

Jill Raimo

Health informatics professional with Cerner EHR and clinical application experience in acute and ambulatory settings. Emphasis of work on continuous improvement of the human-technology interface for physicians and clinical staff to promote efficiencies, best practices, performance, quality, safety, and compliance.

Skills and Expertise

- Document and analyze clinical workflows
- Perform detailed needs assessments
- Identify EHR deficiencies
- Recommend technical solutions
- Develop design documents for IT build
- Validate technical changes
- Perform test scenarios for upgrades
- Provide implementation, go-live, and continuing support
- Develop and conduct comprehensive training
- Work effectively in teams as a leader or contributor
- Interact comfortably with physicians and clinical staff
- Deliver excellent customer service and follow-up
- Develop positive rapport with end users and colleagues

Professional Experience

County of San Diego, Health and Human Services Agency

June 2018 – present

Clinical Implementation Analyst

Working on Cerner Millennium system implementations at San Diego County Psychiatric Hospital, Edgemoor Hospital, and Behavioral Health Services. Collaborating with clients, vendors, and teams to meet system requirements for application implementations and upgrades. •

- Advocate for clinicians and business leaders translating clinical and business standards and requirements into technical specifications
- Evaluate the existing information processing systems or manual work flows to evaluate effectiveness and recommend changes to improve production or workflow as required
- Assist with the implementation of software application systems and insures stakeholders are engaged and/or kept informed, as desired, throughout the project
- Work closely with Behavioral Health Services (BHS) staff, developers, testers and end users to ensure technical compatibility and user satisfaction

Palomar Health

Sept. 2017 – Jan. 2018

Clinical Informatics Specialist

Employed informatics best practices to aid clinicians in optimal use of Cerner EHR. Collaborated with key stakeholders to understand workflows, identify inefficiencies, and recommend technical solutions. Partnered with technical staff to address application deficiencies and enhance EHR functionality. Implemented solutions and worked closely with physicians and clinical staff to ensure user satisfaction.

- Managed project in support of organizational initiative to increase surgical case reimbursements for medically complex patients through improved physician and nurse documentation
- Managed project to incorporate new features and enhance EHR functionality for Vascular Access Team in support of initiative to promote EHR use, create efficiencies, improve productivity, and increase revenue
- Participated in testing, validation, implementation, and support for major Cerner EHR upgrade

IT Education Specialist

Feb. 2015 – Aug. 2017

Instructed physicians and clinical staff in the use of Cerner EHR and other clinical applications. Provided setup and support of mobile applications and devices for physicians. Supported software implementations and organizational initiatives requiring educational components.

- Managed Provider On-boarding program, conducted one-on-one EHR and Dragon training for ~150 new physicians, and provided ongoing concierge support
- Developed and delivered education to ~40 physicians for Phillips IntelliSpace implementation
- Delivered education and onsite support for OB/GYN department transition to new facility

J2R2 Services (self-employed, part-time) Mar. 2010 – Jan. 2019
EHR Consultant & Medical Biller
Provide consulting services for private psychiatric practice to optimize use of EHR to meet Meaningful Use requirements and perform revenue cycle functions using integrated Practice Management system.

- Selected and implemented OfficeAlly EHR 24/7 and PracticeMate systems
- Reduced revenue cycle duration 66% by incorporating EDI, ERA, and EFT
- Reduced paper claims, remittance advice documents, and paper checks by 90%
- Incorporated eRx, electronic credit card processing, and automated appointment reminder system

UCSD, School of Medicine IT Nov. 2009 – Feb. 2015 Programmer/Analyst

- Managed project to migrate ~250 Windows XP PCs to Windows 7
- Integrated ~10 research laboratories to Health Sciences file server infrastructure and Active Directory

UCSD Health System (Clinical Applications Team) June 2013 – Aug. 2013
Health Informatics Capstone Project Intern

- Completed project mapping provider record data pathways from four enterprise databases to Epic SER, identified points of failure in data flows and recommended process improvements
- Completed project for the Epic security administrator to compile user and role information in preparation for Epic Op-Time implementation

HealthLine Systems, Inc. Jan. 2009 – Oct. 2009
Client Support/Training Specialist

- Conducted on-site training for new Echo software implementation at hospital system in Bangor, Maine

State of Pennsylvania Feb. 2003 – Sept. 2008
Information Technology Generalist 2

- Managed implementation of Xerox FreeFlow Workflow and Web Services systems for Department of Environmental Protection, Bureau of Office Services

Information Technology Generalist 1

- Completed project to create searchable Civil War Veterans' Card File on digitalarchives.state.pa.us for Pennsylvania Historical and Museum Commission

City of Lancaster, Bureau of Police Dec. 1999 – Jan. 2003
Network System Assistant

- Supported implementation of Vision RMS and mobile data paperless reporting systems, conducted classroom training for ~190 police and civilian personnel, and provided application and technical support

Awards/Achievements

- 2/13/2018 Health Informatics panelist for Planetree Ask-an-Alumni Night at National University
- Digital portfolio of Health Informatics M.S. degree body of work viewable at jrhtm692dp.weebly.com

Professional Memberships

American Nursing Informatics Association (ANIA)
Healthcare Information and Management Systems Society (HIMSS)

Education

M.S. in Health Informatics National University	2012-13
A.A. in Computer Information Systems Harrisburg Area Community College	1998-99
A.S. in Exotic Animal Training & Management Moorpark College	1994-96
B.A. in Psychology Elizabethtown College	1990-94

References

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