

Ellen Johnson, RHIA

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Executive Profile

Accomplished health care executive with a solid work history creating, developing, and improving various hospital departments and programs. Possess a successful track record of leading management teams to generate optimal productivity from their teams. Expert in technology implementation to streamline patient, physician, and clinical staff experiences, specializing in integrated health care delivery network operations. Cultivate strong professional relationships between hospital service lines, physician groups, and technology departments with an innate ability to diffuse tension. Active in HIE establishments, governance, operations, and data submission. Improve quality data evaluation & submission, value-based purchasing, clinical workflow analysis & design and clinical decision support initiatives. Registered Health Information Administrator (RHIA).

Skill Highlights

- Organizational leadership
- Team building
- Staff Development/Training
- Strategic Analysis & Internal Consulting
- Strategic/Tactical Planning
- New Business Development
- Performance Measures (HCAHPS, Core Measures)
- Ambulatory EMR
- HIE Governance
- CCD, CCR and Meaningful Use
- MPI Clean up, EMPI Creation
- Clinical Documentation Improvement
- Operations and Data Submission
- HealthGrades Rating Methodology

Core Accomplishments

- Saved \$1.16 million by negotiating a new SMS (Siemens) Contract.
- Reduced payroll hours by 15 FTE's for regular hours and 12 FTE's for overtime hours.
- Increased DRG reimbursement by \$172,000 in one quarter through establishment of a new CDI program.
- Reduced LOS by .8 days and cost per case.
- Increased Emergency Dept Facility Revenue by \$246,000+ on a ED CDI Project.
- Reduced expenses by \$63,000 annually with RAS (report Automation System) and RASi (Document Scanning).
- Improved revenue cycle inpatient and outpatient DNFB and exceeded set targets.
- Maximized physician satisfaction, referrals and decreased operational costs by establishing a Centralized Report Distribution Service.
- Improved outpatient revenue by establishing the first Centralized Scheduling Service in the market.
- Development, Beta Test and Demo site for: HIE components, Voice Recognition, Dolby FUSION Products, Client Server Technology, AMI Software, PHC4, SciHealth – Performance dashboard.
- Under strategic leadership, departments scored in the top tier in staff satisfaction and leadership surveys.
- Met Pillar and Principle goals as well as budget and labor productivity targets.
- Achieved status as First Hospital in market to implement an ICU Electronic Medical Record including an 18 parameter ICU Flow Sheet interfaced with the physiological monitoring system, LIS and HIS.
- Achieved status as First Hospital in Lackawanna County to have a Web Address and Website, January 1996.
- Awarded America's 10 Most Computer Advanced Laboratories by Healthcare Informatics, September 1993
- Achieved recognition as First Hospital in market to offer Physician Office connectivity for patient information, census and lab results, June 1987.

Professional Experience

September 2002 to Current

Moses Taylor Hospital/Moses Taylor Health Care System – Scranton, PA

CIO, CPO, CSO (09/2002-Present)

- Co-led launch of Time and Attendance Team in partnership with Vice President of HR to train executive and management staff.
- Devised and implemented a daily labor productivity worksheet to assist management in tracking their staff's hours worked as well as work load units.
- Developed and launched a new revenue cycle application, the Audit Management System.
- Adapted IDOC View and Electronic Signature System to enable hospitalists to view patient's clinical history

Professional Experience (continued)

- Oversaw implementation of a new Blood Bank System for Medware.
- Improved patient, staff, and physician satisfaction through initiation of plans to increase parking capacity for the building.
- Established the Central Transcription Department's incentive program, the first incentive program established at Moses Taylor Hospital.
- Spearheaded provision of transcription services to select clients.
- Direct MTHCS efforts to prepare for HIPAA regulatory compliance initiatives.
- Supported Ambulatory EMR implementation over 12 years.

Assistant Vice President (04/1986-09/2002)

- Led the MTHCS effort to prepare for Y2K.
- Defined strategy and business plan to implement a successful Physician Billing Service for Anesthesiologists, Cardiologists and Internal Medicine Practices.
- Oversaw Information Technology, Telecommunications, Medical Records/Transcription, Registration, Case Management, Clinical Pathway Coordinators, LOS reduction projects and EAP functions.
- Upgraded HIS to INVISION RCO, expanded SMS INVISION & FMS applications to Mid-Valley Hospital.

Administrative Assistant (10/1983-04/1986)

Director, Management Systems (07/1982-10/1983)

Director, Medical Records Department (11/1979-07/1982)

Education

Teachers College/Columbia University

Management Systems Certificate

York College of Pennsylvania

Health Information Management

Bachelor of Science in Health Information Management

Luzerne Community Community College

Associate of Science in Business Administration

Articles

Journal of American Health Information Management Association, January, 1997, "Be Prepared."

Professional Activities

Member of Hospital & Healthcare Association of Pennsylvania Task Force on Health Information Technology.