

LISA JACOBSON

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SYSTEMS AND NETWORK ANALYST

Multi-certified technology professional with experience managing enterprise implementations of healthcare information and EMR systems. Expert in gathering, analyzing and defining business and functional requirements; creating global metrics, trend charts and other decision-making tools; leading data-modeling and process-mapping initiatives; and designing/re-engineering processes, workflows and technology solutions for healthcare systems and networks. Proven ability to lead seamless implementations and deliver next-generation technical solutions improving revenues, margins and workplace productivity.

Professional Experience

ABC HOSPITAL NETWORK– SOMETOWN, CT

2005 to Present

Sr. Systems and Network Analyst

Key Results:

- Led hospital's new EMR implementation of Centricity/Logician system. Designed and launched "pre-load" training clinics, optimized training documentation prior to go-live and designed custom modifications to accommodate special needs (e.g., legally blind physician user).
- Analyzed all aspects of Win 2003 Pro deployment for 12,500 workstations nationwide to ensure a smooth migration. Created desktop standardization and dashboards and provided ad-hoc reports using MS Access and SQL Query Analyzer.
- Documented workflows and executed comprehensive training plan to medical staff that more than doubled EMR access (from 45% to 100%) and usage (from 35% to 80%).
- Managed Windows 2003 backend infrastructure IQ/OQ remediation effort for 27 North American sites. Reviewed documentation for validity/completeness, authored IQ/OQ summaries with QA and assisted in overall project documentation.
- Transformed processes/toolsets of geographically dispersed medical units into a cohesive, standardized set of solutions that elevated efficiency and accuracy hospital-wide.
- Gathered and assessed needs from internal business units; created custom solutions to resolve issues (e.g., system slowdowns, virus outbreaks and process bottlenecks); and developed functional specifications for IT group.
- Automated previously manual, time-consuming processes to drive gains in data tracking/accuracy, workgroup efficiency and profitability.

ABC HEALTHCARE SOLUTIONS – SOMETOWN, CT

2003 to 2005

Software Engineer

Key Results:

- Helped introduce a new, reproducible software development methodology that contributed to higher-quality product releases and a 27% reduction in errors.
- Served on team that ported MS-DOS environment to a Windows-based, client/server solution. Efforts averted the threatened loss of customers who were transitioning to Windows and provided a more user-friendly GUI.
- Championed the implementation of coding reviews that detected programming errors early in the development process, accelerating product go-to-market time by more than 15%.

XYZ UNIVERSITY MEDICAL CENTER– SOMETOWN, CT

2001 to 2003

Health Records Associate

Key Results:

- Developed streamlined procedures that decreased labor time and eliminated redundancies.
- Created automated daily stats report that reduced errors and is now used by records associates organization-wide. Earned an "Ace Player" award for outstanding customer service and teamwork.

Education

XYZ UNIVERSITY– SOMETOWN, CT

Bachelor of Science in Computer Information Systems (BSCIS), 2003