

J. Erin Hutchinson

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SUMMARY

A seasoned consulting **executive & project director** with over 15 years of management experience, almost exclusively focused on the implementation and optimization of Epic Systems' applications. An expert in all areas of clinical systems implementation, including numerous experiences with successful integrations of CPOE and electronic clinical documentation into complex ambulatory and acute care environments.

Clinical Systems Implementation

- Project Director for an enterprise Epic systems implementation for a health system that included 35+ ambulatory clinics, a 350-bed hospital, and 30+ hospital outpatient departments. Responsible for oversight of the project from initial budgeting, project planning, and staffing through project delivery for both the ambulatory and inpatient project phases.
- Managed the implementation of Epic's inpatient EMR clinical documentation & ICU products, as well as the design & build for all core integrated clinical product components for a multi-facility academic medical center in the Midwest. Led all process redesign and system design/build activities.
- Served as a senior-level advisor on multi-site clinical systems implementations for a number of clients of First Consulting and Healthia. This included the development of a number of best practice system implementation documents used by both companies.
- Directed all application design and build activities for an Epic inpatient EMR implementation at a major multi-hospital academic medical center in the Eastern U.S. This included the workflow & system design and build necessary to support a complete COE and CPOE implementation. Also responsible for managing the implementation of Epic's inpatient pharmacy and registration products within the main campus (1400 bed) hospital.
- Directed the implementation of numerous enterprise lab system implementations including Sunquest Lab, SMART, Collection Manager and CoPath, moving forward projects that had been stalled out for 3+ years.
- Coordinated the Epic ambulatory EMR system build for a multi-affiliate IDN in Northern California, working with the affiliate project teams to reach consensus on shared build items so that the build could proceed. Included management across a group of affiliated IDNs dispersed across the western United States. The project encompassed multi-specialty clinics totaling approximately 2000 providers across three separate affiliate organizations and 18 practice sites.

Business Development & Client Delivery

- Developed existing and grew new accounts in Healthia's Great Lakes region. Responsible for creation of sales presentations, proposals, and contracts, as well as day-to-day engagement management duties related to oversight of project teams and strengthening client relationships.
- Responsible for all account management activities for some of FCG's highest profile healthcare clients. Developed sales proposals, wrote contracts, and supervised all consultants staffed at each client. Averaged approximately \$2M in annual add-on sales.
- Created numerous sales collateral materials, including a set of Epic implementation best practice presentations used across Healthia's business development team.
- Developed standard project management processes and toolsets for two major healthcare consulting companies, including a standardized clinical process redesign methodology that facilitates rapid decision-making and system design.
- Built an engineering, QA, and software design group from the ground up for a Silicon Valley start up. This included creation of all standard PMO processes & tools to manage the division, as well as management of on average 20 concurrent development projects and over 40 team members.
- Created and implemented standard project on boarding and roll off processes and toolkits for Healthia, ensuring a consistent set of methods for initiating and closing client engagements.
- Designed business and marketing plans for numerous small businesses, resulting in the successful launch and growth of numerous companies in the retail and food service industries.
- At Vieo consulting, built a consulting practice from the ground floor up with a core focus on the design & development of KPIs & executive dashboards.

Leadership Development & Staff Management

- Over 15 years of experience managing staff members & teams of sizes ranging from 4-40. Passionate about developing staff to their highest potential & level of contribution.
- Over a decade of experience with hands on mentoring and management of consultants and project managers while serving as Engagement Manager or Client Executive for multiple healthcare consulting firms.
- Developed numerous process analysis and redesign methodologies and supporting tools for ambulatory and inpatient clinical information system implementations.
- Designed a complete set of implementation & process redesign tools for FCG's Clinical System Implementation Continuum Methodology Toolkit.
- Developed management/leadership development programs for Toyota/General Motors, FCG, and Healthia, aimed at building the core staff management & career coaching skills in each firms' staff managers.

EXPERIENCE

- 2010-present **Freed & Associates, Kensington, CA – Consultant**
Provide healthcare consulting services to a variety of clients within the Bay Area.
- 2009-2010 **Children’s Memorial Hospital, Chicago, IL – Director Laboratory Information Systems**
Oversee the support and implementation of all technologies within the CMH department of pathology and laboratory medicine.
- 2008-2009 **VIEO CONSULTING, Chicago, IL – Director Healthcare Practice**
Built out a new consulting firm from the ground up - responsible for all aspects of business plan development, corporate ID design, marketing planning, sales and business development of Vieo’s services within the healthcare market.
- 2006-2008 **HEALTHIA CONSULTING, Chicago, IL – Director Epic Practice**
Provided account/engagement management oversight to Healthia clients, ensuring consistent level of high quality delivery of services. Managed multiple Epic project teams as well as acted as staff manager for Chicago-based consultants. Provide strategic and clinical process consulting services to healthcare organizations. Led development of Healthia’s LEAN/optimization service line.
- 2002-2006 **FIRST CONSULTING GROUP, Long Beach, CA – Senior Manager Epic Practice**
Directed large-scale (\$25-100M) clinical information system and process redesign projects for leading healthcare providers within the U.S. Managed and mentored FCG associates across the U.S.
- 2001-2002 **NUMMI, Fremont, CA – Sr. Organizational Development Specialist**
Created career and leadership programs for use by GM and Toyota professional and line staff. Provided career counseling services and executive coaching to front line staff, plant management, and executives, including creation of a comprehensive career development program & center for all levels of plant staff.
- 2000-2001 **VIAFONE, Redwood City, CA – Director of Engineering**
Managed all day-to-day engineering-related activities for a leading pre-IPO wireless solution provider. Led the technical documentation, design, usability, QA and development teams (40+ staff members).
- 1998-2000 **EPIC SYSTEMS, Madison, WI – Implementation Consultant**
Provided intensive consulting services on company's high risk projects, applying strategic management methodologies to solve complex

organizational problems; managed large (\$10-25M in scope) projects, managing teams of 10-20 people.

- 1997-1998 **BRIARPATCH, Madison, WI – Family Therapist**
Served as staff psychologist for a program aimed at preventing young women and men in rural communities from becoming entrenched in the juvenile justice system. Provided intensive in-home therapy to a caseload on average of 8 families, 15 young women and men and two support groups.
- 1990-1997 **VARIOUS COMPANIES, Madison, WI – Small Business Consultant**
Consulted on the development and management of a variety of small businesses in the Madison, WI area.

EDUCATION

- 1996-1998 M.A., **GODDARD COLLEGE**,
Plainfield, Vermont
Counseling Psychology, emphasis on family & organizational systems
- 1990-1994 B.A., **GODDARD COLLEGE**,
Plainfield, Vermont
Cultural Studies

PROFESSIONAL DEVELOPMENT

- Prior certifications in EpicCare Inpatient Core, Clin Doc, Orders, Decision Support and Order Transmittal (through version 2009), EpicCare Ambulatory EMR, and Cadence
- Certified Narrative Therapy Practitioner
- Volunteer Web Developer, numerous non-profits
- Certified to administer and interpret numerous leadership, career, and team assessment tools including the Myers-Briggs indicator.

SOFTWARE/SYSTEM SKILLS

- Epic Applications: EpicCare Ambulatory & Inpatient Core, Orders, Clin Doc, Decision Support; Willow, ASAP, Beacon, Optime, ADT, Call Center, Prelude, Cadence, Resolute Hospital & Professional Billing, Bridges
- Sunquest Applications: Lab, SMART, Collection Manager, CoPath
- Other Technologies: HTML, CSS, HL-7