

Susan Stasinios

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Summary

I am a Senior Epic Applications Analyst II, holding multiple Epic Certifications. I have a long history in Information Technology with emphasis on Medical IT. My background also includes proficiencies in research, management, SQL and Access databases, and other technologies outside of the medical community. I am quickly adaptable to new technical and business paradigms, organized, motivated, and goal oriented.

Summary

- Innovative Workflows
- Optimization
- Best Practice Alerts
- Chief Complaints
- Doc Flowsheets
- Health Maintenance Alerts
- History
- LQH Diagnosis Codes
- Navigator Templates
- Operative Notes
- Post Op Notes
- Workflow engine rule updates Results Console
- Review Flowsheets
- Rules
- Smartforms
- Smartlinks
- Smartsets
- Smarttext
- Text Generation
- VCG Diagnosis Groupers
- Preference Lists
- Order Transmittal Updates
- Questionnaires
- Progress Notes
- Procedure Codes
- Programming Points
- Remittance Advice Remark Codes
- Revenue and POS Locations
- Rules
- Workqueues

Professional Experience

NorthShore University HealthSystems – Skokie, Illinois

1/2011 – Present

Senior Applications Analyst II

- Ongoing new build/support/maintenance, upgrades or enhancements of EpicCare with a focus on Personalized Medicine (PMED) projects.
- Build, test, and support projects as they relate to Ambulatory clinical workflows and PMED specific projects using EMR functionality.
- Add/create Epic application customizations and configurations.
- Keep applications running smoothly, including identifying hardware issues, database and application efficiency problems.
- Ensure clear communication in all areas so that expectations are met.

Senior Applications Analyst

- Manage the ongoing support/maintenance, upgrades or enhancements of EpicCare with a focus on research project installations.
- Create/manage project plans and timelines and act as an interface between end users and Information Technology.
- Build, test, and support projects as they relate to clinical workflows and research specific projects using EMR functionality.
- Add/create Epic application customizations and configurations.
- Keep applications running smoothly, including identifying hardware issues, database and application efficiency problems.
- Ensure clear communication in all areas so that expectations are met.

Programmer Analyst

- Build, test, validate, implement, and support the Epic Resolute Physician Billing application as needed.
- Support the Ingenix Claims Manager application, including rule creation as needed.
- Use Data Courier to move builds across the environment.
- Resolve problems related to charge posting, patient billing statements, insurance claim forms and electronic claim submissions.
- Maintain application master files and control tables.
- Implement new system functionality related to physician billing.
- Work with third party claim clearing house vendors.
- Test new application releases.

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NorthShore University HealthSystems

Programmer Analyst (cont.)

- MS Access customized database design/programming/maintenance.
- Involved with all phases of software development from design to implementation to solving complex system problems.
- Provide Epic application support to other teams.
- Complete necessary change control documentation, internal reporting and report status to management.
- Code, test, debug and document application changes.
- Develop application designs, devise or modify procedures to solve problems and prepare detailed specifications.
- Assist with project planning and work scheduling.
- Create user documentation and training materials or sessions.
- Cache programming support.

Eagle One Case Management Solutions – Burr Ridge, Illinois

8/2010 to 12/2010

EagleOne Database and IT Administrator

- Facilitated successful IT project outcomes, serving as business analyst/change/project manager. Duties included but were not limited to gathering and documenting business requirements, change management communication and consultation, serving as a liaison between EagleOne staff members and outsourced IT support company, application development and testing, creation of vision and scope documents, IT project management, creation of user software application help/how-to documentation and providing hands-on IT Help Desk/implementation support as needed.
- EagleOne database development and maintenance using Microsoft Visual Studio 2010 and Microsoft Access.
- EagleOne SQL database administration using Microsoft SQL Server 2005.
- Maintenance/development of EagleOne metrics reports for external customers and EagleOne management.
- Website development/programming/maintenance.
- Responsible for the procurement of IT hardware/software from various third-party vendors, including the implementation of a virtualized VOIP system for use in the office and by nurses working from their homes.

MetLife Insurance Company – Aurora, Illinois (Permanent Position)

12/1978 to 12/2009

Senior IT Compliance Consultant – Corporate Ethics and Compliance

- Managed various International Compliance technology related projects, facilitating successful project outcomes by serving as business analyst/project manager. Duties included but were not limited to gathering and documenting business requirements, liaison between line of business and IT development team, application testing, leading project meetings, creation of vision and scope documents, and providing hands-on implementation as needed.
- Defined business and functional requirements for a major re-engineering of the US-SOCRATES Compliance reporting system, created test strategies and performed user acceptance testing that resulted in an automated compliance exception reporting system which cut operational costs by \$200,000 and improved customer service and metrics reporting. Designed and programmed an Access Enhanced metrics reporting system for International Compliance that provided real-time metrics reporting to our International Compliance team members and an IT Operational cost savings of \$210,000.
- Developed usable applications in Access, Lotus Notes, HTML, Crystal Reports, VBA, and Visual Basic 6 (including preparation of Help Files) as required, resulting in IT budget reductions of about 66%.
- Created and maintained automated Compliance and financial management metrics and scorecard reporting process utilizing linked Excel and PowerPoint files, which resulted in reducing report time by approximately 50%.
- Programmed an HTML based Corporate Compliance Resource intranet web site that resulted in an IT Operational cost savings of \$40,000 and also provided assistance with other intranet website projects as needed.
- Identified multiple violations of MeLife's brand/logo policies and procedures through performing ongoing website audits.
- Designed and developed electronic surveys as needed. Compiled, analyzed and developed reports for Senior Management.
- Provided customized innovative technology-based solutions to assigned projects that allowed the business to operate more efficiently and also reduced payables for outside IT services.
- Effectively managed hardware/software/computer security needs of 45 work-at-home users, serving as an IT liaison, providing support that significantly increased user efficiency and reduced down time by an average of 6 days per incident.
- Developed and facilitated technical training as needed, resulting in greater understanding and proficiency of the users.
- Responsible for Data Mining and analysis which enabled Senior management to make informed business decisions. Prior positions at MetLife were held in Auditing, Medical claims, Long and short-term disability and group contract issuance.

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Waubonsee Community College, Sugar Grove, Illinois

8/22/1999 – 5/31/2001

Part-time Adjunct Professor – School of Business

- Microsoft Word 97 – Intermediate and Advanced classes
- Microsoft Excel 97 – Intermediate and Advanced classes
- Microsoft Access 97 – Advanced classes
- Windows 98 – Beginning and Intermediate classes
- Operating System Theory
- Web Design using HTML

Education

- **Colorado Technical University, Colorado Springs, Colorado** Nov. 2005 - Feb. 2006
Master of Science, Project Management-Information Technology Management (Graduated Summa Cum Laude, 4.0 GPA)
- **Aurora University, Aurora Illinois** Sep. 1992 – June 1996
Bachelor of Arts, Computer Information (Graduated Cum Laude with a GPA of 3.62)

Certifications

- **Epic Certified in Epiccare Ambulatory** Epic 2010 Version
New Version Training Certifications current through Epic 2019
- **Epic Certified in Research Informatics Innovator - Core** Epic 2017 Version
New Version Training Certifications current through Epic 2019
- **Epic Clarity Data Model – Epiccare Ambulatory** Epic 2017 Version
New Version Training Certifications current through Epic 2019
- **Colorado Technical University Online** Aug. 2005
Professional Certificate in Systems Analysis and Integration at Graduate Level
- **Colorado Technical University Online** May 2005
Professional Certificate in Network and Telecommunications at Graduate Level
- **Colorado Technical University Online** Feb. 2005
Professional Certificate in Database Management at Graduate Level
- **MicroStrategy Corporation** Feb. 2004
Certificate of Successful Completion of MicroStrategy Report Developer Course