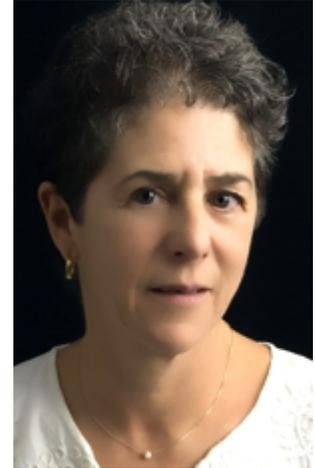# Joan R. Duke

Finance Principal and Founder, FHIMSS

Ms. Joan R. Duke has been involved for over thirty years in all aspects of health care information systems. In 1990, she founded Health Care Information Consultants (HCIC) to assist organizations in health care information technology management. HCIC focuses on solving problems relating to systems management, organizational readiness, and technology integration. She has have assisted a variety of organizations including health systems, hospitals, home care, long-term care, hospice, behavioral health, clinics, physician groups, health care technology vendors, and non-profits unify their organizational and information, technology resources.

Representative Client Experience

Ms. Duke's experience includes enterprise technology planning, management of information systems organizations and hands-on development and implementation of systems. For the past fifteen years she has assisted numerous organizations to plan and execute their information technology strategies.

- Worked with numerous organizations to plan, select and implement their electronic health records (EHR) in the inpatient, outpatient, physician practice, home care, and long term care environments
- For a large health system, developed a strategic plan including measures of success; identified next steps and organizational structure to accomplish the goals and objectives; assisted in preparing request for solution, conducting vendor evaluation, and designing implementation plan.
- Worked on the plan for the health information exchanges (HIE) in the State of Delaware and State of Maryland to identify system requirements and develop a business model for health information exchange.
- Worked with HealthBridge to prepare a business plan to expand the services offered by their very successful HIE.
- Having been a member of HL7 from the beginning, Ms. Duke works with organizations to standardize and integrate their information across the continuum of care.

Subject Matter Expertise

- Standards including HL7, HITSP. IHE and various terminologies
- Health Information Exchange (HIE)
- Electronic Health Records (EHR)

Prior Experience

Previously she was the information services executive at Harbor Hospital Center in Baltimore where she managed the migration of older systems to state-of-the-art technology and established a strong technical and service-oriented department. Prior to that she was a Project Manager for a technology company working to integrate systems and implement projects for the Department of Defense. She also supervised and developed clinical systems at The Johns Hopkins Hospital and developed statistical programs for the National Institute of Mental Health.

Education/Affiliations

Ms. Duke obtained her B.Sc. in mathematics from the University of Maryland in 1965 and her M.A. from Johns Hopkins University in 1973.

She is a Fellow of Healthcare Information & Management Systems Society (HIMSS), past President of Maryland Society of Healthcare Information Systems Management (MSHISM), and participates in American Medical Informatics Association (AMIA), Healthcare Technology Network of Greater Washington, and Health Level 7 (HL7) Working Group.

Since 2004, Ms. Duke has been a member of the HIMSS Dr. Nicholas E. Davies Organizational Committee. The Davies Recognition Program is modeled after the Baldrige Award to recognize health care organizations that have achieved excellence results from the implementation and use of an HER,

In 2008, Ms. Duke joined The Health Information Technology Standards Panel (HITSP), bringing together public and private-sector experts from across the health care community to harmonize and recommend the technical standards that are necessary to ensure the interoperability of electronic health records (EHRs). Ms. Duke is co-chair of the work group that has organized a series of webinars on Interoperability.

Speaking/Articles

- Ms. Duke has delivered papers and been published in national forums on such topics as systems planning, systems evaluation, contract negotiation, networking and HIPAA.

- She is author of two chapters for Aspects of Electronic Health Record Systems, Second Edition published in 2006.

Recent articles include:

- The State of Development of Interoperable Health Records in the United States, Coauthor for article in Healthcare IT Management, Volume 3, Issue 3, 2008 • Look to the States for HIE Funding, Co-author of article in Healthcare IT News, June 2008
- Aspects of the Electronic Medical Record – Authored 2 chapters for Second Edition Book published Springer, 2006 – Chapter Author
- Harmonizing Standards – Author of article accepted for publication in the September 2008 issue of Advance for Health Care Executives • EMR Shouldn't Stand for Empty Medical Record, HIMSS Insiders February, 2008
- Terminologies: Services and Management , Coauthor of article in IT Advisory Report, Vol.3, No 10 – Nov-Dec 2002

Associated with HCIC since 1990

11/2012