University of Missouri

2011-2012 Graduates

Master of Health Administration
Master of Science, Health Informatics

Department of Health Management and Informatics
www.hmi.missouri.edu
Dear Colleagues:

Welcome and thank you for your interest in our educational programs and our students.

The Health Services Management and Health Informatics Programs at the University of Missouri are located within the School of Medicine’s highly regarded Department of Health Management and Informatics. Our academic programs prepare professionals to meet critical and complex challenges in leadership and improvement in organizations throughout the health industry.

We are proud that the number of educational programs offered by the HMI Department has grown to include:

- Master of Health Administration (MHA)
- Executive Master of Health Administration (MHA)
- PhD in Informatics (in Health Informatics emphasis area) offered through MU Informatics Institute
- Master of Science in Health Informatics (MS)
- Executive Master of Science in Health Informatics (MS)
- National Library of Medicine Informatics Fellowships
- Graduate Certificate in Health Informatics
- Graduate Certificate in Health Ethics

This year's Resume Book profiles students who will graduate in the 2011—2012 academic year. I would be happy to speak with you further about our students and academic programs.

Best Regards,

Eduardo J. Simoes, M.D., M.Sc., M.P.H.
Chairman and Health Management and Informatics Alumni Distinguished Professor
School of Medicine, University of Missouri
(573) 882-6179
SimoesE@health.missouri.edu
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MASTER OF HEALTH ADMINISTRATION PROGRAM

The University of Missouri’s nationally ranked Master of Health Administration Program is located in the School of Medicine, which is recognized for its excellence in research and is ranked as one of the top 10 in the nation in primary care.

The University of Missouri (MU), established in 1839, is the oldest state university west of the Mississippi River. MU is one of the most comprehensive and diverse universities in the United States. As a member of the Association of American Universities and a university classified “Research I” by the Carnegie Foundation for the Advancement of Teaching, MU is a premier research institution and provider of professional education.

The Department of Health Management and Informatics combines health services management and health informatics, one of the few programs in the country to do so. Our mission is to develop, translate, and disseminate knowledge for innovative and evidence-based solutions to improve clinical, operational, and financial performance in complex health systems.

The Master of Health Administration Program is competency-based and distinctively equips graduates for success through (a) providing solid grounding in professional and operational knowledge and skills, (b) integrating health informatics throughout the health services management curriculum, and (c) incorporating overarching complex systems context and analytical approaches. The residential and executive master’s degrees launch and advance patient-centered, improvement-oriented, financially-responsible, and ethically-grounded careers in evidence-based health services management.

The Accrediting Commission on Education for Health Services Administration (ACEHSA), now the Commission on Accreditation of Healthcare Management Education (CAHME), has continuously accredited the MHA Program since 1968. The Program admits diverse cohorts of students from Missouri, other states, and around the world. Whereas the residential master’s degree format is a traditional on-campus residential program, the executive master’s degree is offered in a hybrid model featuring both on-campus and distance learning. In order to prepare for and enable transformational leadership in improving patient care, quality, safety, value, and overall population health, both the residential and executive formats emphasize fostering an individualized and collaborative culture of learning, mentoring, and professional development among students, faculty, staff, alumni, and other practitioners in order to prepare and enable transformational leadership in improving patient care quality, safety, value, and overall level of population health. Primary post-graduation placement organizations include health systems, hospitals, academic medical centers, physician group practices, surgery centers, information technology companies, consulting firms, government agencies, insurance entities, and other points of health services delivery.

Management Internships (residential students)
During the summer between the first and second year of the program, students complete a 12-week internship in an approved health organization under the guidance of a highly qualified and motivated preceptor. Internships allow students to apply knowledge and develop the skill sets necessary for becoming successful health industry professionals. The host organization usually pays student interns a monthly stipend.

Executive Management Study (residential students)
During the second year of the program, student teams work with client organizations to conduct a two-semester operations management and improvement consulting project that culminates with a final report and set of actionable recommendations.

For more information, contact:

Matthew L. Kearney, M.A.
Coordinator of Student Recruitment & Admissions
(573) 884-0698
kearneym@health.missouri.edu
MASTER OF HEALTH ADMINISTRATION CURRICULUM
Residential Program

MHA Foundation Courses: Microeconomics, Accounting, Finance

Required MHA Courses - MHA candidates must complete the following coursework plus two additional professional electives:

Fall Semester 1
- HMI 7410 Design of Health & Human Service Systems
- HMI 8460 Administration of Health Care Organizations
- STAT 7020 Statistical Methods in the Health Sciences

Spring Semester 1
- HMI 8461 Human Resources Management
- HMI 8524 Health Economics
- HMI 8574 Health Care Law
- FCMD 8420 Principles of Epidemiology

Summer
- HMI 8689 Field Experience in Health Management and Informatics

Fall Semester 2
- HMI 7430 Introduction to Health Informatics
- HMI 8450 Methods of Health Services Research (Part 1)
- HMI 8470 Strategic Planning & Marketing for Health Care Organizations
- HMI 8472 Financial Management for Health Care Organizations
- Professional Elective

Spring Semester 2
- HMI 8450 Methods of Health Services Research (Part 2)
- HMI 8571 Decision Support in Health Care Systems
- HMI 8573 Decision Making for Health Care Organizations
- HMI 8575 Health Policy & Politics
- Professional Elective

Professional Electives: Courses are taken from a variety of MU departments in areas such as industrial engineering, informatics, finance, marketing, management, accounting, medical ethics, journalism, sociology, public administration, medicine, and public health.

Dual Degree and Graduate Certificate Options:
Students seeking a Master of Health Administration may expand their studies to obtain a:
- Master of Science, Health Informatics (MSHI)
- Master of Business Administration (MBA)
- Master of Science in Industrial Engineering (MSIE)
- Master of Public Health (MPH)
- Juris Doctor (JD)
- Certification in European Union Studies
- Graduate Certificate in Health Informatics
- Graduate Certificate in Health Ethics
- Other Graduate Certificates offered through the Graduate School at the University of Missouri
The management of complex health organizations is among the most difficult assignments in American society today. Increasingly, the ability to integrate clinical and managerial competencies determines the effectiveness of leaders in these organizations. The Executive MHA Program in Health Services Management is designed to help meet the growing demand for health professionals with high-quality management training. The program prepares practicing professionals for executive management positions across the full spectrum of health care settings. Candidates for the program, which leads to a Master of Health Administration (MHA) degree, include physicians, nurses, pharmacists, therapists, department managers, and other health care professionals with at least three years of clinical or administrative experience. The format enables working professionals to maintain full-time employment while completing the two-year course of study. The program is one of only a few executive programs accredited by the Commission on Accreditation of Healthcare Management Education (CAHME).

Program Design - The Distance Learning Edge

The program’s innovative curriculum and nontraditional format begins in January, combining monthly, three-day weekend, sessions on campus during the spring and fall semesters and distance learning activities into a comprehensive educational experience that takes advantage of the strengths of each teaching method. Students participate in novel distance learning activities using online discussion forums, e-mail, and MU online library resources that complement classroom meetings to create a seamless learning experience. The integration of information technology into the curriculum allows professionals from throughout North America to participate in the program and prepares them to respond to technological changes in the health care industry. Students develop an understanding of technology that is essential for success. The availability of individual instruction permits even novice computer users to participate fully as they learn the finer points of the emerging technology.

Curriculum by Semester

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Graduation in December

For further program information please call: 1-800-877-4764
Or visit us online at www.hmi.missouri.edu
Or email HMI-Admissions@health.missouri.edu
Registered Radiologic Technologist, MU Women’s and Children’s Hospital, Columbia, MO, August 2010—present
Work independently and collaboratively to obtain routine, pediatric radiographic images and perform trauma and fluoroscopic procedures. Perform computerized tasks for patient paperwork and exam data completion.

Administrative Intern, University of Missouri Health Care, Columbia, MO, May—August 2011
Collaborated with pharmacy supervisor to coordinate and plan pharmacy inventory for inpatient and outpatient pharmacies. Contributed to development of anticoagulation clinic by orchestrating space renovations, developing procedures manual, and assisting with business plan development. Determined billing capabilities and mapped work flow process to examine efficiency and identify areas for improvement. Developed education materials for patients and physicians to develop a new referral base. Authored and presented executive summaries on Stage I Meaningful Use for Eligible Providers. Collaborated with diversity task force to develop cultural competency training seminars for executive leadership and search committee training sessions. Utilized Microsoft Office to prepare and review of potential projects. Prepared and oversaw Cardiovascular Research Committee. Assured project management of studies. Ensured compliance with federal regulations (FDA and local IRB). Interviewed, hired, evaluated, managed and counseled research staff. Used multiple databases to assist with data requirements for studies. Assisted with some database building for study regulatory electronic maintenance system. Educated across physician, nursing, billing, coding, and laboratory entities regarding new and upcoming studies.

Staff Nurse, Cardiac Catheterization Lab, Massachusetts General Hospital, Boston, MA, 1998—2001

Staff Nurse, Cardiac Catheterization Lab, Indiana University Medical Center, Indianapolis, IN, 1991—1997
Mandeep Bhullar

University of Missouri
MHA, MBA, 2011 (Expected)
BS Agribusiness Management, 2006

Administrative Intern, Cleveland Clinic, Cleveland, OH, May—August 2010
Created process flow charts and automated budget templates related to the Finance Division. Cleaned up charges that had not been efficiently processed and sent to the appropriate payer. Worked with institute administrators to identify root causes for incorrectly processed charges in order to prevent future errors.

Graduate Teaching Assistant, Trulaske College of Business, University of Missouri, Columbia, MO, January 2010—Present
Teach Management 3200 Writing Intensive class. Responsible for lesson plans, grading, advising students, and course assessment.

Graduate Research Assistant, Trulaske College of Business, University of Missouri, Columbia, MO, September—December 2009
Assisted Dean of the College with preparation for the Association to Advance Collegiate Schools of Business (AACSB) accreditation. Performed indepth research, analyzed and presented data, prepared reports for Undergraduate Dean to aid in developing a plan of action toward accreditation. Compared and analyzed other institutions’ criteria for faculty guidance of student body.

SERIES 7 Licensed: General Securities Registered Representative. Provided analysis and guidance to businesses and individuals in making investment decisions. Helped clients with retirement and estate planning, college funds, and general investment choices. Contacted prospects regarding available services. Met with established clients periodically to review, update, and adjust their financial plans for life changes, i.e. marriage, disability, or retirement.

Provided analysis and guidance to businesses and individuals in making investment decisions.

Parker Brooks

University of Missouri
MHA 2012 (Expected)
University of Central Arkansas
BS Health Services Administration, 2010

Administrative Intern, Volunteer Services Department, St. Jude Children’s Research Hospital, Memphis TN, May—August 2011
Teen Volunteer Program—Facilitated a summer-long teen volunteer program that brought 30 high school seniors to the hospital to host themed events for the patients as they explored different career paths in the medical field. Responsibilities included facilitating orientation, scheduling speakers and tours of various hospital departments to speak to the teens, supervising the teens as they planned and executed their events, working with hospital employees to ensure that all infection control and patient privacy policies were followed, working with patients and parents at the events, and publicizing the program through written communication including the hospital’s quarterly newsletter.

College Student Volunteer Programs—Facilitated volunteer programs for medical students who were working at the hospital as researchers for the summer. The students planned and served weekly themed dinners for patients and families, hosted themed night time activities for patients, and made weekly rounds to patient rooms with carts filled with games and crafts for the patients and their families. Responsibilities included hosting orientation for these groups, managing their volunteer schedules, providing the students with needed supplies, and promoting the events.

SERIES 7 Licensed: General Securities Registered Representative. Provided analysis and guidance to businesses and individuals in making investment decisions. Helped clients with retirement and estate planning, college funds, and general investment choices. Contacted prospects regarding available services. Met with established clients periodically to review, update, and adjust their financial plans for life changes, i.e. marriage, disability, or retirement.

Aaran Chrisman

University of Missouri
MHA, 2012 (Expected)
MBA, 2010
BS Industrial Engineering, 2009

Administrative Intern, Harry S. Truman Memorial Veterans’ Hospital, Columbia, MO May—August 2011
Created a dashboard to showcase various patient satisfaction matrices. Participated in week-long Lean/Kaizen Event focused on future ICU design. Coordinated purchase and installation of televisions for emergency department to increase patient satisfaction. Interviewed and shadowed clinical and administrative personnel throughout the hospital.

Graduate Research Assistant, University of Missouri Center for Health Care Quality, Columbia, MO, August 2010—Present
Assisted Project Specialist with process and quality improvement projects. Helped with development of follow-up phone call dashboard and database to reduce readmissions. Aided in SS housekeeping project including creation of tracking tool and accompanying educational document for supervisors to decrease excess inventory and ensure necessary supplies are stocked.

Human Resources Intern, University of Missouri Student & Auxiliary Services, Columbia, MO June—August 2010
Designed a flowchart to accurately map the Student & Auxiliary Services HR hiring process from start to finish. Proposed implementing single online application to make process more efficient.

Graduate Assistant, University of Missouri Crosby MBA Program, Columbia, MO, August 2009—August 2010
Undertook marketing research project concerning Crosby MBA students’ preferences. Conducted telephone interviews with international applicants to the Crosby MBA program. Saved department $1500 annually by creating Excel spreadsheet to track attendance at MBA events.
BRIAN DENTON
University of Missouri
MHA 2011 (Expected)
University of Arkansas for Medical Sciences
BS Radiologic Technology, 2004

Director of Outpatient Services, Mercy St. John’s St. Francis Hospital, Mountain View, MO, June 2006—Present.
Member of the Executive Leadership Team (ELT). Develop and execute strategic objectives: Safety, Service, Quality, and Value. Responsible for operation and activity of Radiology, Respiratory Therapy, Sleep Lab, Rehab Services, and Laboratory areas; directly manage Radiology Department in day to day operations. Responsible for corporate and joint Commission compliance of all outpatient areas.
Opened an accredited Sleep Disorders Center from the ground up. Developed an operating ratio tool to monitor productivity in outpatient areas. Developed and executed plan for patient satisfaction improvement. Assisted with patient satisfaction improvement to 99th percentile in the Press Ganey “All Hospital” database for emergency department, and among best in the Mercy organization for outpatient services. Selected and implemented RIS and PACS, transitioning to a filmless environment. Utilized EHR data to determine referral patterns of local providers, leading to a local MRI service expansion.

Director - Imaging Department, DeWitt Hospital and Nursing Home, Dewitt, AR June 2004—June 2006
Responsible for day-to-day operations such as invoices, payroll, scheduling, budgeting, staffing. Played a key role in implementing and installing a RIS, PACS system, CR system, Ultrasound and general radiography equipment from inception. Analyzed department budget and increased revenue by 10% while decreasing expenses by 10%. Worked directly with the business office to revise fee schedule in order to increase revenue.

EVE EDMONDS
University of Missouri
MHA, 2011 (Expected)
Webster University
BA Social Science, 2008

Benefits Specialist, Slay Industries, St. Louis, MO, 2001—Present
Manage all insurance and 401(k) enrollments, while maintaining a high level of confidentiality. Enroll, change, and terminate coverage, as appropriate, for all employees in company sponsored insurance programs. Coordinate benefit deductions with payroll departments. Obtained reimbursement of $115,438.20 for the company as a result of consistently accurate and detailed record-keeping.
Administer the COBRA and HIPAA programs; complete COBRA and HIPAA reports as required, and collect COBRA premiums. Utilize online Social Security Administration system to verify all new hire personal information to ensure compliance with I-9 requirements. Establish and maintain employee personnel and insurance files—manage, update, and perform daily upkeep of employee database system. Assist employees with insurance claims, investigate and follow through when claim status is questioned.
Administer and maintain all record keeping and documentation pertaining to the Brad Warnser Educational Book Grant Scholarship Fund, and communicate with students and schools to ensure required documents are accurate and timely.

Human Resources Assistant, Touchette Regional Hospital, Centreville, IL 1998—2000
Established and maintained employee personnel files and other hospital/department policies and files. Performed benefits administration that included claims resolution, change reporting, reviewing invoices for payment and forwarding invoices for approval. Conducted annual open enrollments, i.e., Dental, Medical, and Life Insurance. Maintained company’s COBRA/HIPPA Program. Maintained quarterly enrollment and changes of the hospital’s 401(k) plan. Monitored/ coordinated monthly evaluations, revising as necessary. Provided reports as required, i.e., EEO -1, Evaluations, and Gold Card Program. Assisted with planning, organizing, and controlling all activities of the TRH HR department, including employee morale and recognition.

PATRICK EGAN
University of Missouri
MHA, 2012 (Expected)
Graduate Certificate in Health Informatics, 2012 (Expected)
BS Business Administration, 2010

MHA Trainee, Training in Interdisciplinary Partnerships & Services (TIPS) for Kids, Columbia, MO, August 2011—Present
Complete 300 hours of training through the LEND program (Leadership Education in Neurodevelopmental and Related Disabilities). Work on 16 member interdisciplinary team to provide family-centered evaluation, assessment, and treatment services to children with special health care needs.
Conduct a comprehensive literature review and comparison analysis to improve the Thompson Center’s interdisciplinary clinic revenue model.

Administrative Intern, Ear, Nose, and Throat Specialties, P.C., Lincoln, NE May 2011—August 2011
Performed Operating Room usage analysis using Microsoft Excel. Collaborated with practice administrator to hire a new physician assistant. Researched, evaluated, and recommended use of email encryption services ensuring HIPAA compliance. Created, administered, and analyzed physician and staff satisfaction surveys, identified strengths and opportunities for improvement, and provided suggestions and recommendations

Manager, Hot Box Cookies, Columbia, MO September 2009—Present
Used interpersonal and problem solving skills to provide exceptional customer service. Redesigned workflow and processes during renovation of store. Managed employees, created work schedules, and assigned specific duties. Created employee handbook detailing job descriptions, store policies, and procedures.

Sales/Marketing Intern, American National Property and Casualty, Columbia, MO, May—August 2009
Coordinator of top-producing sales team with over $3,000 in sales. Became certified as a licensed insurance producer specifically for this internship. Produced and quoted property and casualty insurance for prospective customers. Developed and completed sales/marketing projects targeting auto, boat, and home owners.
HEALTH SERVICES MANAGEMENT GRADUATES

**THERESA ELBERT**

*University of Missouri*

MHA, 2012 (Expected)

BS Agribusiness Management, 2010

**Strategic Alignment Intern, Banner Health Corporate Headquarters, Phoenix, AZ May—August 2011**

Partnered with Senior Director of Strategic Alignment in planning, to coordinate and deliver the Mid Year Strategy Retreat for Banner Health’s 250 senior-most executives.

Assisted Senior Director of Strategic Alignment in delivering the new strategic initiatives, including metrics, to strategic initiative leads and to the Senior Management Team.

Led research surrounding a retail approach to patient care at ambulatory care centers and presented results to the project steering committee.

Acted as Co-Project Manager for the assembly of the ACO Pioneer Application.

Produced literature about Banner Health’s future for organization-wide dissemination.

Created a physician database for use by key stakeholders throughout the organization.

Attended management and executive meetings with Senior Director of Strategic Alignment.

**Graduate Research Assistant, University of Missouri, Columbia, MO February 2011—Present**

Acquire, compile, organize and analyze data, given the scope and objectives of research study.

Initiate communication with key individuals to collect necessary data components for research study.

Develop source materials and create/format survey materials to be sent to research participants.

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**KEAVY FARRIS**

*University of Missouri*

MHA, 2012 (Expected)

Youngstown State University, OH

BS Nursing Home Administration, 2010

**Administrative Intern, Center for Quality Outcomes, West Virginia University Hospitals, Morgantown, WV, May—August 2011**

Analyzed new quality measures for WVUH to implement. Gained experience with the National Surgical Quality Improvement Program (NSQIP).

Experienced federal inspection, focused on regulations for quality and medical staff affairs for CMS inspection.

Researched prior surgical cases to determine correlation, if any, between surgical resident’s postgraduate year (PGY) and patient outcomes.

**Administrator-in-Training (AIT), Copeland Oaks and Crandall Medical Center, Sebring, OH, August 2009-May 2010**

Experienced all departments of nursing home, ability to balance budget. Developed marketing abilities for the Nursing Home.

**Nurse in Training, Summa Medical Center, Akron, OH, January 2006-May 2008**


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**ERIC FRANKS**

*University of Missouri*

MHA, MS Health Informatics, 2012 (Expected)

BS Business Administration, Finance and Banking, 2009

**Graduate Research Assistant, Center for Health Care Quality, University of Missouri, Columbia, MO August 2009—Present**

Perform systematic literature searches using research databases, review quality improvement and leadership development articles, and conduct meta-analyses of research articles for grants and research papers.

Assist in the Center for Health Care Quality’s Performance Improvement Leadership Development and Institute for Healthcare Leaders Programs. Programs are designed to equip physicians, nurses, and administrators with the knowledge and skills to make significant improvements related to leadership, quality, safety, and value to improve MUHC’s patient care services.

Participate on an improvement project to enhance the admission process at University Hospital by implementing a standardized process that will help orient inpatients and improve patient satisfaction.

**Administrative Intern, St. Louis VA Medical Center, St. Louis, MO, May—Aug 2010**

Worked closely with physicians, nurses, and administrators in surgical services to write a business plan for a Hybrid OR. The plan provided justification and rationale for why the VA and its patients would benefit by having the advanced operating room at the John Cochran Hospital, and was approved by the Federal Government for $1.5 million.

Designed and built an Access database that contains daily hospital operations to generate morning reports for the Director and executive staff. The reports were used to determine how the medical center was performing and what actions need to be taken to improve operations.

Worked with a Joint Commission surveyor as an escort and scribe as he examined the behavioral health facilities and programs at the medical center to make sure they were in alignment with the rules and regulations of the Joint Commission.
ANTHONY HARMON

University of Missouri
MHA, 2012 (Expected)
Graduate Certificate in Public Health, 2011
University of Washington, Seattle, WA
BS Molecular, Cellular, and Developmental Biology, 2009

Graduate Research Assistant, University of Missouri, Department of Health Management & Informatics, Columbia, MO
August 2011—Present
Assisting an Associate Professor in research focused on the integration of HR and IT.

Administrative Intern, Harry S. Truman Memorial Veterans’ Hospital, Columbia, MO, May 2011—Present
Analyzed & reported rationale for disposition of ICU mattresses associated with unacceptable rate of pressure ulcers. This report was selected for use in other VA facilities to address this issue. Research and negotiated cost-effective purchase of 20 wheelchairs for hospital lobby. Member of multidisciplinary team charged with “lean” design of new ICU.

Clarity Service Center Intern, Clarity Health Services Inc., Clarity Service Center, Seattle, WA
April 2010—August 2010
Assisted the Clarity Service Team with referrals, faxes, authorizations and other clerical tasks while working with health care providers and payers with the overall goal of facilitating communication and coordinating health care. Supported the Vice President of Services on specific projects to improve customer service.

Hospital Volunteer, Harborview Medical Center, Trauma I Surgery Unit, Seattle, WA, 2008—2010

Laboratory Assistant, Howard Hughes Medical Institute, Michael N. Shadlen Laboratory, Seattle, WA, 2006—2007

Administrative Assistant Volunteer, University of Washington Medical Center, Dermatology Center, Seattle, WA 2005—2006

Administrative Assistant Volunteer, Evergreen Hospital Medical Center, Cardiac Health Center, Kirkland, WA 2002—2005

MELISSA HART

University of Missouri
MHA, 2011 (Expected)
Southwest Missouri State University, Springfield, MO
BS, Radiography, 2004

Mammography Specialist. Harris Breast Center, Boone Hospital Center, Columbia, MO, August 2005—Present
Facilitate mammography Quality Control program to comply with American College of Radiology (ACR) and FDA requirements. Assist radiologist during interventional breast procedures. Coordinate patient care for follow up and diagnostic exams. Provide patient education concerning mammography, breast MRI and breast health.

Department of Radiology Employee Satisfaction Committee, member, 2007-2008
LEAN Executive training, June 2010

Radiologic Technologist, Audrain Medical Center, Mexico, MO
November 2004—August 2005

Radiologic Technologist, Cox Health, Springfield, MO, October—November 2004

Radiologic Technologist, Family Medical Walk-In Clinic, Springfield, MO
April—August 2004

Student Technologist/MRI Assistant, Cox Health, Springfield, MO
January 2003—September 2004

Radiology Secretary/Patient Transporter, Cox Health, Springfield, MO
August 2002—January 2003

CURTIS HOLLIE

University of Missouri
MHA, 2011 (Expected)
Central Michigan University
MS General Administration, 2009
Park University, MO
BS Management/Human Resources, 2005

Health Administrator (Hospital Corpman), U.S Navy – Active Duty, Scott AFB, IL, November 2010—Present
Training to become a U.S. Naval Officer as a Healthcare Administrator.

Manager, Information Management, U.S. Air Force – Active Duty Reserves, Scott AFB IL, February 2007—November 2010
Supervised staff of eight in information and records management, computer support, disaster preparedness, personnel and operational readiness, and production support. Direct report to squadron commander and senior enlisted advisor. Oversaw IT accounts and services for all assigned personnel on base. Revised training and compliance program, achieving 90% improvement.

Staff Supervisor, Human Resources/Information Management, United States Steel Corporation, Granite City Works, Granite City IL, October 2008—April 2009
Identified and recruited candidates; Assisted legal, safety, medical departments in Worker’s Comp. cases. Worked with Labor Relations in direction & discipline union workforce of 1,700 employees. Trained and tested union & non-union personnel.

Supervised over 200 operations and maintenance personnel per shift. Assisted in successful launch of recruiting team. Established succession plan to minimize attrition rate. Ensured compliance with state and federal risk and safety standards.

Manager, Information Management Resources, U.S. Air Force – Active Duty, Wright Patterson AFB, OH
December 2004—February 2007
Managed department supporting $1M in computer and communications equipment. Rated #1 unit with the best computer/information program in the Northeast. Monitored operations, resulting in 100% accuracy and accountability.
**KRISTA HUGHES**

*University of Missouri*
MHA 2011 (Expected)
BSN, 2000

**Autism Treatment Network Site**
Coordinator, Thompson Center for Autism and Neurodevelopmental Disorders, Columbia, MO, April 2008—Present
Manage day to day activities of the ATN Grant. Coordinate all activities related to the ATN Registry, AIR-P Projects, Biorepository Pilot, and Autism Collaborative. Manage a team of 4-6 staff providing support for the various projects related to this grant. Hire and train new staff joining ATN projects.
Member of committees including Coordinator Committee (Co-Chair) and ATN Work Group. Lead breakout sessions at National ATN meetings. Give presentations at National ATN meetings regarding Coordinator Committee work and other topics. Provide input to Autism Speaks (funding agency for ATN) on topics related to implementation of ATN protocol and how it affects sites and site coordinators. Write annual reports, manage budgets, and write RFA’s related to the ATN, AIR-P, and Biorepository Grants.

**Nurse Clinician, Thompson Center for Autism and Neurodevelopmental Disorders**
Columbia, MO
January 2008—Present
Provide nursing support for the Autism Diagnostic Entry Clinic (ADEC). Liaison between Medical Physicians, Psychologist, and other clinic staff participating in this multi-disciplinary clinic. Provide support for all families seen in the ADEC. Supervise administrative support for ADEC. Participate in multiple committees at the Thompson Center including: Professional Development Committee, Clinical Services Strategic Planning Committee, Parent Professional Task Force, and multiple Quality Improvement Committees. Act as team leader for multiple QI committees. Participate in the development of new clinics based on patient and center needs.

**Registered Nurse, University of Missouri Health Care**
Columbia, MO

**Registered Nurse, Boone Hospital Center**
Columbia, MO

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**SYED HUQ**

*University of Missouri*
MHA 2011 (Expected)
University of Washington
MS Biomedical Informatics, 2003
Bangalore Medical College, India
MBBS 2000

**Hematologist and Medical Oncologist, St. Johns Clinic, Cancer & Hematology, Rolla, MO, July 2010—Present**
Hospital privileges at Phelps County Regional Medical Center, Rolla, MO, and St. John’s Hospital, Lebanon, MO.

**Fellow, Hematology-Oncology, Department of Medicine, School of Medicine, University of Missouri, Columbia, MO, July 2007—June 2010**
Served as Chief Fellow July 2009—June 2010.

**Resident, Internal Medicine, Department of Medicine, St. Joseph Hospital, Chicago, IL, July 2004—February 2007**
Academic affiliate: Northwestern University, Chicago, IL.

**PGY 1, Family Practice, Department of Family Medicine, Medical College of Ohio, Toledo, OH, July 2003—June 2004**

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**MATTHEW KOELLING**

*University of Missouri*
MHA, 2012 (Expected)
Certificate in Health Informatics, 2012 (Expected)
Duke University, Durham, NC
BA Psychology, 2010

**Delivery Consultant Intern, U.S. Consulting, Cerner Corporation, North Kansas City, MO, May—July 2011**
Provided end-user client support and training on Cerner’s EMR to over 25 nurses and physicians during an “Advancing Conversion Excellence” (ACE), as well as an ambulatory conversion.
Helped troubleshoot various workflow issues and presented solutions and findings to managers. Updated workflows, corporate templates, and build designs.
Received outstanding intern award at completion of internship (out of 24 interns).

**Student Assistant – Technical, University of Missouri Academic Support Center, Columbia, MO, January 2011—Present**
Responsible for technical support and maintenance of overhead projectors in 70 on-campus classrooms.

**Executive Assistant, Christian Brothers Automotive – Shawnee, KS July—August 2010**
Anesthesiologist, Princess Margaret Hospital (450-bed public, non-profit), Nassau, Bahamas, April 2001—Present
Day to day care of patients in O.R. (8 theatres total) as well as in the Intensive Care Unit (9 bed). Teach medical students, manage the sessional OR list of Anesthesiologists. Active participant in implementation of the new surgical management system for the operating theatres.

Registrar, Anesthesiologist, Santhinkleth Hospital, Ponkunnam, Kottayam, Kerala, India, October 1999—March 2001
Practised anesthesiology in and around the town of Ponkunnam.

PGDCA Trainee, Madras Medical Mission, Mogappair, Chennai, India
August 1998—August 1999
Training in adult and pediatric cardiac anesthesia, and post-cardiac critical care.

Registrar, Anesthesiologist, St. Thomas Mission Hospital, Kattanam, Kayamkulam, Kerala, India, September 1997—July 1998
Conduct adult and pediatric anesthesiology. Taught nursing students.

Registrar, Anesthesiologist, Pushpagiri Hospital, Tiruvala, Kerala, India, December 1996—September 1997
Conducted adult and pediatric anesthesiology in a wide range of cases, including major trauma cases.

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Chief Student Manager, Trulaske College of Business Study Abroad Programs
August 2009—Present
Oversee 20 student managers for programs to China, Ireland, Czech Republic, Spain, India, Italy, and New Zealand.
Coordinated editing and publishing of five course books.
Coordinated planning and execution of all pre-departure courses.
Coordinated all logistical planning and preparation for programs.

Student Manager, Spain, China, India, New Zealand programs, Trulaske College of Business Study Abroad Programs
August 2007—Present
Wrote pre-departure course book used by 100 students. Created syllabus and taught pre-departure class.
Managed and coordinated students and aided professors on-site in Alicante, Spain, China, and New Zealand.
Managed student behavior, orientation to cities, emergency health situations, and all program activities.

Assistant, University Summer Programs Office, University of Alicante, Spain
Summer 2008 and 2009
Prepared study abroad program for students from throughout Europe and America.

Research Assistant, Genetics Laboratory, University of Missouri, January—May 2008
Performed experiments such as gel electrophoresis and polymerase chain reactions.


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Management Intern, Emergency Physicians of Mid-Missouri, Columbia, MO
May—August 2011
Assisted practice manager with daily activities. Trained and assisted with implementation of new billing system. Compiled and analyzed data for physician productivity, researched PQRI reports.

Hotel Lab Tech I, University of Missouri Hospital, Columbia, MO
May—October 2008
Received patient samples, sorted samples to desired location, ordered tests on patient samples, centrifuged received samples.

Peer Learning Advisor/Graduate Research Assistant, MU Department of Biochemistry, January 2008—Present
Hold weekly reviews for Biochemistry 4270 and grade homework, tests, and quizzes. Teach Biochemistry 2110/1090 Lab/Recitation twice per week. Assist professor with grading assignments and hold out of class study sessions before major tests and quizzes. Grade laboratory reports and exams. Assist students with understanding concepts discussed in class. Hold weekly tutoring sessions with student athletes.

Video Operations, Athletic Department, University of Missouri, Columbia, MO
January 2008—Present
Work primarily with the Football team - film all practices and games and edit film for coaches. Film various special events for the Department. Film games/events for Baseball, Basketball, Volleyball, Gymnastics, Swimming/Diving, Soccer.

Tutor, Total Person Program, Athletic Department, University of Missouri, Columbia, MO
January 2010—Present
Tutor student athletes weekly in various Biochemistry courses. Fill out tutor reports to inform advisors of student conduct and progress.

Equipment Operations, Athletic Department, University of Missouri, Columbia, MO
August 2010—Present
Distribute athletic equipment (clothing, shoes, helmets, pads) to student athletes for various sports. Ensure all practice facilities are set up and ready for use by coaches and players.
Diane Overschmidt
University of Missouri
MHA, 2011 (Expected)
Weber State University
BS Diagnostic Medical Sonography, 2009

Registered Ultrasound Technologist, St. John’s Mercy Hospital, Washington, MO, December 1977—Present
Proficient in performing ultrasound procedures in OB/Gyn, adult and pediatric abdominal, breast, adult and pediatric echocardiography to include transesophageal and stress echocardiography, testicular, vascular, musculoskeletal, small parts, intra-operative, and transvaginal exams. In addition, assist in invasive procedures such as amniocentesis, thoracentesis, paracentesis, thyroid, liver, and breast biopsies.
Developed current ultrasound department policies, procedures, and quality assurance, for accreditation through the American College of Radiology Association and American Institute of Ultrasound in Medicine Association.
Coordinated research-screening program for young athletes to rule out congenital heart disease with Toshiba ultrasound company.
Clinical instructor for employees and students of outside educational ultrasound institutions.
CPR instructor for Basic Life Support for in-house and community classes.
Computer Skills and Electrocardiograms.

Cardiopulmonary Technician, St. John’s Mercy Hospital, Washington, MO, December 1975—1977
Performed respiratory therapy duties to include intensive spirometry treatments, postural drainage treatments, arterial blood gases, oxygen therapy, code blue team member, and managed and set up respirators. Performed electroencephalogram technical duties to included EEG’s, BAER’s VER’s. Performed electro-cardiogram technical duties to included Holter monitor placement and scanning, stress testing, event recorders, medical transcriptions of electrocardiograms.

As both a private consultant and application specialist, assisted in sales and marketing, demonstrations and training on state-of-the-art ultrasound equipment to sonographers and physicians at hospitals and clinics throughout the United States.
MATTHEW RENNIE
University of Missouri
MHA, 2012 (Expected)
Graduate Certificate in Health Informatics, 2012 (Expected)
BSBA Finance, 2010

Administrative Intern, St. Louis Children’s Hospital- Washington University, St. Louis MO, May—August 2011
Conducted GAP analysis of the 2011 U.S. News & World Report Best Pediatric Hospital ranking in 10 clinical speciality areas; developed a project plan for senior management to guide improvement efforts. Analyzed and identified growth patterns for hospital inpatient and outpatient volumes over a seven year period for patient units and clinical service lines. Created Heat Map templates for historical volumes and capacity metrics. Shadowed senior executives, directors, and managers in various hospital departments at St. Louis Children’s and Barnes-Jewish Hospitals, and Washington University-School of Medicine.

Health Records Technician, University of Missouri Hospital, Columbia, MO
January—May 2011
Correctly updated, identified, and sorted patient medical information using Cerner software suite. Processed large volumes of medical records and health information requests from a variety of hospital and clinics in a timely manner. Assisted staff with locating medical records and health information throughout the hospital and clinics.

Graduate Teaching Assistant, University of Missouri, Columbia, MO
August 2010—Present
Teaching assistant for Risk Management & Insurance, Intermediate Microeconomics courses.

Legislative Intern, Missouri House of Representatives, Jefferson City, MO
January—May 2009

Intern, Ronald McDonald House Charities of Mid-Missouri, Columbia, MO
May—August 2008
Assisted Volunteer coordinator with various duties including hiring two new volunteers and scheduling 15+ volunteers at two hospital locations. Worked in both University Hospital and Boone Hospital Ronald McDonald Family Rooms, serving as a liaison to patient families needing information about the hospitals and RMH services.

KYNDAL RIFFIE
University of Missouri
MHA, 2012(Expected)
BS Biochemistry, 2009

Organizational Development Intern, Boone Hospital Center, May—August 2011
Developed a leadership mentoring program and assisted in Lean Quality Improvement initiatives. Observed and interviewed employees in a variety of roles throughout hospital to learn how the system functions as a whole.

Graduate Research Assistant, Center for Health Care Quality, University of Missouri, Columbia, MO
August 2010—Present
Learn about methods for improving the quality of care in hospitals. Participate in Lean discharge team at the University Hospital in an effort to find and solve problems within the process. Categorize errors within the Computerized Physician Order Entry application at the University Of Missouri. Study tools to aid in increasing quality transparency in hospitals.

Film Crew Member, Missouri Video, Athletic Department, University of Missouri, Columbia, MO
August 2008—Present
Film Missouri football team practices and games. Film highlights for Missouri Soccer team and Missouri Women’s Basketball team. Film Missouri Men’s Basketball and Missouri Volleyball games.

Research Assistant, National Center for Soybean Biotechnology, November 2005—May 2009
Conducted research on Arabidopsis plants. Assisted post-docs with their research projects. General lab management including sterilizing materials, restocking, washing, and plant maintenance.


ADRIAN ROBINSON
University of Missouri
MHA, 2011(Expected)
Drake University, Des Moines, IA
BS Pharmacy 1997

Responsibilities include entry of orders, preparing and checking IV orders, support, physicians, and other hospital staff with Pyxis. Direct technicians and verify their work (IV, Pyxis fill, floor stock, and cart fill).

Staff Pharmacist, Truman Hospital, Kansas City, MO, June 2006—Present
Take prescription orders from hospital staff, counsel patients, supervise technicians, fill orders/ prescriptions for patients and employees.

Pharmacy Manager, CVS Pharmacy, Minneapolis, MN/Kansas City, MO, October 2004—March 2007
Hired scheduled, and trained pharmacy technicians. Responsible for inventories (prescription and OTC), advising and taking prescriptions from physicians, consulting patients on OTC products and providing preventative pharmaceutical care.

Pharmacist-in-Charge, HealthPartners, St. Paul, MN, October 2003—October 2004
Scheduled and trained pharmacy technicians, pharmacist. Hired and disciplined staff. Responsible for inventories, attending provider meetings. Oversaw remodel of pharmacy and work flow transition.
JESSICA ROWDEN  
*University of Missouri*  
MHA/MS in Health Informatics, 2011  
(Expanded)  
LSU, 2009  

Clinical Nurse Supervisor, Burn/Wound Intensive Care Unit, University of Missouri Hospital, Columbia, MO  
January 2010—Present.  
Supervise the personnel and operational activities of the BICU, train, evaluate and counsel all staff.  
Determine and assign duties to patient care and support staff.  
Instruct and advise staff on changes in policies and procedures.  
Monitor departmental productivity and operations to ensure effective services are provided.  
Assist in implementing and monitoring quality assurance.  
ACLS, PALS, ABLS, BLS certified.  

Staff Nurse, Burn/Wound Intensive Care Unit, University of Missouri Hospital, Columbia, MO, June 2007—January 2010  
Performed duties of a Registered Nurse.  
Assisted physicians with procedures.  
Co-chairperson of Shared Governance Committee  
Chairperson of Morale Committee  

Answered phone calls/scheduled appointments.  
Retrieved requested medical records.  
Assisted physicians with procedures.

BENOY THOMAS  
*University of Missouri*  
MHA, 2012 (Expected)  
MS Health Informatics, 2012 (Expected)  
Lee University, Cleveland, TN  
BS Accounting, 2009  

Senior Project Leader, Love Without Reason, January 2008—Present  
Carried out cost analysis and reduced overhead cost for two separate business units by 78.2%.  
Develop program pricing that increased revenue by 43% for the organization’s surgical and educational initiatives. Prepared and maintained complete financial statements for each fiscal year.  

Graduate Research Assistant, MO Health Information Technology Assistance Center, Columbia, MO, November 2009—Present  
Assisted Principal Investigator in conducting market and cost analysis of preferred vendors in order to assist in group purchase for a $6.8M project. Designed analytical techniques (workflow charts, surveys, process mapping, time-motion studies analyses) to eliminate duplication, facilitate workflow, and assure optimum utilization of staff and equipment. Designed and administered the SharePoint site catering to multiple stakeholders.  

Product Management (Intern), Express Scripts, Inc., St. Louis, MO  
September 2010—August 2011  
Redesigned and administered the SharePoint Site for the Channel Management Consulting team.  
Developed and carried out statistical analysis (conjoint) on prescription drug coverage and health insurance plans. Involved in design of multiple ideation pilots applying Behavioural Economic theories for various PBM products.  
Analyzed financial information to produce forecasts of business, industry, and economic conditions for use in making investment decisions as well as optimizing current product lines.  

Management Consultant (Intern), Ingenix Consulting (UHG), Summer 2010  
Assignment 1: Vendor Alignment and IT Delivery Strategy Development  
Client: Heartland Health – St. Joseph, MO  
Assignment 2: Potential Unidentified Market – Healthcare Delivery & Solution  
Client: Ingenix Consulting – Lenexa, KS

ERIN TIPTON  
*University of Missouri*  
MHA, 2012 (Expected)  
BSHES Nutrition and Fitness, 2010  

Patient Account Representative, Cooper County Memorial Hospital, Boonville, MO  
September 2011—Present  
Contacted patients and responsible parties to resolve past-due accounts, investigated patient account statuses and initiated collection process. Prepared payment plans and monitored adherence to plans by responsible party; directed accounts to outside collection agencies when necessary.  
Checked patients into Outpatient Clinic and verified insurance. Obtained and filed medical records in Rural Health Clinic  

Administrative Intern, Cooper County Memorial Hospital, Boonville, MO  
May—August 2011  
Developed and administered a Community Perception Survey to collect data on the current need for and use of hospital services. Collected and analyzed data from Community Perception Survey before presenting an oral report to administration and Board of Trustees. Participated in EMR purchase, financing, and implementation meetings.  
Developed an easy-to-use and flexible Excel template to assist department and senior managers in tracking and evaluating the hospital’s performance toward reaching strategic plan goals. Observed clinical work processes throughout Rural Health and Outpatient Clinics and presented findings to managers and executives. Updated administrative policy manual and assisted in implementation of new hospital policies.  

Food Service Worker II, Missouri Orthopaedic Institute, Columbia, MO  
October 2010—September 2011  
Prepared and delivered food trays to hospital patients. Effectively communicated with doctors and nurses to ensure patient dietary needs were met. Demonstrated productive teamwork with other employees to carry out daily responsibilities.  
Established and maintained effective working relationships with employees and patrons of the food service units.  

Site Assistant, Adventure Club, Columbia, MO, January 2009—May 2010  
Educated children by providing enriching activities and modeling appropriate behavior.
Todd Vandewater
University of Missouri
MHA, 2011 (Expected)
BSBA, Marketing, 2006

Mortgage Loan Officer, VA Mortgage Center, Columbia, MO, July 2010—Present
Specialize in Veteran’s Administration home loans for veterans and active military.
Provide outstanding customer service to all applicants and consult with them on home loan options. Originate and close home loans by calling leads, emailing prospective clients and referrals. Take applications, consult with clients about their financial situation, assist clients to find the right home, process loans and evaluate underwriting risk.

Recruited physicians and nurses for hospitals, academic medical centers, multi-specialty and single-specialty groups in all areas of the country including rural and underserved markets. Developed and implemented marketing campaigns consisting of personalized and direct mail, email, voice messaging and online advertising. Set up interview itineraries and evaluated all prospects before, during and after the interview. Provided recommendations on interview techniques and gathered feedback from all parties involved. Consulted with healthcare executive leadership regarding recruiting trends, HR laws and regulations, salary and benefit negotiations and helped to relocate all placed healthcare providers.

Team Leader
Managed and led a team of six recruiters, with responsibility for production, training, teamwork, motivation, morale, hiring and terminating. Trained new recruiters on health care topics, recruitment techniques and consulting methods.

2009—Finished third out of approximately 50 recruiters for the year
2008—“Top Gun” — Timeline’s highest award, given to the individual with the most amount of placements for the calendar year
2007—Set the 10 year company record for most placements in the first 12 months of employment

Brian Washington
University of Missouri
MHA, 2012 (Expected)
BA, 2009

Education Intern, William S. Middleton Memorial Veterans Hospital, Madison, WI June—August 2011
Networked with other VA staff from other facilities. Conducted literature reviews on topics pertaining to future services. Supervised two nursing students in the collection of qualitative data. Obtained qualitative data on patient education from faculty and staff. Created a cost-benefit analysis on a possible future training for VA staff. Developed a strategic business plan for the patient education resource center. Produced articles on historical moments in U.S. history for the hospital website.

Patient Care Technician – PRN Status, Missouri Baptist Medical Center, St. Louis, MO, June 2007—Present
I am employed under PRN status so that I may return during school breaks to pick up open shifts. Support and aid nurses with direct patient care. Assist patients with activities of daily living. Member of Employer of Choice Committee. Obtain vital patient information for nursing staff. Communicate all patient situations to nurses and nurse managers.
Work with other personnel across all levels to ensure that all tasks were completed in a timely manner.

Desk Attendant, Residential Life, University of Missouri August 2005—May 2009
Resolved residents’ problems according to hall policy. Performed routine clerical duties to maintain order and continuity of service when other attendants were on duty. Organized and sorted paperwork concerning the residents’ information. Communicated with hall staff and supervisors about hall issues and concerns. Maintained confidentiality of residents’ information.

Aaron Weiser
University of Missouri
MHA, 2012 (Expected)
Kansas State University
BS Economics, 2010

Administrative Intern, Orthopaedics & Sports Medicine Institute, University of Florida, June 2011—Present
Administrative rotations through Ambulatory Outpatient Clinic, Physical Therapy, Imaging, and the Revenue Cycle. Generated thorough analysis of surgery scheduling; designed time-based studies for broad spectrum task analysis of clinical support staff (PA, RN, ARNP); presented improvement opportunities to Executive Administrator and Department Chair. Developed comprehensive Decision Support dashboards to capture data analysis for new service line and monthly profile report for each faculty surgeon.

Graduate Research Assistant
Center for Health Care Quality/Clinical Simulation Center, MU School of Medicine January 2011—Present
Implemented in-house database for storing simulation event registrations, survey forms and master calendars for the Clinical Simulation Center and CHCQ. Coordinated review of process improvement opportunities with 30 outreach simulation sites across Missouri for scheduling simulation events to benefit physician/nurse clinical training.

Quality Services Intern, Lincoln Surgical Hospital, Lincoln, NE, June—August 2010
Comprehensively analyzed supply chain function, delivery, through use and re-order; mapped using flow diagrams. Integrated real-time ideas from hospital employees to calculate alternative processes for Materials Management. GeneratedHITECH compliance report for COO, updating hospital policy and providing guidelines for future compliance. Coordinated with CEO to collect and analyze data on OR Utilization Times and specific Provider Utilization of ORs.

Certified Nurse Aide/Caregiver, Dynamic Patterns, LSH, Chanute Healthcare, Chanute, KS, February 2005—Jan 2010
Provided one-on-one care: coordinated with case workers, PCPs and other employees to create and maintain an atmosphere of accomplishment and fun in all aspects of daily living. Facilitated and assisted in long-term care; specifically of Alzheimer’s/Dementia and Cerebral Palsy residents.
Ryan White
University of Missouri
MHA, 2012, (Expected)
Graduate Certificate in Health Informatics, 2012 (Expected)
BSBA Management, 2010

Graduate Research Assistant, University of Missouri Healthcare Office of Professional Nursing, Columbia, MO
January 2011—Present
Invited bids and performed product evaluation for document/policy management systems to replace current system. Completed data collection and analysis to evaluate strengths, weaknesses, and opportunities for nursing practice improvement. Maintained University of Missouri Healthcare’s National Database of Nursing Quality Indicators, required for 2012 Magnet application. Created and maintained UMHC’s Journey to Magnet Designation SharePoint site. Attended monthly C-level and Patient Safety Committee meetings to discuss healthcare quality and effectiveness.

Administrative Intern, University of Missouri Healthcare Office of Professional Nursing, Columbia, MO, May—August 2011
Exercised Lean Process principles to facilitate expedited hiring of Graduate Nurses, reducing days to hire by 20%. Analyzed staffing patterns and correlation to patient satisfaction, resulting in new unit staffing options to optimize care and outcomes. Restructured University of Missouri Health’s intranet and external nursing website using SiteMaker for improved searchability and usability by current and prospective nurses. Carried out a departmental compliance audit on new hire documentation and progress reporting to offer recommendations on new training initiatives to the Center for Education and Development. Performed product evaluation and financial analysis of current inpatient glucose meters, providing actionable recommendation for future contract negotiations. Contrasted new CMS Conditions of Participation with current provision of care hospital policies to ensure observance of health and safety standards.

Coordinator of Hospitality, University of Missouri Women’s and Children’s Hospital, Columbia, MO, October 2010—May 2011
Coordinated operational support on nursing units; enhanced the care model for patients and allowed nursing staff to focus on clinical issues. Oriented patients to the hospital and its services, making rounds to ensure patients’ needs were met.

Mary Wyrwich
University of Missouri
MHA, 2012 (Expected)
Graduate Certificate in Health Informatics, 2012 (Expected)
BSBA Management, 2010

Training in Interdisciplinary Partnerships & Services (TIPS) for Kids, MHA Trainee, University of Missouri, Columbia, MO
August 2011—Present
Complete 300 hours of training through the Leadership Education in Neurodevelopmental and Related Disabilities (LEND) program to prepare for clinical application. Work on 16-member interdisciplinary team to provide family-centered evaluation, assessment, and treatment services to children with special health care needs. Conduct a comprehensive literature review and comparison analysis to improve the Thompson Center’s interdisciplinary clinic revenue model.

Administrative Intern, West Suburban Medical Center, Oak Park, IL
May—August 2011
Investigated market data to increase the hospital’s emergency department admissions rate to market average. Facilitated Kaizen event with a ten-member team and implemented a pilot program to decrease length of stay by 40 minutes while increasing patient satisfaction. Prepared and presented project results to leadership team.

Graduate Research Assistant, University of Missouri, Columbia, MO
August 2010—May 2011
Conducted research for systematic literature review on effects of patient-centered care on outcomes. Reviewed faculty research papers pre-publication for clarity, content, and accuracy. Performed multivariate statistical analyses of patients’ roles in safety data using data mining software and Excel.

Human Resources Intern, University of Missouri Hospital, Columbia, MO
March 2009—May 2011
Interviewed 20 applicants for student radiology internship; observed additional interviews. Screened 350 applications for open positions. Researched and prepared census reports for hospital-wide diversity initiative.

Work Injury Services Administrative Assistant, University of Missouri Hospital, Columbia, MO, May—August 2009

Jingyan Xia
University of Missouri
MHA, 2012 (Expected)
BSBA Finance, 2010

Administrative Intern, Department of Hospital Financial Services, University of Missouri Hospital & Clinics, Columbia, MO
May—August 2011
Designed and developed a model to calculate and predict budgeted FY2012 inpatient days for about 25 departments and facilities of UMHS & Clinics based on historical two-year Inpatient Days’ data. Conducted regression data analysis to compare the Inpatient Nursing Units’ work volume with the 2010 Press Ganey Hospital Patient Survey, and with 2010 NDNQI RN Survey Report; analyze results. Redesigned the UMHC Budget Book in three different design choices. Searched Thomson Reuters’ database Action QI and found comparison group according to the criteria.

Intern, Department of Patient Financial Services, University of Missouri Hospital & Clinics, Columbia, MO, June—August 2010
Using Visio, drew process flow charts for ancillary scheduling, OR scheduling, pre-registration, front-line registration, ER registration, admission advisor, bed board, and revenue management areas. Used SPSS SAS, and Excel to analyze data about patient visiting pattern, weight of visits for several School of Medicine departments, and 24-hour distribution for registered visits for three-month duration.
KEVIN YING

University of Missouri
MBA/MHA, 2011 (Expected)
BS Biology, 2007.

Graduate Teaching Assistant, Management 3000, Robert J. Trulaske, Sr. College of Business, University of Missouri, Columbia, MO, January 2011—Present
Monitor the class and assist professor with administration work. Hold office hours and review sessions.

Academic Tutor, Total Person Program University of Missouri, Columbia, MO
August 2010—Present
Tutor student athletes in finance, statistics and accounting. Mentor student athletes on time management skills toward in order to enhance their academic performance.

Health Administrative Intern, Citizens Memorial Healthcare, Bolivar, MO
May—August 2011
Audited No-activity inventory through Meditech electronic system to save over $600,000 in costs. Implemented new Quiet at Night policy to reduce noise for patients’ faster recovery. Analyzed employee satisfaction surveys; identified communication as a major problem.

Consumer Preference Research Project Specialist, Express Scripts, St. Louis, MO
September 2010—May 2011
Collaborated with four-student team to perform literature review. Developed and administered survey to 1,500 Medicare members. Conducted a conjoint analysis to determine the importance consumers place on prescription drug coverage when choosing a health insurance plan, and presented findings to the client.

Assistant Manager, Sakura Japanese Restaurant, Springfield, MO
Summer 2008 and 2009
Provided high level of customer service in a fast paced environment. Supervised the restaurant and staff and assisted the manager with daily operations.
MASTER OF SCIENCE IN HEALTH INFORMATICS PROGRAM

The University of Missouri, home to the world’s first computerized clinical laboratory system, has been a leader in health informatics research since the 1960s. The University began offering training in health informatics in the 1970s and counts among its alumni some of the leading figures in the field. The residential Master of Science in Health Informatics Program is located in the Department of Health Management and Informatics, School of Medicine, which is recognized for its excellence in research and national standing as a leader in primary care.

Career Opportunities: The residential health informatics program focuses on understanding, designing, and developing information technologies to transform and integrate health systems. The Program prepares students to meet critical and complex challenges in applying information technology within the health industry and to pursue careers in a wide range of health care organizations and related settings, such as academic medical centers, group practices, pharmaceutical firms, health insurance companies, research labs, and governmental agencies. The Program also develops students’ research interests in health informatics and encourages those with excellent academic performance to pursue the PhD degree.

Program Highlights: Course work combines classes in computer science, health informatics, and health management. The core health informatics curriculum includes courses in health information systems; information storage, retrieval and management; decision support; and research methods and outcomes analysis. Special areas of concentration include electronic health-care records, information systems for managing health, and bioinformatics.

Individuals with three or more years of professional experience and a focus on applied health informatics are encouraged to apply to the Executive HI Program.

Doctoral Study, Dual Degree, and Graduate Certificates: Students seeking a master’s degree in health informatics at MU may expand their studies to obtain the following:
- PhD in Informatics (in Health Informatics emphasis area) offered through MU Informatics Institute
- Master of Health Administration (MHA)
- Graduate Certificate in Health Informatics
- Graduate Certificate in Health Ethics
- Graduate Certificate in European Union Studies

Ernst & Young Scholarships: The consulting firm of Ernst & Young has recognized the need to prepare executive leaders who can bring knowledge of advanced information technology to strategic and operational decision making in integrated health systems. In response to this need, Ernst & Young has created scholarships for students in the Master of Science in Health Informatics Program. Ernst & Young Scholarships will be presented to outstanding applicants each year.

For more information, contact:

Matthew L. Kearney, M.A.
Coordinator of Student Recruitment & Admissions
(573) 884-0698
kearneym@health.missouri.edu
Master of Science in Health Informatics Curriculum  
(Residential Program)

The Health Informatics (HI) core curriculum integrates fundamental informatics and management concepts and applies them to the health care environment.

**Foundation Courses:** HI candidates must complete or waive one foundation course:
- Algorithm Design/Programming I (CS 1050 or equivalent)

An additional six hours of foundation courses are highly recommended:
- Algorithm Design/Programming II (CS 2050 or equivalent)
- Database management systems I (CS 4380/7380 or equivalent)

Full-time students who are admitted to the program without the required foundation course will be required to enroll in 12 hours in their first semester in order to complete the program in two academic years. Since foundation courses are necessary preparation/prerequisites for required HSM courses, the faculty may require special pre-assessment of preparation levels of those students who have completed analogous foundation coursework prior to enrollment in the program. An individual who waives all foundation courses can complete the HI degree as follows:

<table>
<thead>
<tr>
<th><strong>MS(HI) Plan of Study (36 credits)</strong></th>
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<tbody>
<tr>
<td><strong>Introduction</strong></td>
<td>● HMI/Info Inst 7430 - Introduction to Health Informatics</td>
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<tr>
<td><strong>Core (18 credits)</strong></td>
<td>● HMI 8441 - Theory and Application of Controlled Terminologies (Biomedical and Health Ontologies and Applications)</td>
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<td>● HMI 8437 - Data Warehousing and Data/Text Mining for Health Care</td>
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<td>● HMI 8870 - Knowledge Representation in Biology and Medicine</td>
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<td>● HMI 8573 - Decision Making for Health Care Organizations</td>
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<td>● HMI 8571 - Decision Support in Health Care Systems</td>
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<td>● HMI 8443 - Enterprise Information Architecture</td>
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<tr>
<td><strong>Concentration (Elect at least two) (6 credits)</strong></td>
<td>● HMI 8478 - Knowledge Management in Health Care</td>
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<td>● HMI 8600 - Social Dynamics and Health Information</td>
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<td>● HMI 8610 - Consumer Informatics</td>
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<tr>
<td><strong>Research (9 credits)</strong></td>
<td>● STAT 7510: Applied Statistical Models I or</td>
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<td></td>
<td>● STAT 7150 Applied Categorical Data Analysis</td>
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<tr>
<td></td>
<td>● HMI 8450 Research Methods in HMI**</td>
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<tr>
<td></td>
<td>● HMI 8090 Thesis research (3)**</td>
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</tbody>
</table>

**With approval of advisor students may elect 6 credits of HMI 8090 Thesis Research instead of HMI 8450 Research Methods in HMI.**
Executive Master of Science in Health Informatics

The Executive Health Informatics Program addresses the growing demand for health care information technology leaders with high-quality technical and management training. The Program is designed for self-motivated professionals working in the healthcare and information technology fields, and provides them an increased understanding of the transforming potential and complexity of advanced information technology applied to healthcare organizations. The curriculum provides an applied orientation, drawing on the best evidence to develop an in-depth understanding of how health organizations and systems are structured and function, and how information technology can be applied to improve the integration, quality, and safety of clinical services as well as the efficiency and overall business function. Graduates will be prepared to design, develop, implement, manage, and evaluate information technologies to improve systems at operational as well as enterprise levels.

The program targets practicing information services professionals who seek formal training in health informatics or credentials for advancement. The program also serves individuals who want to make a career move into the informatics field, whether from a health care background or a technical background. Graduates will be prepared to design, develop, implement, and evaluate information technologies to improve systems at operational as well as enterprise levels. The program begins a new cohort each Spring Semester.

Program Design - The Distance Learning Edge

Just as information technology is revolutionizing health care delivery, it is opening new doors in higher education as well. As a national leader in both health informatics and distance education, the University of Missouri is uniquely prepared to apply the benefits of new technology not only to its curriculum, but also in the teaching process itself. The program’s innovative structure combines three on-campus weekend sessions per semester, starting each January, with online course work and independent study to form a comprehensive educational experience. This format enables working professionals to maintain full-time employment while completing the two-year course of study.

Curriculum by Semester

**Spring Semester 1**
Design of Health and Human Service Systems
Introduction to Health Informatics

**Summer Semester 1**
(no on-campus sessions)
Methods of Health Services Research (Part I)
Enterprise Information Architecture

**Fall Semester 1**
Health Economics
Decision Support in Health Care Systems

**Spring Semester 2**
Information Security and Policy
Theory & Application of Controlled Terminologies

**Summer Semester 2**
(no on-campus sessions)
Methods of Health Services Research (Part II)

**Fall Semester 2**
Knowledge Management in Health Care
Data Warehousing and Data/Text Mining

Graduation in December

For further program information please call: 1-800-877-4764
Visit us online at www.hmi.missouri.edu
Or email HMI-Admissions@health.missouri.edu
REBECCA BAKER
University of Missouri
MHA 2012 (Expected)
Bowling Green State University, OH
BSN, 1989

ST Elevation Myocardial Infarction Coordinator, Cardiac Catheterization Lab Quality, Mercy-Springfield (St. John’s Health System), Springfield, MO
2010—present
Responsible for maintaining STEMI database, extracting information, and providing feedback to those involved in the process of care across the spectrum. Perform root-cause analysis on unmet metrics, and facilitate discussion to improve processes at monthly quality meetings. Lead Six Sigma and Lean type sessions on processes involved in STEMI care. Work closely with Quality department to ensure compliance with CMS Core measures. Perform outreach to referring facilities concerning the STEMI care process and acute coronary syndromes including STEMI. Co-Lead multi-disciplinary STEMI Oversight committee. Provide data overview at meetings to drive performance improvement initiatives. Serve on the Time Critical Diagnosis (TCD) initiative task force with DHHS.

Cardiovascular Research Supervisor, St. John’s Health System, Springfield, MO
2001—2010
Assisted Medical Research Director with budget preparation and review of potential projects. Prepared and oversaw Cardiovascular Research Committee. Assured project management of studies. Ensured compliance with federal regulations (FDA and local IRB). Interviewed, hired, evaluated, managed and counseled research staff. Used multiple databases to assist with data requirements for studies. Assisted with some database building for study regulatory electronic maintenance system. Educated across physician, nursing, billing, coding, and laboratory entities regarding new and upcoming studies.

Staff Nurse, Cardiac Catheterization Lab, Massachusetts General Hospital, Boston, MA, 1998—2001

Staff Nurse, Cardiac Catheterization Lab, Indiana University Medical Center, Indianapolis, IN, 1991—1997

THRLEASA BALLenger
University of Missouri
MS Health Informatics, 2011 (Expected)
Drury University
BSN, 1989

Information Systems Education Analyst, Cox Health System, Springfield, MO
October 2007—Present
Cerner eMAR - Co-created the CoxHealth IntraWeb “eMAR Resource Center” for class instruction and self-paced learning using Computer Based Training Modules extensively. Created additional CBT Modules for Medication Reconciliation, RadNet Tech/Clerks (Radiology), PACS system, MAR (Medication Administration Record) Summary, and “Enhanced View” for a new look to the EHR (utilized throughout the entire Cox Health System). Organized, developed, and implemented training program for eMAR (electronic Medication Administration Record) and utilization of the Hand Held Device at the North and South campuses. Implemented eMAR training for Cox College nursing students to incorporate into the clinical setting. Integrated training with Cox College faculty to include eMAR education in their curriculum. Coordinate and organize electronic documentation classes for student nurses from multiple colleges and universities.

Information Systems Educator, Cox Health, November 2004—October 2007
Member of Medication Reconciliation task force. Served on risk management software committee, and assisted in implementing the RLS Solutions Pro at Cox Health. Member of the Document Enhancement Workgroup Committee, comprised of nurses and managers from a variety of nursing units from the South campus and Cox Monett campus. Taught Cerner, including RadNet and FirstNet, to a variety of levels of healthcare professionals. Taught computer programs such as SMS, Kronos, Mainframe, and Lawson system-wide.

Central Services/OR Educator, Cox Health, August 1998—September 2001
The first Central Service Technician Course instructor in the Springfield area.

Staff Nurse Operating Room, Cox Health
January 1995—August 1998
One of a five member team to develop and initiate the first Open Heart Surgical program at Cox Health (scrubbed and circulated).

ARPITA CHANDRA
University of Missouri
MS Health Informatics, 2012 (Expected)
Visveshwaraiah Technological University
B Eng, Computer Science, 2005

Graduate Research Assistant, University of Missouri, Columbia, MO
August 2010—Present
Working at Tiger Place (Senior Care residence) on a project focused on creation of a dashboard for effective Clinical Decision Support System for care providers. Interact with Geriatricians, Gerontologists, Social Workers and Nurses to collect information for preliminary studies.

Information Systems Intern, Revenue, Partners Healthcare, Boston, MA
June—August 2011
ICD-10 Business Needs Assessment for Brigham and Women’s Hospital, which helped to identify areas and departments requiring remediation for transition to ICD-10 codes by October 1, 2013.

HIS Senior Application Consultant, IBM Global Business Services, Bangalore, August 2009—August 2010
Hospital Information System implementation at The Dubai Mall Medical Centre, Meadows Clinic and Ranches Clinic. Participated in requirement gathering for departments and specialties in the three clinics, set up clinic-specific master lists of user roles and profiles, provider profiles and codes, diagnosis & procedure codes, appointment booking, scheduling, security access, billing, charge capture, charge codes, procedure, tests and investigations, etc. Worked with HIS vendor (Pragmedic) to analyze and implement clinical workflow for optimum use of resources in radiology, laboratory, front desk, billing, surgical ward, and outpatient consultations. Lead consultant for pre- and post-live issues. Facilitated physician adoption, post-implementation acceptance testing and regression testing.

Business Analyst/Financial Analyst, Cognizant Technologies Services (CTS), Hyderabad, India
April 2008—August 2009

Implementation and Support Specialist, FCG Software Services India Pvt Ltd., Bangalore, India
July 2005—April 2008
Martina Clarke

University of Missouri
MS Health Informatics 2011 (Expected)
Marshall University, Charleston, WV
MS Information Science, 2010
University of Charleston, WV
BS Business Information Technology Systems, 2008

Graduate Research Assistant, University of Missouri, Columbia, MO
March 2011—Present
Collect and analyze data through interviews and focus groups. Develop EHR display prototypes after analysis of collected data. Perform usability evaluations.

Information Technology Associate, West Virginia Office of Technology, Charleston, WV, June 2009—August 2010
Entry level work in a variety of information technology disciplines within the department. Functional assignments in areas such as project management, information technology procurement or other information technology related disciplines.
Worked and administered SharePoint services for West Virginia Office of Technology Enterprise Project Management Office (WVOT EPMO). Duties included creating dashboards and document repositories for agencies with projects under WVOT EPMO.
Performed West Virginia Office of Technology public website data administration duties such as updating website and managing content.
Assisted in the CTO review process in the Consulting Services division.
Served as secondary project manager. Duties include assisting the primary project manager in meeting organization, note taking and project plans.

Resident Assistant, University of Charleston, Charleston, WV
September 2006—May 2008
Enforce Student Expectations and Accountability Standards of the university. Assisted students with various problems and concerns and played a vital role in the development of community.

Agent-At-Your-Service Representative, Marriott International, Charleston, WV
October 2007—November 2008

Paul Dow

University of Missouri
MS Health Informatics 2011 (Expected)
Stephens College, Columbia, MO
BS Health Science, 2008

Clinical Informatics Educator, Clinical Informatics Group, North Kansas City Hospital, Kansas City, MO, 2011—Present
Collaborated with multidisciplinary clinical teams to provide education to more than 2,000 employees annually. Created multiple processes to streamline educational development and delivery. Planned and implemented intranet web site for improving learner engagement across clinical roles.

Independent Contractor, Meaningful Use Compendium Team, Healthcare Information and Management Systems Society, (HIMSS) Chicago, IL, 2010
Research and documented the current status of Medicare/Medicaid meaningful use criteria regarding Health Information Exchanges and data analytics to be posted on the HIMSS web site as a reference for clinical implementations stakeholders.

Virtual Education Support Specialist, Solutions Implementation, Siemens Healthcare, Malvern, PA, 2007—2010
Explored, created and signed the University of Arizona Surgery Simulation Center to present over 20 hours of clinical education at annual customer meeting of 500 attendees resulting in over 20 hours of clinical education at annual customer meeting of 500 attendees resulting in increased recognition of outstanding revenues from sales orders. Communicated with customers at trade shows such as the Radiology Society of North America (RSNA) and the American College of Cardiology (ACC).

Clinical Education Manager, Customer Solution Group, Siemens Medical Solutions Inc. USA, Malvern, PA, 2005—2007
Implemented strategies to expand quantity of e-learning products by 20% each year while continually increasing the quality of the client learning experiences. Developed process and online SharePoint site.

Judy Fears

University of Missouri
MS Health Informatics, 2011 (Expected)
Chamberlain College of Nursing, St. Louis, MO
BSN, 2009

Clinical Documentation Specialist, Barnes-Jewish St. Peters Hospital, St. Peters, MO
April—July 2011
Provided effective analysis and statistical development of bi-monthly data for Barnes-Jewish revenue cycle and VP of Patient Care for Clinical Documentation Improvement program utilizing JATA CDMF Guide® software. Clinical Documentation Specialist for 150 bed hospital; strengthened coding systems and operations for Medicare billing, saving the hospital 1.8 and 1.6 million respectively in the first two years of program.
Co-founder, Association for Documentation Improvement Specialists (ACDIS), St. Louis Chapter.

RN Consultant/RN Senior Case Manager, WellPoint, St. Louis, MO
March 2007—April 2011
Senior RN promoted as part of a pilot program resulting in the successful launch of a product saving $16 million for WellPoint Care Management clients in two years. Three clinical applications were implemented within a 3-year timeframe, including a large-scale phone system, Avaya. Subsequent heavy involvement with Information Technology processes and architecture implementation to create a strong foundation supporting 1,300 healthcare professionals in a virtual work environment. In-depth examination of clinical program data and Verint® Data Reporting. Completed projects including focus groups for documentation system improvements and creation of materials for Learning and Development.

Nurse Care Manager, Disease Management, WellPoint Health Management Corporation, St. Louis, MO
August 2006—February 2007
Worked to improve quality of healthcare by managing the top ½% highest utilization cases in an average 32 million population via analysis of predictive modeling program, Ingenix ImpactPro and insurance information. Successfully trained over 20 experienced RN’s for case management/ disease management programs.
Eric Franks

University of Missouri
MHA, MS Health Informatics, 2012 (Expected)
BS Business Administration, Finance and Banking, 2009

Graduate Research Assistant, Center for Health Care Quality at University of Missouri Hospital, Columbia, MO
August 2009—Present

Perform systematic literature searches using research databases, review quality improvement and leadership development articles, and conduct meta-analyses of research articles for grants and research papers.

Assist in the Center for Health Care Quality’s Performance Improvement Leadership Development and Institute for Healthcare Leaders Programs. Programs are designed to equip physicians, nurses, and administrators with the knowledge and skills to make significant improvements related to leadership, quality, safety, and value to improve MUHC’s patient care services.

Participate on an improvement project to enhance the admission process at University Hospital by implementing a standardized process that will help orient inpatients and improve patient satisfaction.

Administrative Intern, St. Louis VA Medical Center, St. Louis, MO, May—Aug 2010

Worked closely with physicians, nurses, and administrators in surgical services to write a business plan for a Hybrid OR. The plan provided justification and rationale for why the VA and its patients would benefit by having the advanced operating room at the John Cochran Hospital, and was approved by the Federal Government for $1.5 million.

Directed and built an Access database that contains daily hospital operations to generate morning reports for the Director and executive staff. The reports were used to determine how the medical center was performing and what actions need to be taken to improve operations. Worked with a Joint Commission surveyor as an escort and scribe as he examined the behavioral health facilities and programs at the medical center to make sure they were in alignment with the rules and regulations of the Joint Commission.

Olubunmi Gbile

University of Missouri
MS Health Informatics, 2011 (Expected)
Wesleyan University, Marion, IN
MBA, 2003
University of Ibadan, Oyo, Nigeria
BS, 1986

Project Manager, Cerner Corporation, Kansas City, MO, October 2010—Present
Currently managing an EMR project as a Cerner consultant in West Boca Medical Center in Boca Raton Florida. Project involves managing resources, scope and daily activities of the project life cycle. West Boca Medical Center is a Tenet Inc. hospital and will be implementing Nursing clinical documentation and CPOE.

Senior Oracle Database Administrator, Cerner Corporation, Kansas City, MO, June 2007—October 2010

Performance tuning: Regular performance tuning to keep the database running at optimal performance. Constant documentation of database health and other system operations issues. Backup and Recovery using RMAN. Application and System monitoring with scripts and 10g Oracle Enterprise Manager management server. Database Changes: Assisted in changing database tablespaces indexes and tables. Upgraded databases from 9i to 10g. Working on AIX, HPUX, VMS and LINUX platforms.

Lead Engineer, ACT, Inc., June 2006—June 2007

Senior Oracle Database Administrator/Lead DBA, Department of Workforce Development, September 2000—May 2006
Led effort in the upgrade of oracle 8.0.4 to 8.0.6 and upgrading to 8i. Presently, testing the application on oracle 9i.
System monitoring using bstat/estat utilities. Statspack and Oracle Enterprise Manager to check on the system and advise changes to make for better performance.
Tweaked UNIX operating system parameters for compatibility with oracle parameters.


Medical Records Clerk Supervisor, University of Minnesota Hospitals and Clinics, May 1990—April 1996

Sally Irelan

University of Missouri
MS Health Informatics, 2011 (Expected)
Our Lady of the Elms, Chicopee, MA
BSN, 2008

Clinical Informatics Analyst III, Baystate Health System, Springfield, MA
November 2010—Present
Second line support for end users of EMR (Cerner system). Work with end users to develop technical specifications for maintenance and enhancement requests to the electronic medical record. Participate in design and implementation of new applications and expansion of current applications to new areas. Technical representative on Nursing Documentation Council and Nursing Quality Council. Clinical/nursing representative for medical records printing, pharmacy informatics, communication device selection. Experience in inpatient and hospital-based ambulatory settings. Recently using and implementing Cerner products: power chart, power note, power note ED, Interactive flow sheets, Care admin, Care Mobile, and Mpags.

Oncology Clinical Supervisor, Baystate Medical Center Regional Cancer Program, Springfield, MA
July 2007—November 2010
Supervised licensed and unlicensed staff in all areas including infusion, clinic, and radiation therapy. Improved and provided troubleshooting with EMR. Advocated and assisted transition to electronic forms and record-keeping, implementation of new computer-charting systems. Provided Super User Support to nursing staff for electronic systems. Participated in successful implementation of PPID barcoded medication scanning. Involved in implementation of CIS office for outpatient oncology.

Oncology Nurse Clinician, Baystate Medical Center Regional Cancer Program, Springfield, MA, August 2004—July 2007
Developed the Practice Nurse Position (a nurse navigator role), providing a central contact person for patients, physicians, and infusion staff. Wrote processes and procedures to define the position. Served on patient flow committee, assisted with development of new documentation flow sheet. Provided clerical and medical assistants with necessary training and data to complete orders and obtain insurance coverage. Oriented new staff in infusion suite role and practice nurse role.
Basic and Batch workload by 15 hours a week utilizing Perl, Visual Create scripts to automate daily tasks, reducing wide upgrade of BMC Monitoring software. Successfully developed/implemented enterprise-troubleshoot failed installs. Patrol to all front end servers upgrades and 13,000+ Microsoft Windows Servers. Install BMC Responsible for maintaining BMC Monitoring to Cerner Works clients achieve their goals. Cerner Works, further providing support to help productivity and business process automation. Provide knowledge of monitoring solutions, roadmap to client teams. Provide knowledge function and integration expertise to Cerner and client engagement teams. Ensure change control processes are in place and executed. Coordinate interface activities with technical and foreign system interface engagement teams, providing data conversion/migration expertise.

System Engineer, Information Services Development, Infrastructure
Write custom scripts using Patrol Scripting Language, Perl and Java to automate day to day functions and assist with escalated new solutions throughout the enterprise. Help build/enrich applications used to monitor and manage data centers. Involved in all phases of SDLC to include gathering requirements, writing use-cases, and development; work with testers to ensure product meets all requirements. Provide consulting to support teams on all solutions, as well as knowledge transfer sessions. Provide knowledge transfer to team on all areas of multiple solutions and serve in on-call rotation. Responsible for ITWorks monitoring solutions and automation. Provide knowledge of monitoring solutions, roadmap to client teams.

System Engineer, Information Services Support, Infrastructure
Provide enterprise business solutions to foster productivity and business process automation at Cerner Works, further providing support to help Cerner Works clients achieve their goals. Responsible for maintaining BMC Monitoring to 13,000+ Microsoft Windows Servers. Install BMC Patrol to all front end servers upgrades and troubleshoot failed installs. Successfully developed/implemented enterprise-wide upgrade of BMC Monitoring software. Create scripts to automate daily tasks, reducing workload by 15 hours a week utilizing Perl, Visual Basic and Batch.

Anesthesiologist, Princess Margaret Hospital (450-bed public, non-profit), Nassau, Bahamas, April 2001—Present
Day to day care of patients in O.R. (8 theatres total) as well as in the Intensive Care Unit (9 bed). Teach medical students, manage the sessional OR list of Anesthesiologists. Active participant in implementation of the new surgical management system for the operating theatres.

Registrar, Anesthesiologist, Santhinikethan Hospital, Ponkunnam, Kottayam, Kerala, India, October 1999—March 2001
Practised anaesthesia in and around the town of Ponkunnam.

PGDCA Trainee, Madras Medical Mission, Mogappair, Chennai, India
August 1998—August 1999
Training in adult and pediatric cardiac anaesthesia, and post-cardiac critical care.

Registrar, Anesthesiologist, St.Thomas Mission Hospital, Kattanam, Kayamkulam, Kerala, India, September 1997—July 1998
Conduct adult and pediatric anesthesia. Taught nursing students.

Registrar, Anesthesiologist, Pushpagiri Hospital, Tiruvala, Kerala, India, December 1996—September 1997
Conducted adult and pediatric anesthesia in a wide range of cases, including major trauma cases.

Certifying Technician, Forensic Drug Testing, Quest Diagnostics, Lenexa, KS
August 2006—Present
Administer review and interpretation of daily calibrations and quality control of screening instrument. Maintain currency with SOP changes NLCP reporting guidelines and prepare for inspection. Observe all compliance and safety policies.

Screening Analyst, Quest Diagnostics, Lenexa, KS, December 2003—August 2006
Responsibilities as screening analyst involved drug screening for the toxicology department. Performed various methods of extraction for analysis of drugs of abuse on the GC/MS as an extraction technologist.

Screening Analyst, Clinical Reference Laboratory, Lenexa, KS
May—December 2003
Responsible for screening of drugs of abuse for the toxicology department. Performed various methods of extraction for analysis of drugs of abuse on the GC/MS as an extraction technologist.

Biochemistry Laboratory Research Assistant, Western Illinois University, Macomb, IL, August 2002—May 2003
Carry out isolation and purification of secondary alcohol dehydrogenase from Bacillus Sphaericus 5d4,NRRLB-14865. Performed culture preparation, hydrophobic column, running of SDS PAGE gel, inoculation, chromatography, non denature SDS PAGE, Sonification, Ammon exchange column, two-dimensional SDS PAGE gel Ammonium sulphate, Enzymes activity, Western blotting and precipitation.

University of Missouri

Health Informatics Graduates

YOLANDA KING
University of Missouri
BS Information Technology, 2007

Corner Corporation, Kansas City, MO
2007—Present
Integration Architect, Integration Services (Accelerated Development Program)
Complete engagement updates – status reports, issues log, clear tracking and resolution of issues. Provide solution functionality and integration expertise to Cerner and client engagement teams.

System Engineer, Information Services Development, Infrastructure
Write custom scripts using Patrol Scripting Language, Perl and Java to automate day to day functions and assist with escalated new solutions throughout the enterprise. Help build/enrich applications used to monitor and manage data centers. Involved in all phases of SDLC to include gathering requirements, writing use-cases, and development; work with testers to ensure product meets all requirements. Provide consulting to support teams on all solutions, as well as knowledge transfer sessions. Provide knowledge transfer to team on all areas of multiple solutions and serve in on-call rotation. Responsible for ITWorks monitoring solutions and automation. Provide knowledge of monitoring solutions, roadmap to client teams.

System Engineer, Information Services Support, Infrastructure
Provide enterprise business solutions to foster productivity and business process automation at Cerner Works, further providing support to help Cerner Works clients achieve their goals. Responsible for maintaining BMC Monitoring to 13,000+ Microsoft Windows Servers. Install BMC Patrol to all front end servers upgrades and troubleshoot failed installs. Successfully developed/implemented enterprise-wide upgrade of BMC Monitoring software. Create scripts to automate daily tasks, reducing workload by 15 hours a week utilizing Perl, Visual Basic and Batch.

REGHU KURIAN
University of Missouri
MHA, 2011 (Expected)
M.S. Ramiah Medical College
MD - Anesthesiology, 1996
MBBS, 1991

Anesthesiologist, Princess Margaret Hospital (450-bed public, non-profit), Nassau, Bahamas, April 2001—Present
Day to day care of patients in O.R. (8 theatres total) as well as in the Intensive Care Unit (9 bed). Teach medical students, manage the sessional OR list of Anesthesiologists. Active participant in implementation of the new surgical management system for the operating theatres.

Registrar, Anesthesiologist, Santhinikethan Hospital, Ponkunnam, Kottayam, Kerala, India, October 1999—March 2001
Practised anaesthesia in and around the town of Ponkunnam.

PGDCA Trainee, Madras Medical Mission, Mogappair, Chennai, India
August 1998—August 1999
Training in adult and pediatric cardiac anaesthesia, and post-cardiac critical care.

Registrar, Anesthesiologist, St.Thomas Mission Hospital, Kattanam, Kayamkulam, Kerala, India, September 1997—July 1998
Conduct adult and pediatric anesthesia. Taught nursing students.

Registrar, Anesthesiologist, Pushpagiri Hospital, Tiruvala, Kerala, India, December 1996—September 1997
Conducted adult and pediatric anesthesia in a wide range of cases, including major trauma cases.

ROY ODOUR
University of Missouri
BS Biology 2003

Certifying Technician, Forensic Drug Testing, Quest Diagnostics, Lenexa, KS
August 2006—Present
Administer review and interpretation of daily calibrations and quality control of screening instrument. Maintain currency with SOP changes NLCP reporting guidelines and prepare for inspection. Observe all compliance and safety policies.

Screening Analyst, Quest Diagnostics, Lenexa, KS, December 2003—August 2006
Responsibilities as screening analyst involved drug screening for the toxicology department. Performed various methods of extraction for analysis of drugs of abuse on the GC/MS as an extraction technologist.

Screening Analyst, Clinical Reference Laboratory, Lenexa, KS
May—December 2003
Responsible for screening of drugs of abuse for the toxicology department. Performed various methods of extraction for analysis of drugs of abuse on the GC/MS as an extraction technologist.

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Carry out isolation and purification of secondary alcohol dehydrogenase from Bacillus Sphaericus 5d4,NRRLB-14865. Performed culture preparation, hydrophobic column, running of SDS PAGE gel, inoculation, chromatography, non denature SDS PAGE, Sonification, Ammon exchange column, two-dimensional SDS PAGE gel Ammonium sulphate, Enzymes activity, Western blotting and precipitation.
KENNETH OSSEI
University of Missouri
MS Health Informatics, 2012 (Expected)
University of Maryland
BA Agriculture and Resource Economics, 2010

Implementation Specialist, University of Missouri Telehealth Network, Columbia, MO, May 2010—Present
Create work-flow analysis for clinics
Determine readiness for clinics to obtain Medicare/Medicaid government funding.
Compile and write status reports for clinics within Missouri borders.

Resident Assistant, University of Maryland
Department of Residential Life, College Park, MD, August 2007—May 2010
Oversaw conduct of 40 male university students on the fourth floor of Hagerstown Hall.
Developed floor programs, conducted floor meetings, and created floor and door decorations.
Enforce rules and regulations of UMCP
Department of Rights and Responsibilities and the Department of Resident Life.

Student Assistant, Center for Minorsities in Science and Engineering (CMSE), College Park, MD, September 2006—May 2010
Assisted Coordinator with various clerical work and data entry.
Answered phone calls and directed callers to appropriate coordinators.

Pre-Processor, Sandy Spring Bank, Columbia, MD, December 2004—June 2005
Sorted payment checks and deposits, and then input the information into the computer to complete transactions.
Placed customers’ checks into digital scanner to be saved into the main computer for data entry.

Treasurer, Ebenezer Methodist Church, Hyattsville, MD, August 2002—August 2005
Received payments for monthly dues and issued receipts accordingly.
Recorded and kept records of members’ payments using Microsoft Excel.

ESMAEEL RAHMANI
University of Missouri
MS Health Informatics, 2012 (Expected)
Mashad University of Medical Sciences, MD, 2008

Informatics Intern, Tiger Institute (Cerner Corporation), Columbia, MO
May—August 2011
Helped project managers identify benefits of projects, primarily regarding CPOE and EMR and workflow optimizations.
Worked directly with project managers and project owners (exclusively from University of Missouri health system) on determining benefits of the project, establishing a current baseline, and planning the measurement criteria and process for each benefit. Additionally, participated in the “paperless initiative project” regarding procedures and requirements needed to be done in the University of Missouri Health system to qualify for the HIMSS Stage 7 award.

General Practitioner, Private Medical Practice, Mashad, Iran,
January 2009—July 2010
Provided care to patients of all ages and social levels with various presentations ranging from infancy and childhood common illnesses to usual adult diseases to senile-related problems.
Managed and treated chronic conditions (diabetes, hypertension, COPD, etc.) referring patients to specialist or hospital (in acute conditions), as appropriate, for further investigation and treatment.

Intern, Mashad University of Medical Sciences, Mashad, Iran
March 2007—September 2008
Received invaluable experiences in practical and communication skills through a wide spectrum of rotations in almost all branches of medicine.
Acquired the proper knowledge to manage usual emergent and non-emergent presentations. In particular, night shifts provided invaluable experience in team work and in working independently in addition to enriching knowledge of further aspects of common specialty-related problems and emergencies.

BENOY THOMAS
University of Missouri
MHA, 2012 (Expected)
MS Health Informatics, 2012 (Expected)
Lee University, Cleveland, TN
BS Accounting, 2009

Senior Project Leader, Love Without Reason, January 2008—Present
Carried out cost analysis and reduced overhead cost for two separate business units by 78.2%.
Developed program pricing that increased revenue by 43% for the organization’s surgical and educational initiatives.
Prepared and maintained complete financial statements for each fiscal year.

Graduate Research Assistant, MO Health Information Technology Assistance Center, Columbia, MO, November 2009—Present
Assisted Principal Investigator in conducting market and cost analysis of preferred vendors in order to assist in group purchase for a $6.8M project. Designed analytical techniques (workflow charts, surveys, process mapping, time-motion studies analyses) to eliminate duplication, facilitate workflow, and assure optimum utilization of staff and equipment.
Designed and administered the SharePoint site catering to multiple stakeholders.

Product Management (Intern), Express Scripts, Inc., St. Louis, MO
September 2010—August 2011
Redesigned and administered the SharePoint Site for the Channel Management Consulting team.
Developed and carried out statistical analysis (conjoint) on prescription drug coverage and health insurance plans. Involved in design of multiple ideation pilots applying behavioural economic theories for various PBM products.
Analyzed financial information to produce forecasts of business, industry, and economic conditions for use in making investment decisions as well as optimizing current product lines.

Management Consultant (Intern), Ingenix Consulting (UHG), Summer 2010
Assignment 1: Vendor Alignment and IT Delivery Strategy Development
Client: Heartland Health - St. Joseph, MO
Assignment 2: Potential Unidentified Market – Healthcare Delivery & Solution
Client: Ingenix Consulting – Lenexa, KS
PHILIP WALKER

University of Missouri
MS Health Informatics, 2011 (Expected)

Louisiana State University
MLIS, 2005

Southern University at New Orleans
BA, History, 1994

Librarian III, Information Services
Department, Rudolph Matas Library,
Tulane University Health Sciences Center,
New Orleans, LA, 2010—Present

Chair, Matas Library Education Workgroup
2009—2010

Librarian II, Information Services
Department, Rudolph Matas Library,
Tulane University Health Sciences Center,
New Orleans, LA, 2006—2010

Librarian I, Information Services
Department, Rudolph Matas Library,
Tulane University Health Sciences Center,
New Orleans, LA, 2005—2006

Library Assistant, Acquisitions
Department, Howard-Tilton Memorial
Library, Tulane University, New Orleans,
LA, 2003—2005

Library Assistant, Cataloging Department,
Howard-Tilton Memorial Library, Tulane
University, New Orleans, LA, 2001—2003

Library Technician, Information Services
Department, Howard-Tilton Memorial
Library, Tulane University, New Orleans,
LA, 1999—2001

Library Assistant, Cataloging Department,
Howard-Tilton Memorial Library, Tulane
University, New Orleans, LA, 1998—1999

Press Operator, University Printing
Services, Tulane University, New Orleans,
LA, 1997—1998

Middle School Teacher, Science and Social
Studies, Saint Raymond Catholic School,

Middle School Teacher, Science and Social
Studies, McDonogh 24 Elementary School,
New Orleans, LA, 1995—1996
DOCTOR OF PHILOSOPHY (PhD) in HEALTH INFORMATICS

Building on a tradition of outstanding informatics education and research at the University of Missouri, the Doctor of Philosophy (Ph.D.) in Informatics is offered by the MU Informatics Institute (MUII). MUII is an interdisciplinary research and education program supported by 40 core faculty members from Department of Health Management and Informatics and many other academic units at MU, including College of Engineering, School of Medicine, School of Nursing, College of Arts and Sciences, College of Agriculture, Food & Natural Resources, College of Education, and School of Health Professions. At MUII the students have unique research and academic opportunities in a multidisciplinary setting and can currently pursue a doctoral degree in two emphasis areas: health informatics and bioinformatics. Each area stresses skill sets and research appropriate to the subfield within the broad area of informatics.

Demand is high for individuals with skills in health and clinical informatics and graduates will have the ability to become independent investigators and educators in informatics, health services management, public health, medicine, nursing and other health professions, or in commercial and public research institutions. The program is designed for students who wish to become future researchers and thought leaders in health systems that are rapidly transformed through information and communication technology.

A core curriculum provides all students with a foundation of knowledge and tools in computer sciences, statistics and health systems, after which they complete further coursework in their chosen emphasis area. The integrated program assures broad exposure to the field and fosters new insights and innovative research concepts. Students are accepted into the program with diverse backgrounds and varying degrees of experience.

For further information, please contact:

Administrative Staff
MU Informatics Institute (MUII)
241 Engineering Building West
Columbia, Missouri 65211-2060
573-882-9007 (voice)
573-884-8709 (fax)
MUIIGraduateProgram@missouri.edu
RESEARCH FELLOWSHIPS IN HEALTH INFORMATICS
National Library of Medicine

Through a grant from the National Library of Medicine (NLM), the Department of Health Management and Informatics offers research training in health informatics at the pre-doctoral and post-doctoral levels. This prestigious fellowship program prepares fellows to assume leadership roles in interdisciplinary research teams working on a broad range of important problems in healthcare, bioinformatics, and computational biology. Formal training exposes fellows to a broad range of activities relating to the rubric of health informatics including electronic health records, controlled vocabularies, telehealth, consumer informatics, e-health, and bioinformatics. Fellows conduct independent research with support from a faculty mentor. Mentors are drawn from the many collaborative academic units that provide faculty members for the health informatics program, including MU’s School of Medicine, College of Engineering, College of Veterinary Medicine, and College of Education. Many fellows combine their informatics training with complementary degree programs, residencies, and fellowships to create a personalized educational opportunity.

A close relationship with the Integrated Technology Services unit at the MU Health Sciences Center offers fertile ground for hands-on collaboration. In addition to ongoing telemedicine activities, the center employs one of the most advanced health information and decision support systems in the country, providing an ideal laboratory for applied informatics research.

Research activities are supplemented by coursework in the following competency areas:

- Design and Implementation of Health Information Systems
- Decision Support Systems
- Decision Analysis
- Computer Networks
- Controlled Vocabularies
- Database Systems

For further information about NLM Research Fellowships in Health Informatics at the University of Missouri, please contact:

Dr. Charles W. Caldwell
M263 Medical Sciences Building
Columbia, MO 65212
(573) 882-3014
caldwellc@health.missouri.edu
GRADUATE CERTIFICATES

Graduate Certificate in Health Informatics

The Graduate Certificate in Health Informatics, offered by the Department of Health Management and Informatics, provides learners with the skills necessary to participate in the selection, use, and evaluation of information technology applications throughout the health services industry. The certificate program is designed for physicians, nurses, managers, information system designers, consultants, and others committed to the application of information technology for improving the quality, safety, and efficiency of health services.

The Graduate Certificate in Health Informatics is taught through an online distance-learning format that incorporates on-campus weekend meetings and requires completion of four courses (totaling 12 graduate credit hours):

- HMI 7430: Introduction to Health Informatics
- HMI 8435: Information Security and Policy in Health Care
- HMI 8443: Enterprise Information Architecture in Health Care
- HMI 8571: Decision Support Systems for Health Care

The Graduate Certificate in Health Informatics welcomes learners who currently work in health services organizations as well as University of Missouri graduate students and others who are interested in evaluating, implementing, using, and managing health information technology. The graduate certificate can also be a stepping stone to Master’s or PhD studies in Health Informatics at the University of Missouri.

Graduate Certificate in Health Ethics

The Department of Health Management and Informatics in partnership with the MU Center for Health Ethics offers an online Certificate in Health Ethics that requires completion of four graduate courses:

- HMI 7564: Health Ethics Theory
- HMI 7566: Health Informatics Ethics
- HMI 7567: Health Organizational Ethics
- HMI 8565: Healthcare Ethics

The Certificate program is ideal for working professionals such as physicians, nurses, healthcare administrators, those serving on hospital ethics committees or considering such health ethics issues in their daily employment, and students in the health professions. The Certificate program will help the learner develop an understanding of the ethical issues related to health and healthcare and will foster skill in analyzing and resolving ethical problems and conflicts in the healthcare environment. Because courses are entirely online, students may continue fulltime employment while studying for the certificate.
**2011 INTERNSHIP PRECEPTORS**

Preceptors are executives and senior managers in the health care industry who supervise the summer internships for health management and informatics students. Each preceptor is personally involved as an instructor, coordinator of the experience, and role model. Such participation by alumni and other professional colleagues is an invaluable contribution to the quality of education afforded our students. As evidenced by the preceptors and organizations shown below, a rich variety of experiences are afforded HMI students.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title/Position</th>
<th>Organization / Location</th>
</tr>
</thead>
<tbody>
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<td><strong>BETH ALPERS</strong></td>
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<td>Partners Healthcare, Boston, MA</td>
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<tr>
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<td>Tiger Institute/University of Missouri, Health Care</td>
</tr>
<tr>
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<td><strong>SHARON YAEGGER</strong></td>
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<tr>
<td><strong>JACK CLEARY</strong></td>
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<td>Vanguard Health System, Chicago, IL</td>
</tr>
<tr>
<td><strong>JAMES POELLING</strong></td>
<td>Assistant Vice Chancellor for Health Sciences</td>
<td>University of Missouri Health Care, Columbia, MO</td>
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</tbody>
</table>
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Director, Applied Health Informatics

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