SSP, MA
Training Manager/Director

Summary
Epic training director with 32 years of healthcare IT experience. Expertise includes building high performance training teams with impeccable communication skills. Extremely detailed orientated, creative problem-solver with exceptional skills building bridges to enhance training efficiency.

Professional Experience

Multi-Hospital Health System   **Aug 2022 - Present**
Learning Leader
- Training project management
- Oversee and execute learning for impending Cerner go lives at two health system hospitals, including 30 medical practices

Laboratory   **June 2019 - Feb 2022**
Sr. Manager, Technical Training
- Managed a technical training team consisting of eight trainers who supported in-life, necropsy, and formulations - delivered new hire and existing technician training for those areas
- Responsible for training material and SOP development/revision, and support client visits
- Managed a learning and development facilitator; responsible for onboarding of new hires and all soft skills training/education for the site
- Managed a training coordinator, responsible for administrative functions as well as LMS administration
- Identified and implemented process improvements, including harmonization of training, across and amongst the training teams
- Initiated and chaired the Horsham Training Council to support trainers outside of the training team

Consultant at a Glance

Industry Experience
- 32 years of IT, 18 years of HIT, 2 years training director experience, 17 years of project management, 5+ years of training and 3 years of Epic training
- Completed 1 Epic full life cycle implementation and 1 Epic big bang inpatient go live across 2 hospitals
- Managed, coordinated and scheduled the resources for over 2,000 Epic classes
- Trained over 5,800 Epic users (eLearning prerequisites, classroom training and online assessments)
- Managed 10 Epic classrooms at 4 different sites
- Implemented a Learning Management System (LMS) to electronically track education, house all content in one place and provide self-registration for training, saving the company money and manual resources
- Developed Epic best practices processes and procedures around standardization of curriculum
- Developed a standard training schedule to include Epic go live classes and new hire orientation that was centered around the Epic go-live training period
- Utilized Epic's tool for training project management such as the Training Calculator and Training Wheels
- EMR Applications: Cerner, Epic, GE Centricity, Siemens, TDS (Technical Data Systems)

Education
- Master of Arts in Educational Trainer Program, Montclair State University, Upper Montclair, NJ
- Bachelor of Science, The State University Of New Jersey, New Brunswick, NJ

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- Active member of CRL North America Global Training Council, which collaborates and manifests best practices for the company

University Medical System   **Oct 2018 - May 2019**
Epic Training Director
- Managed a training development team consisting of nine principle trainers who supported Epic; delivered train-the-trainer for credentialed trainers; responsible for product development and implementation support
- Managed a technical communications team consisting of two to four technical writers, responsible for clinical informatics documentation, announcements and communications
- Oversaw a training management team consisting of three to six coordinators and LMS administrators
- Responsible for identifying and implementing process improvements across and amongst the training teams

Health Management Services Company   **Jan 2017 - Sept 2018**
Director of Training
- Managed a staff of six trainers who supported Centricity EMR and practice management training, including revenue cycle management, and MS Office training
- Managed a documentation services team consisting of a manager and an instructional designer, responsible for curriculum and documentation
- Transformed a fractured staff into an engaged, customer focused team that maintained an average of 4.8 out of 5 in post-class training evaluations
- Planned and coordinated grant-funded, cost savings training for the organization through Rowan College, including tracking the effectiveness of training
- Managed the call center training; coordinated and implemented the leadership series training (business etiquette, emotional intelligence, developing employees through coaching and mentoring, interviewing skills)
- Responsible for the standardization of training and documentation guidelines and processes, including standard templates, internal policies and streamlined a standard monthly training calendar
- Managed the development of a full suite of revenue cycle management new hire training curriculum and program, in concert with multiple RCM leaders and the RCM trainer
- Implemented a Learning Management System (LMS) to electronically track education, house all content in one place and provide self-registration for training, saving the company money and manual resources
- Created and implemented departmental onboarding to standardize processes and ensure that new hires are set up for success
- Coordinated the tracking and documentation of new hire orientation for staff through the LMS, including online annual compliance training and IT competencies
- Facilitated and implemented professionalism workshops
- Supported 2 Centricity EMR upgrades and ongoing new hire training
- Coordinated training and support for multiple new client go lives as part of implementations
- Rewrote and standardized the department's job description, recommended and created two new positions - RCM trainer and instructional designer
- Facilitated multiple departments' process mapping for efficiency

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University Hospital   **July 2000 - Dec 2017**
Training Manager   **June 2001 - Dec 2017**

- Managed two separate training staff/departments (one hospital staff supporting legacy systems and one for Epic Implementation)
- Planned, managed and coordinated the training for the August 2016 implementation of Epic (version 2015) from beginning of project through post go live
- Assisted in the recruitment and hiring pf project team members
- Identified and onboarded instructional designers and project coordinators
- Coordinated and facilitated training kickoff for project and organizational leadership
- Participated in validation sessions and coordinated the creation of future state workflows for application teams
- Utilized Epic's tools for training project management such as the training calculator and training wheels
- Evaluated several external consulting firms to provide credentialed trainers and saved organization/ project several millions with the option we chose
- Identified, onboarded and oversaw over 60 credentialed trainers
- Coordinated and planned end user go live training in accordance to Epic's Good Install Program
- Managed, coordinated and scheduled over 2,000 classes for 12 weeks of training from 7a-7p, 7 days a week (excluding holidays)
- Trained over 5,800 users (eLearning prerequisites, classroom training and online assessments)
- Managed 10 classrooms at 4 different sites
- Implemented post go live training plan in coordination with human resources and new hire orientation using a standard monthly training schedule
- Implemented a post live cross-training/credentialing program for Epic instructional designers and other training staff
- Implemented integrated LMS with current system (PeopleSoft ELM) and Health Stream
- Planned, coordinated and implemented the training and orientation of agency staff members during several strike situations
- Planned, coordinated and implemented the re-training and orientation of over 1,300 hospital staff to return to work at commencement of a strike in spring 2010
- Improved the quality and satisfaction of physician training by revising training format and by providing demonstrations during orientation on various systems
- Reduced training no-show rate 11% and training proficiency level by 4% over the previous four years
- Managed a staff that was responsible for training over 25,000 users
- Implemented online demonstrations for physicians and nursing as a training resource
- Updated TUHS IT training website with various training resources and tools
- Implemented ongoing walk-in assistance/question and answer sessions for all employees and students of TUHS
- Developed and implemented one-hour "brown-bag" type of training sessions
- Maintained an overall student satisfaction rate of over 3.7 out of 4 over last four years
- Supported and organized a year-long project to purge unused and expired clinical system access codes from over 13,000 codes to 6,000
- Managed and evaluated a training staff, ranging from 2-65 staff members

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- Ensured adherence to training procedures, knowledge of training content, completion of pre and post training documentation, updating of training records, delivery of confidentiality statements, training scheduling, etc.
- Managed the development of training programs and materials in concert with the appropriate applications project coordinator and/or hospital department head)
- Managed the maintenance of the training materials for all applications trained; updated all material to keep pace with application changes; ensured the materials were in electronic format for easy access
- Ensured that the training skills of the training staff were maintained at a professional level through ongoing professional development
- Coordinated training for the IS staff throughout the health system
- Maintained and reported training metrics on an ongoing basis
- Promoted the continuous improvement of training through training evaluations, user needs assessments and program updating using the most current technical resources available

Training Coordinator   **July 2000 - June 2001**

- Provided training for personnel on Microsoft Office Products (Word, Excel, PowerPoint, Outlook, Access), Eclipsys (MIS - Medical Information Systems), SMS INVISION - Patient Accounting and Patient Management, Electronic Report Distribution/Report Automation Systems (ERD/ RAS), PC Basics (basic navigation), and various other hospital applications
- Assisted in the creation and modification of the courseware for the applications listed above
- Responsible for keeping metrics showing the number of students trained per fiscal year
- Responsible for creating materials that served as a resource guide for the training staff
- Delivered bi-monthly training presentations for new employee orientation
- Assisted in the creation of the training portion of the hospital's information systems' quarterly newsletter

Computron Software Company
Training Specialist   **Aug 1997 - June 2000**

About Huntzinger Management Group, Inc. (Huntzinger)
Huntzinger provides IT Advisory, Implementation and Staff Augmentation services to the healthcare industry. Our consultants have deep healthcare experience with expertise to assist our clients in improving their IT performance. For more information, visit http://www.huntzingergroup.com.

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