Jennifer V. Moore

Principal

Jennifer Moore, MHA has been involved in management of health care information technology for over 23 years. She has assisted hospitals, health systems, home health agencies and long term care clients with interim leadership, planning, system selection, contract negotiation, project management, workflow redesign, implementation and customer support. Ms. Moore works across the broad continuum of health care bringing her clients value from the depth and breadth of her health care knowledge and experience. She approach's the selection and implementation of technology solutions as a multi-faceted effort of which technology is only one of many tools available for solving today's health care challenges. She brings to her clients an approach that enables success through proper problem identification, workflow analysis/redesign and change management for processes and people.

Representative Client Experience

- Served as the interim CIO for a health care accrediting and CMS deeming authority agency while they were experiencing tremendous growth and resulting backlogs. Led the IT departmental stabilization effort via a network and operations risk assessment and developed and implemented remedies and upgrades. Developed standard operating procedures for the IT department, led the design and implementation of the new data center for the headquarters relocation, led the assessment and strategic planning for major application redesign.
- Led the Request for Proposal (RFP) effort for a statewide Health Information Exchange initiative. Led the RFP committee through the requirements analysis and RFP document development. Facilitated a statewide multi-stakeholder / taskforce requirements definition effort with C-level participation from health systems, hospitals, government, payers, post acute facilities, public health, consumer advocacy groups and more.
- Developed and led the system evaluation process and the led the evaluation committee through an open and transparent selection process.
- Project Manager and Steering Committee facilitator for home health financial and clinical implementation projects

- Project manager for several operating room, labor and delivery, cardiology and other ancillary system procurements and implementations with an emphasis on physician engagement and buy-in
- Performed technical and functional requirement analysis, developed requests for proposals and led system selection and evaluation efforts for health care information systems in both the acute and post acute arenas
- Supported the implementation and productive use of CPOE and EHR efforts in multiple facilities
- Performed workflow documentation pre and post implementation with a focus on system and process optimization
- Project leader for 40+-branch agency implementation of Cerner's home care and hospice system

Subject Matter Expertise

- Health Information Exchange
- Hospital, Home Health, Hospice and Senior Living Information Management Systems
- Project Planning and Management for system implementations of clinical and financial information systems
- System selections including requirements gathering, RFP development, evaluation process and tools development and contract negotiation
- Workflow Documentation and Process Change

Prior Experience

Previous to working with HCIC and consulting independently, she worked for large multihospital health systems as an applications director focused on hospital and post acute applications and customer support. These health systems include Daughters of Charity National Health System, MedStar Health and Inova Health System

Education/Affiliations

Ms. Moore received a Bachelor of Science degree in Public and Business Administration with an emphasis on Computer Science from Mount Saint Mary's College and a Masters degree in Health Services Administration from the George Washington University. She is also involved in local and national professional groups including Healthcare Information & Management Systems Society (HIMSS) and the Maryland Healthcare Information & Management Systems Society (MD HIMSS).

Associated with HCIC since 2002

11/2012