JULIE VAN PUFFELEN

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Madison, WI

— EPIC PROJECT MANAGER & CONSULTANT —

Improving clinical operations through technical expertise, people focus, and knowledge of hospital workflows

Project leader and innovator with 13 years in Epic's Implementation Services (Project Management) Division who understands the challenges of health care environments, and partners with nurses, ancillary staff, and other stakeholders to enhance usability and engagement. People-centric approach allows for clarity and empathy in setting expectations, bridging IT and operational priorities, and working with users to embrace new systems and processes.

CAREER OVERVIEW

Epic Project Manager – Planned and implemented Inpatient Clinical Documentation and Clinical Case Management modules in 17 health care organizations / 115 hospitals, with near-perfect on-time and under-budget project completion.

Executive Nurse Liaison – Interfaced with CNOs, CNIOs and other nursing executives at 30+ hospitals.

Clinical Readiness Owner – Improved operational decision-making and heightened patient safety by developing standardized processes and materials for project execution.

Staff Nurse – Gained firsthand knowledge of micro and macro workflows in diverse hospital settings.

KEY QUALIFICATIONS

- Master's Certificate in Project Management (in progress).

- Bachelor of Science in Nursing.

- EpicCare Inpatient Clinical Documentation Certification, EpicCare Inpatient Orders Certification, Epic Clinical Case Management Badge, Epic Willow (Pharmacy) Certification, Epic ASAP (Emergency Department) Certification.

- 6+ years' clinical experience, including tenures in Inpatient Physical Medicine & Rehabilitationand Neuroscience Units.

- Unwavering commitment to excellence in clinical operations and patient safety.

— PROFESSIONAL EXPERIENCE —

Epic | Implementation Services (Project Management) Division   11/2003 to 12/2016

Project Manager [2003 to 2016]

Throughout 13-year tenure in the Implementation Services Division, gained deep understanding of how Epic software is best configured, implemented, and optimized to meet the needs of each customer.

Project Planning & Execution

- Acted as primary project manager for 12 Inpatient Clinical Documentation and seven Clinical Case Management modules serving 17 large, academic, multi-hospital health care organizations (total of 115 facilities) nationwide. Achieved exceptional record of on-time, under-budget project completion.

- Educated customers on solutions, and directed the full project life cycle for enterprise and add-on projects. Guided customers through pre-planning, adoption, re-engineering (customer support through the configuration process), build, testing, training, and go-live project phases, while balancing 70% travel.

- Mentored, coached, and supported up to 15 software analysts at customer sites.

Patient Safety & Process Improvement

- Developed one of the company's first Independent Application Review (IAR) tools, which was rolled out for all customers. Over the years, catalogued and addressed emerging issues to eliminate recurring go-live challenges.

- Minimized risk to patients, both during and following new system implementation, by monitoring clinician-developed safety metrics during the first month of go-live; ensured consistency and quality in patient care, prompting positive feedback from clinical staff.

- Partnered with customers to evaluate specific clinical workflows and determine the right customizations to meet the needs of nurses and ancillary users. Recommended improvements and alternative configurations based on findings.

Epic | *Professional Experience Continued…*

Executive Nurse Liaison [2011 to 2016]

In this unique liaison position, worked directly with Chief Nurse Officers and Chief Nurse Information Officers to cultivate trust, shape expectations, and improve engagement. Partnered with executives to improve system usability and adoption, and to capitalize on industry trends such as nursing informatics programs.

- Represented Epic as primary point of contact to C-suite executives at 30+ hospitals; traveled to customer sites across the U.S. Sustained open lines of communication between operational stakeholders and IT teams to overcome obstacles, expedite projects, and facilitate change management.
- Initiated program to build a broad, ever-expanding network of 50+ nurse executives. Produced nursing webinars, led networking sessions, and hosted discussions about technical solutions, configurations, and customizations. Connected "like-minded" customers when appropriate to pave the way for productive conversations and ongoing relationships.

Clinical Readiness Owner [2011 to 2013]

Collaborated to produce formal, standardized processes that enabled operational leaders and stakeholders to make sound, well-informed decisions at all stages of the project life cycle.

- Engaged dozens of operational stakeholders and ensured project consistency by developing the Clinical Readiness program and creating project management materials and processes for customer-appointed Clinical Readiness Leads.
- Increased project and system effectiveness—and improved hospital readiness prior to system implementation—by working with customers to develop environments in which clinicians and nurses could make software configuration decisions, rather than relying on IT teams.

Prior Experience

MERITER HOSPITAL • **Staff Nurse, Inpatient Rehabilitation Unit** [2001 to 2003]

ST. MARY'S HOSPITAL • **Staff Nurse, Neurosciences Unit** [2000 to 2001]

— EDUCATION & CREDENTIALS —

Candidate for Master's Certificate in Project Management [Expected in 2017]
University of Wisconsin at Madison

Bachelor of Science in Nursing (BSN) [2000]
Edgewood College

Bachelor of Arts (BA) in Piano Performance [1991]
University of Wisconsin at Madison

Training & Certifications:
EpicCare Inpatient Clinical Documentation Certification
EpicCare Inpatient Orders Certification
Epic Clinical Case Management Badge
Epic Willow (Pharmacy) Certification
Epic ASAP (Emergency Department) Certification

— HONORS & RECOGNITION —

Epic Application Depth: Sage (Highest Level of Achievement) [2013]
Employee Recognition Award (for one of Epic's first and largest inpatient customers to date) [2005]

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Julie's nursing experience gives her the unique ability to emphasize with clinical super users. Through an impressive combination of application knowledge and clinical experience, she successfully bridges the gap between the project team and users to create efficient end-user workflows. | Vijay Shah, MD, Informaticist, Strategy & Adoption at Epic