

# Grand Central Profile

**FASHION INSTITUTE OF TECHNOLOGY | NEW YORK, NY**

BFA - ADVERTISING DESIGN

AAS - COMMUNICATIONS DESIGN

## Professional Summary

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Experienced team oriented project leader with a demonstrated 10+ years of history in bridging gaps between technology, healthcare and people. Skilled in managing implementations, resource assessments, spearheading workgroups, project management, software documentation, third party integration, healthcare management, full spectrum end to end QA testing, and multi-team orientated growth. Strong business development and communication skills with a keen sense for developing business and people solutions.


## Professional Skills

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- Proficient in MacOS and Windows System
- Microsoft Office, Visio and PowerPoint
- Adobe Creative Suite
- ServiceNow
- Service Manager
- Sharepoint
- Teams
- Box
- Lingual
- Speaks fluently in Chinese (Mandarin)
- Hospital Certified Translator

## EPIC Certifications

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- Grand Central
  - Prelude
  - Cadence
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## Professional Highlights

- Epic Grand Central and Prelude Certified Consultant with over 10 years of build and training experience along with multiple years of front end and operational knowledge.
- In-depth understanding of various billing needs in relationship to workflows from an operational standpoint, and translating the ask for a seamless implementation.
- Well versed in foundation and customized Grand Central/Prelude/ADT related build and workstreams; registration workflows, transfer center, bed charges/CDM review, click by click patient flow, facility structure/departments/rooms/beds, confirmations/rules, work queues, security, EVS, patient transport, HAR advisor, NOA, RTE, smart forms, reports, extracts, documents, and other custom bells and whistles requests.
- Served the largest municipal healthcare system through a series of multiple parallel Epic Grand Central/Rev Cycle adoptions, retrofits/big bang implementations and go-lives.
- Contributed to a successful implementation and support of 11 hospitals and multiple ambulatory care clinics within a 14-month period for the city of New York.
- Lead Patient Access project for NYC Care, New York City's universal healthcare for NYC residents.
- Lead strategy sessions and implemented multiple service areas and revenue locations for a large scale organization.
- Lead multiple physician leadership, nursing leadership and finance leadership core groups and advised on Epic builds, script developments on multi-phase testing, maintenance on multiple service areas, departments, workflows and work queues.
- Hands on testing coordinator for patient access, includes organization wide success from assessment of timeline, planning, and optimization of resources. Used various tracking and standardizations for third party communication channels, defect life cycle management, daily huddles and end of day reports. Personally kick off all Prelude/ASAP scripts to insured complete registration records.
- Expert knowledge of QA testing methodologies, test plans, test cases and test script developments.
- Years of experience in unit, application, functional, integrated, regression, and user acceptance testing.
- Along with the latest knowledge of Epic testing utilities, automations and batch jobs for MRT, volume and scenario charge testing and bed charge billing table testing.
- Tapped for surge planning, rapid deployment and bed expansion for COVID-19 in NYC. Advised on new DEP report groupers for COVID tracing and reporting needs, streamlined surge plans, updating change processes, introduced utility based map record testing and patient load, and updated integrated scripts for rapid deployment and turnaround time.
- Developed work queue, patient flow and throughputs, sequencing, downtime and cutover matrices.
- Issue resolution for all areas that utilizes ADT, Prelude and Cadence with in-depth experiences in resolving issues from Stork, ASAP Ambulatory and Orders.
- Optimized multiple courses for registration, bed planning, environmental services, hospital billing and insurance eligibility/verification into a highly configurable multi-department training program.
- Coordinated bed planning needs for 300+ bed facilities that included CPEP and behavioral health.
- Operational experience in patient access/admissions and insurance verification/financial clearance.

## Relevant Experience

### MONTEFIORE HOSPITAL

#### Consultant | February 2020 – Present

- Lead patient access analyst for a multi-service area organization and implementation in the areas of work queue design/build, user security templates/assignments strategies, bed planning/patient flow (patient movement), various registration workflows, custom dashboards/reports, transfer centers for rehab and acute facilities, registration integrity and guardrails, and all testing strategies and needs.
- Introduced transfer center from current state to optimization for future go-lives for inclusions of rehab facilities; including KPI reporting needs, updated screening process, custom flowsheets, screening buttons, sections and reports. Worked closely with the clinical/rehab teams in creating customized patient lists with direct link to transfer center's approvals.
- Grand Central/Patient Access testing coordinator. Developed additional test scripts for integrated testing for various workflows specific to individual hospitals. Participated in highly visible testing for all efforts including kicking off and completion of all functional testing scripts regardless of application owners/vendors to meet aggressive timelines while troubleshooting various billing, patient flow and mapping issues. Includes script rewrites when necessary.
- Lead ADT mapped record testing (MRT), providing guidance and clarity of scope for various MRT efforts. Optimizing ADT MRT turnaround time for various hospitals and over 40 vendors within days, with validation of all ADT messages within weeks. Able to interpret interface messages, usage of interface utilities (including legacy) and pull data for various EDI efforts.
- Grand Central lead for bed charges and patient flow related department mappings. Lead efforts in reviewing legacy bed charges/CMS with the revenue integrity team, hospital billing team and operational smes. Translating, crosswalked and mapped to Epic's bed charge billing tables and departments.
- Lead efforts in Auth/Cert and pre-admission/pre-registration conversions.
- Contributed to Go-Live readiness assessments, appointment conversion/soft go-live strategies, cutover/backload strategies/preparations/walkthroughs and command center support.
- Tapped for COVID-19 surge planning and rapid bed expansion for existing Montefiore's hospital network. Introduced short and precise integrated testing scripts, rapid deployment of MRT patients for third party verifications and provided new consultants with Montefiore's change control processes, communication channels/ setup and onboarding access.
- Work closely with Epic Boost consultants as a transition liaison for our junior analysts. Providing mentorship, system navigation efficiency, and workgroup support for all areas of their responsibilities.

### NEW YORK HEALTH AND HOSPITAL

#### Clinical Business Analyst III | November 2017 - February 2020

- Serving the largest municipal healthcare system through a series of multiple parallel Epic Grand Central/Rev Cycle adoptions, retrofit/big bang implementations and go-lives, while blending each hospital into one cohesive enterprise system with an excellence in analyzing business requirements specification.
- Successfully implemented 11 hospitals and multiple ambulatory care clinics within a 14 month period. Coordinated efforts for pre-walkthroughs, downtime procedures, user acceptance testing, cutovers, census reconciliations, and data sequencing for pre and post go-lives.

## Relevant Experience

### NEW YORK HEALTH AND HOSPITAL *CONTINUED*

#### Clinical Business Analyst III | November 2017 - February 2020

- Well versed in Grand Central build and GC related build and workstreams; facility organization/departments/ rooms/beds, confirmations/rules, work queues, security, environment services, patient transport, HAR advisor, NOA, RTE, workflows, smart forms, reports, extracts, patient movements, bed charge billing, documents, forms, and other bells and whistles build.
- Experienced in building, testing, and interface connectivity for EDI transactions - 278 (Healthcare Services Review/ Prior Authorization) and 270/271 (Eligibility Request and Response). Along with continued support and upgrades through profile variables and insurance requirements.
- Remarkable ability in gathering requirements and organizing large amounts of data into meaningful use. Coordinated third party financial reports between Huron Financials and Epic Systems through identifying key data elements and measuring metrics into sortable, easy to read reports.
- Lead operational readiness for financial clearance by setting expectations, assess risks and developed a cohesive enterprise workflow that contributed to patient care and increased revenue by identifying gaps.
- Experienced in Cadence support and basic build in areas such as scheduling template, visit types, SER maintenance/imports, and Cadence system def settings.
- In-depth knowledge of testing methodologies, test plans, test cases and test script developments.
- Coordinated with clinical and rev cycle teams for integrated testing script developments that included compiling over 120 individual scripts into 32 scripts. Script development also included site-specific workflows and third party vendors.
- Lead efforts for financial clearance/financial assistance with multiple workflow developments and implementation. Coordinated enterprise effort to streamline different workflows and patient movement with revenue management while helping address the organization's financial needs for uninsured patients.
- Hosted Q and A session with Epic developers for Financial Assistance and contributing to future build and module updates.
- Lead patient access project for NYC Care, New York City's universal healthcare for NYC residents and meeting tight deadlines by leveraging previous build knowledge, harnessing operational historical data/resources and developing a project plan with the various teams involved.
- Tapped to lead efforts for bridging implementation to support knowledge after go-live and forging relationships between all teams with in-depth experience in troubleshooting end-to-end workflows.
- Continued participation in multiple senior leadership meetings from Access Revenue Cycle
- Readiness, patient movement, department readiness, integrated testing/script developments, patient access training curriculum reviews, staff go-live preparation readiness and future implementation build, optimization build and Nova notes.
- Coordinated department operational readiness meeting, validation sessions, training readiness, department readiness, conversions, cutover preparedness meetings, lesson learned reviews, patient movement matrices, and workgroups, prior to and after go-live.
- Integration for MyChart with financial services, estimates, and patient finance health.
- Establish direct relationships with various sites' CFOs to address operational needs.

## Relevant Experience

### MEDISYS HEALTH NETWORK

#### Systems Analyst II | July 2014 - November 2017

- Coordinated unit testing and integrated testing along with script developments for new workflows related to Epic updates and new facility implementations.
- Lead multiple physician leadership, nursing leadership and finance leadership core groups and advised on Epic builds, script developments on multi-phase testing, maintenance on multiple service areas, departments, workflows and work queues.
- Lead efforts with physician champion and CMIO for the Leapfrog Group for hospital reporting and reports.
- Built and optimized new and existing departments, templates, provider records, workflows, rules and work queues for new network providers and clinics.
- Integrated third party ambulance reports and registration for Epic import.
- Issue resolution for all areas that utilizes ADT, Prelude and Cadence with in-depth experiences in resolving issues from Stork, ASAP Ambulatory and Orders. Timely turnaround of issue resolution to increase staff satisfaction/productivity.
- Business knowledge of healthcare eligibility and benefits enrollment along with group, member, provider enrollment, HL7, Medicaid/Medicare eligibility, and benefit plan enrollment.
- Other areas of responsibilities include printer mapping, user acceptance testing, third party vendor integration, data verification, and BCA testing and maintenance.
- Promoted to lead efforts for optimizing workflow efficiency while being user friendly. Coordinated efforts on user interface development, issue resolution for application integrations, implementation, go-lives and continued support activities.

#### Epic Grand Central Trainer III | May 2010 - July 2014

#### Admissions and Bed Planning Coordinator | December 2003 - September 2006

- Optimized multiple course for registration, bed planning, environmental services, hospital billing and insurance eligibility and verification into a highly configurable multi-department training program. The training program has the customization adaptability to cater to a single employee or an entire facility depending on the scope and training need.
- Maintained Epic's ACEs environments and tested patients via Mitosis.
- Coordinated bed planning needs for a 300+ bed facility that included CPEP and behavioral health.

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### KAS-RAY INDUSTRIES

#### Coordinating Production Designer | May 2010 - December 2013 | January 2008 - May 2010

- Coordinated and oversaw design and production quality control. Developed and maintained production log for printer health and mapping.
- Pitched and developed an organized flow system to maximize output on U.S. Open Press brochures and Henry Luce Foundation donors booklets.