

## Epic Project Lead (Lead Analyst), RN-BC

**Epic project lead pursuing excellence** with proven results in progressive roles over 7 years

**Practicing Registered Nurse (RN)** in various inpatient units with over 10 years experience

Core competencies include:

- ✓ Certified informatics nurse by American Nurses Association | Master's in clinical informatics
- ✓ RN License in IL and CA
- ✓ Epic Certifications – Orders, Clinical Documentation, ASAP, Order Transmittal, SmartForms & Badges
- ✓ Cerner super user, VA EMR CPRS proficiency
- ✓ Multiple Epic implementations/upgrades | clinician-centered design | driving efficiency and usability

### PROFESSIONAL EXPERIENCE

**Rush University Medical Center**, #17 on the Best Hospitals Honor Roll by U.S. News & World Report, 671-bed

**Project Lead Clinical Applications - Epic ClinDoc/CPOE/ASAP**, 11/05/2018 – present

- Lead 15-person inpatient Epic team in analyzing problems, designing solutions, system testing, training requirements, quarterly Epic upgrades, command center and 24/7 on-call support.
- Contributed Rush to be honored with [the 2019 HIMSS Davies Award](#) by producing excellent outcomes for substance use intervention Epic build. 1/30/2019
- Helped Rush Epic team to be honored as #1 Academic Healthy System for Overall EHR Satisfaction for Providers by KLAS Arch Collaborative Results. Net EHR experience at Rush increased from 33.4% to 55.8% in 2017-2019, propelling ranking to 93rd percentile from the 63rd, 12.2019
- Helped Rush achieve Epic Gold Star Level 9 Acute Care (national top 5%) and 2nd year Cum Laude level in Epic's Honor Roll Program that secured \$373,870 credit by implementing many features: streamlining POC glucose workflow, Treatment Team, Rush's CMS survey response, Hold medications in Manage Orders, RN Overview and Rush Copley Epic implementation (speech therapy, Epic Monitor, inpatient advisor 6/1/2019).
- Implemented an effective IPASS RN shift handoff tool. Achieved 87% positive feedback from 30% (+32% neutral) on handoff information quality. Decreased handoff time to 34.4 minutes from 43.8 minutes (21.5% reduction, 9.4 min saving for a RN) at 26-35 minutes from 36-45 minutes.
- Facilitate Clinical Advisory and Nursing Documentation Committees that govern Epic clinical contents, presenting many new features to improve clinicians' workflow/efficiency

**Senior Application Analyst - Epic ClinDoc/CPOE/ASAP**, 11/05/2018 (Double promotion to Project Lead)

**Application Analyst - Epic ClinDoc/CPOE/ASAP**, 7/25/2016 – 11/04/2018

- Created effective tools to fight opioid crisis and substance abuse: enabled to treat 1994 such patients, exceeding yearly goal 1,200 patients as of April 2018. 560 patients received substance use treatment and 146 patients with opioid use treatment. Chosen one of three case studies for Rush's HIMSS Davies Award application.
- Helped Rush achieve Epic Gold Star Level 8 and Cum Laude level in Epic's Honor Roll Program by implementing many inpatient applications: Epic Rover – the first camera barcode scanning in the world; The Brain: nurses' new home activity; Required Documentation; Work List; LDA Avatar; Epic Monitor; Sign In/Out & Treatment Team; Discharge Readmit; MD/RN Sidebar Index Report; MD Discharge & Admission Navigator optimization
- Improved patient throughput 39% by implementing an electronic SBAR handoff: 56.5 minutes from 97 minutes, exceeding target metric 60 min. 4/18/2017. Magnet Course for Excellence Team Award 8/1/2017, [Published in The Journal of Nursing Administration 2.24.2020](#)
- Decreased ED bed-assign to transport request time 37.5% by an electronic ED MD Handoff: 40 to 25 min. 10/15/2017
- Built solid collaboration with clinicians/committees that resulted in clinician engagement and projects' successes
- Active on-call support: Epic ClinDoc/CPOE/ASAP applications: As of 7/28/2017, addressed 242 HelpDesk tickets within one year. As of 9/11/2018, addressed a total of 424 tickets.

**University of Illinois Hospital**, a 485-bed general hospital with over 600 active physicians in Chicago, IL

**Staff Nurse (RN)**, 10/07/2019 – present

Provide patient-centered quality nursing care in med surg, rehab, observation, and telemetry. Epic super-user

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**VA Hospital Hines, IL**, a 483-bed and six community clinics, providing care to +57,000 veterans

**Staff Nurse (RN)**, 05/10/2020 – present

Provide patient-centered quality nursing care in med surg, step down, telemetry, and COVID-19 units, Strong CPRS user

**Community First Medical Center (Our Lady of Resurrection Medical Center)**, a 5-Star community hospital

**Staff Nurse (RN)**, 10/12/2015 – 10/31/2019

Provided quality nursing care in med surg, telemetry, step-down, observation, and skilled nursing unit. Cultivated optimal use of electronic health records (Epic) among staff nurses and physicians.

**Presence Health**, the largest Catholic health care organization in Illinois with 12 hospitals

**Patient Care Informatics Training Specialist**, 9/2/2014 – 7/24/2016

Trained physicians and clinicians utilizing Epic systems during implementation, upgrade, and on-going basis. In 2015, my team provided a total of 78 Epic classes serving 435 users in 334 training hours, covering 27 different classes from inpatient physician to ambulatory provider/nurse/MA. Supported physicians, nurses, and the hospital staff using Epic daily. In 2015, handled 67.2% of a total of 2488 issues with a defense rate of 89.1%, dealing with 17 different applications - CPOE (47.0%), ClinDoc (14.5%), OpTime (14.1%), ASAP (5.1%), HOD (3.1%), ADT (1.9%), Ambulatory (1.8%), and Non-Epic issues (7.8%).

**Informatics Optimization Specialist (Value Realization Team)**, 1/2/2016 – 7/24/2016

Selected out of 300+, identified and evaluated 19 opportunities to realize “value” among IT portfolios including Epic EMR. Focused on optimization of workflow, streamlining care processes, and promoting best use of Epic EMR. Worked on reducing/preventing inpatient reimbursement denials with an annual financial impact of \$24M.

**CERNER partner - Clinical EMR Technology Application, Inc.**, Chicago, IL

**Cerner Adoption Coach**, 4/5/2014 – 4/30/2015, provided training and support to clinicians for Cerner EHR systems

**HIMSS (Healthcare Information Management Systems Society)**, Chicago, IL

**Program Assistant**, HIMSS 14 in Orlando, Florida, 02.2014, successfully managed 12 health IT education sessions

**British Home Rehabilitation Services**, Brookfield, IL | **Charge Nurse (RN)**, 1/13/2010 – 7/17/2010

**Norridge HealthCare Centre**, Norridge, IL | **Staff Nurse (RN)**, 8/4/2009 – 7/17/2010

## PERFORMANCE

- Improving patient throughput with an electronic nursing handoff process in an academic medical center, a rapid improvement event approach. [Published in The Journal of Nursing Administration 2.24.2020](#)
- Understanding optimization processes of electronic health records (EHR) in select hospitals in the US: a qualitative research. [Published in Journal of Innovation in Health Informatics, 2018; 25\(2\)](#)
- Magnet Course for Excellence Team Award, 8/1/2017, Rush University Medical Center (RUMC)
- Professional Practice Model Technical Expertise Award Nominee, 03.2018, RUMC
- Most Popular Poster at Safety and Quality Fair - RUSH Fights against Opioid Crisis: SUIT up!, 04.2018, RUMC
- Using Electronic Handoff to Fast-Track Admissions, 5/1/2018, Epic Expert Group Meetings (XGM)
- Electronic Nursing Handoff during Unit Transfers, an Experience of RUMC, 5/1/2018, Epic XGM
- Improving Patient Throughput with an Electronic Handoff Report, 4/12/2018, American Organization for Nurse Executives
- Excellence Service Award by National Police Agency, S. Korea, 1999
- Awarded twice in national landscape architecture competitions, S. Korea, 1995-1996
- Good Student Recognition Scholarship awarded only 2 select individuals out of 10,000+ Triton students, The National Dean's List, The Scholastic Honor Roll, Holland Scholarship twice, Joyner Scholarship, R.H. and Ladonna Dreyer Scholarship, & University of Seoul 4-year full-tuition scholarship

## EDUCATION

**Master's in Clinical Informatics**, [University of Washington School of Nursing](#), Seattle, WA | GPA 3.90/4.0, Dec 18, 2015

**Bachelor of Science in Nursing (BSN)**, Governors State University, IL | Magna Cum Laude, GPA 3.92/4.0, Aug 5, 2012

**Associate (RN)**, Triton College, IL | President Honor List, Good Student Recognition Scholarship, GPA 3.4/4.0, May 17, 2009

**Bachelor of Arts, Landscape Architecture**, University of Seoul, Korea | Studied principles/techniques of analysis and design