management
* Introduced statistical models and process mapping to establish Reporting & Analytic team with established two-week Service Level Agreement, Metrics and Controls; Formal Intake & Prioritization process; Agile development methods
* Maximized innovative solutions for provider data management and cross-functional change management; Leveraged unrealized connections and solution paths between business units for maximum value realization across the enterprise
* People Leader of four teams: Product Ownership, Data Quality, Program/Project support team and Business Analytics and Reporting team, which includes Product Sr. Manager, Application Developers, Configuration Analysts, Data Quality Analysts, Program Manager, SCRUM Masters, project support analysts, Business Intelligence Developers and Trainer; Average 100% on key Great Place to Work score
* Increased the Tools and Technologies within my portfolio to include: .NET, Python, Java, SAS, BOXI, Oracle, Documentum, Initiate and Infosphere MDM, Netezza, Aginity, SQL, Toad, My SQL, SQL Developer, SSIS, SVN, JIRA, Informatica ETL, Informatica Quality Analyst, SharePoint, JIVE, Message Broker (MQ and MFT), and Sterling sFTP

**Dell Services at Harvard Pilgrim Health Care**  Wellesley, Massachusetts

***Sr. Advisor, Program/Project Management*** August 2012 – April 2013

Harvard Pilgrim Health Care (HPHC) is ranked by NCQA as the #1 health plan in America for the past 9 straight years. The innovative IT infrastructure is a significant contributor to this ranking, which is achieved through a strategic cooperative with Dell Services.

* Established the processes that became the national standard in the industry for the implementation of provider data management tools and methodologies
* Led Agile SCRUM methodology implementation and configuration of the McKesson provider network management system including User story development and requirements traceability
* Delivered seamless business processes based on requirements across all business functions from Provider enrollment, Claims adjudication, Markets and Medical Informatics

**Valley Health System**  Winchester, Virginia

***Valley Health Corporate Director (6 Hospital System)*** December 2009 – August 2012

* Achieved 100% Compliance scores from CMS, NCQA, and Joint Commission audits;
* Introduced Centralization of Credentialing for a Joint Commission accredited 6 hospital system eliminating duplication of effort for 30% of providers; Created physician and student on-boarding, Authored Policy & Procedure standards;
* Improved Database Management, technical interactions between vendors and staff, RFP management; Capital and Operations Budgeting; Facilitated Physician Governance/Peer Review, Contract Negotiation, Medical Staff Governance; Project Development and Implementation; Functional integration of compliance projects; Information System Administration;
* Data base Administrator: *Perceptive* file/workflow management; *Medkinetics* credentialing

**American Red Cross: Top of Virginia & Shenandoah/Page Chapters**  Winchester, Virginia

Providing Disaster Services, Preparedness and Health & Safety Courses, and Service to the Armed Forces in Clarke, Frederick, Warren, Shenandoah and Page Counties and the independent City of Winchester.

***Chairman of the Board of Directors*** December 2010 – August 2012

* Leadership and oversight of the operations and affairs of the Board for 6 county chapter;
* Merged 2 chapters and boards and was again elected Chair;
* Introduced strict Governance according to chapter bylaws;
* Increased chapter funding to 100% donation based from 50% through successfully leading a national search and hiring of experienced Executive Director to run chapter operations and Actively pursuing media appearances, mission promotion, and community relations activities.

**Coventry Health Care** Harrisburg, PA and Salt Lake City, UT

***Operations Manager/ Business Analyst Lead Consultant*** March 2006 – December 2009

* + - Achieved 100% compliance with Department of Insurance Regulations in all 50 states while maintaining a 91% audit compliance score from CMS. NCQA, and URAC accreditation agencies;
    - Delivered HEDIS reporting data collection and mapping Achieving a rank of 3rd in the nation for Health America health plan;
    - Created a Think Tank forum of 100+ managed care leaders for interoperable strategies, policies, and compliance
    - Increased Process Engineering; Systems Analysis; Workflow Development; Change Management; Oracle Database mining and maintenance; Project Management following PMI methodologies; Performance Improvement; Auditing; Established Strategic driven metrics
    - Led System Integration and Data Migration for 6 major health plan acquisitions
    - Leader of high-performance Team: Projects team, Data Integrity team, and Outsourcing team; Policy and Procedure committee leadership;
    - Entrepreneurial start-up project: Opened third U.S. office in Salt Lake City. Initial facility set-up. Recruited, hired & trained 25 staff in 60 days;
    - Technologies included: *Oracle, FileNet, WebCrawler, Cognos reporting, and Crystal reporting*

**Intermountain Healthcare (IHC)** April 2001 – March 2006; Salt Lake City, Utah

***Urban Central Region Administration, Medical Credentialing Specialist, Project Coordinator***

* Lead Project Manager: IHC Urban Central Region/Salt Lake Community College Accredited RN Nursing Program. Budget: $1.5 Million. 2-year project including development, implementation and management – turned an idea with budget approval into a fully accredited *RN degree program* including contract negotiation, program design, recruitment of key staff, budget planning and oversight, Public Relations, student selection and student liaison.
* Expanded clinical training program to Ultrasound Technologist training program and Neonatal Nurse Practitioner training program.
* Enhanced Regional system-wide Financial Dashboards – presented monthly for region executive leadership and Board of Directors;
* Contributed to Capital Budget process coordination and priority ranking;
* Improved physician recredentialing program turnaround times to 89% compliant from 5% compliant
* Hazardous Material Incident Commander and response team participant
* Data Base Administration: *Visual Cactus, Crystal reports & FoxPro* reporting

Other Professional Experience: 1990 - 2002; Salt Lake City, Utah area

# *IT Executive Director of Process Improvement and Human Resources,* Internet Events International (IEI): *Internet Top-Level-Domain Registry*

# Delivered tertiary back-up database/server design;

# Served on Board of Directors;

# *North American Regional Director of Sales,* Virtual Media International, Inc. (VMII), an IEI company: *Internet based trade-shows*

# Sales leader generating 65% of national sales

# *President*, Mohr Consultants: *Small business* A*ccounting, bookkeeping, and tax preparation*

**EDUCATION & CERTIFICATIONS**

**Master of Science – Healthcare** **Administration**

Ohio University – Athens, OH

**Bachelor of Science – Public Relations**

University of Utah – Salt Lake City, UT

**Certifications:**

* *CPMSM – Certified Professional in Medical Services Management, National Association Medical Staff Services – Washington, DC; 2010 - 2013*
* HAZWOPER (HAZMAT) certified Incident Commander; 2002 - 2012
* Lean certified - Healthcare
* Six Sigma Yellow Belt

# SELECT AWARDS AND PRESENTATIONS

**Awards:**

* Executive of the Year: Internet Events International - Virtual Media International, Inc. 2000
* Chairman’s Circle: Internet Events International 2001
* Recognition of Excellence – for leadership of HazMat and Emergency response team for Winter Olympics 2002: Primary Children’s Medical Center, Intermountain Healthcare 2002
* Shining Star – for development of accredited Nursing Program: Urban Central Region, Intermountain Healthcare 2004
* The Clara Barton Honor Award: American Red Cross, Top of Virginia chapter, 2012
* Leadership award – for promoting Excellence and Industry Best Practices: McKesson Health Services, 2016
* The Honor Society of Phi Kappa Phi, Lifetime member
* Golden Key International Honour Society, Lifetime member

**Featured Speaker:**

* *“Connecting IT Strategy to Business Operations for Seamless Collaboration,”* InfoGov18, Sep 2018
* *“Connecting IT Strategy to Business Operations for Seamless Collaboration,”* InfoGov18, September 2018
* *“3 Quick Wins to Kickstart an Information Governance Program,”* EverTeam Webinar, May 2018 (co-presented with Ken Lownie)
* *“Data Governance Starts with People, Not Technology,”* EverTeam Podcast, May 2018, <https://infogovbriefs.podbean.com/e/data-governance-starts-with-people-not-technology/>
* *“Information Governance in the Age of Encryption and Ephemeral Communications,”* Ing3nious NorCal Retreat, April 2018
* *“Second Generation Data Governance: Focus on the Member Experience by Defining and Measuring Provider Data Quality,”* Inspire, Change Healthcare Annual Conference, October 2017
* *“From Sanctions and Fines to Thought Leadership in Data Quality*,” Data Governance and Information Quality National Conference, *June 2017*
* *“Provider data validation leading to increased data quality,”* Blue Cross Blue Shield Association National Summit, May 2017, (co-presented with Jason Hagen)
* *“Partnering for Success: Business, IT and Vendors,”* McKesson Health Services Annual User Conference, October 2016 (co-presented with Jason Hagen and Nanci Ziegler)
* *“Improving Consumer Engagement through Provider Data Management and Data Quality,”* McKesson Health Services Annual User Conference, October 2015
* *“Jumpstart your Provider Manager Implementation,”* and *“Provider Manager Conference Closing Panel,”* McKesson Health Services Annual User Conference, October 2014
* *“Managing vendor, CVO, and large organization relationships,”* West Virginia Association Medical Staff Services – Annual Conference, October 2011
* *“The Paperless Credentialing Office,”* Pennsylvania Association Medical Staff Services – Annual Conference, April 2011
* *“The Mission of the Red Cross,”* Rotary Club of Winchester, March 2011
* *“Strategic Planning,”* Utah Association Medical Staff Services – Annual Conference, 2006
* Professional Workshops –
  + Blue Shield of California, 2013 – 2017, Workshops for Team Vitality including Teamwork, Leading Change, Myers Briggs, DISC and Personal Development courses
  + Coventry Health Care, 2006 – 2007, Monthly workshops on Communication, Teambuilding, Organization/Time Management, Positive Attitude, and Leadership
* Promotional Appearances – Public forums, Community Organizations, Broadcast TV and Radio, Multi-media and Social Media, *“The Mission and Vision of the Red Cross”,* 2010 - 2012