

RESUMEDS

8888 ALVARADO STREET, LOS ANGELES, CALIFORNIA 90026 (234) 567.8888 CONTACT@RESUMEDS.COM

DIRECTOR OF INFORMATION SERVICES

Visionary and intuitive executive, with well-rounded experience and expertise in healthcare administration and physician practice management; encompassing organizational management, program development, and quality improvement.

- Equipped with first-rate management skills in developing and transforming visions and plans into strategic and effective actions to drive successful goal accomplishment.
- Commended as an effective and results-driven director, with strong supervisory capability in integrating and regulating systems to enhance total quality of care as well as to maximize human and financial resources.
- Armed with outstanding skills in internal and external customer service and conflict management and resolution; complemented with the ability to recommend effectual alternatives and solutions to attain and exceed expectations.
- Powered with excellent communication, interpersonal, and collaborative skills in coordinating with professionals of diverse backgrounds and levels to consistently deliver and implement exceptional patient care programs.

AREAS OF EXPERTISE

- *Healthcare Operations*
- *Continuous Process Improvement*
- *Regulatory Compliance and Standards*
- *Electronic Health Record*
- *Financial Administration*
- *Clinical Development*
- *Quality Assurance*
- *Risk Assessment And Mitigation*
- *Leadership and Training Development*
- *Program Development and Implementation*

PROFESSIONAL EXPERIENCE

RESUMEDS. ▪ LOS ANGELES, CA

Director, Information Services

2008–Present

Capitalize on industry expertise in managing all aspects of the project including direction to support physician on utilization of Electronic Health Record (EHR) systems; facilitation of readiness assessments; workflow and staffing analysis; quality measure assessment; and staff development and guidance. Maintain up-to-date data reports in the EHR system by obtaining and evaluating clinical data for quality improvement projects in collaboration with physicians. Render expert oversight to all physician office activities to ensure complete Health Insurance Portability and Accountability Act (HIPAA) compliance and drive Meaningful Use and proactive participation in federal incentive programs.

- Formulated effective plan and methodologies in evaluating data and employ findings to support enhancement care management programs, drive office efficiencies, and patient outcomes improvement.
- Led the development and implementation of data collection tools and methods for quality improvement projects; while ensuring clinical quality data and reporting.
- Demonstrated efficiency in devising internal quality control plan and framework to closely monitor project activities.
- Provided tactical leadership to staff of nine including five field consultants, two technical associates, information specialists, and applications/database developer

Manager, Library and Information Services

2005–2008

Served as administrative lead for Doctor's Office Quality-Information Technology (DOQ-IT) Project, accountable for the design and execution of tools for the integration of EHR systems and health information technology. Utilized keen attention to detail in collecting and assessing quality improvement data and reporting. Leveraged expertise in delivering training and support for all aspects of federal applications; while overseeing the department to guarantee the provision of information and systems management support.

- Pioneered the design and execution of data collection tools and methods for quality improvement projects.
- Spearheaded efforts in designing and maintaining all databases to ensure the overall achievement of organizational goals and contract deliverables.

Medical Librarian/Researcher

1997–2005

Secured and properly maintained data reports for physician office-based projects to profile physician performance. Functioned as task leader for the DOQ-IT Pilot Project in identifying and recruiting physician offices to adopt EHR system. Administered the maintenance of all in-house databases encompassing association management system, physician membership and reviewer database, contact management, and other contract-specific tracking resources. Closely supervised library resources, information, and support services.

- Played an integral role in establishing and maintaining physician membership and reviewer database for state/federal contract activities, including the formulating standard policies for credentialing and verifying physician and nurse liaisons.

RESUMEDS

🏠 8888 ALVARADO STREET, LOS ANGELES, CALIFORNIA 90026 📞 (234) 567.8888 ✉ CONTACT@RESUMEDS.COM

Member, Behavioral Health Team Client Satisfaction Survey

Inclusive Dates

Organized and coordinated overall behavioral health client satisfaction survey from process distribution and implementation to Behavioral Health agencies statewide. Maintained coordination among clients, New Jersey Department of Health and Senior Services, and HQSI contracted agencies. Worked closely with client in developing an agency procedure packet for distribution, completion, and receipt of surveys

- Employed expertise in designing in-house survey database along with monitoring overall data management plan for data processing, scanning, entering, cleaning, and data evaluation.

EARLIER CAREER

RESUMEDS. ▪ LOS ANGELES, CA

Library Research Associate, Technical Services

EDUCATION

MASTER OF LIBRARY AND INFORMATION SCIENCE

RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY, TOWNSHIP, NJ

BACHELOR OF ARTS IN MARKETING

THE FASHION INSTITUTE OF TECHNOLOGY, NEW YORK CITY, NY

PROFESSIONAL TRAINING

Patient-Centered Medical Home Content Expert Certification

AFFILIATIONS

Healthcare Information and Management Systems Society

Medical Group Management Association

Health Sciences Library Association of New Jersey

Special Library Association

Medical Library Association

PRESENTATIONS

ResuMeds, R. M. (2004). *Developing an association management database.* QualityNet Conference, Location.

ResuMeds, R. M. (2010). *The electronic health record puzzle: Helping physicians navigate readiness and implementation.* American Academy of Pain Management Association 2010 National Conference, Location.

ResuMeds, R. M. (2011). *Moving forward with Health Information Technology (Health IT) in New Jersey.* HQSI's Medicare Board, Location.

ResuMeds, R. M. (2012). *Navigating federal incentive programs for EHR systems: From physician quality reporting system, e-Prescribing and meaningful use to payment adjustments.* American Academy of Pain Management Association 2012 National Conference, Location.

ResuMeds, R. M. (Year). *The EHR curriculum.* Brookdale Community College, Middletown, NJ.

ResuMeds, R. M. (Year). *A practice guide to meaningful use: Stage 1. Electronic health record systems (EHR), ARRA, HITECH and meaningful use? What does it mean and what is it all about?* Provider Practices, Location.

ResuMeds, R. M. (Year). *Million hearts initiative and NJ: Everyone can make a difference.* NJ-HITEC and Provider Practices, Location.