Kathryn A. Whitmore

Teaming Partner

Ms. Kathryn A. Whitmore has been involved for over twenty years in the leadership and implementation of technology enabled business solutions in healthcare, financial services, and the commercial software market. She has expertise in technology strategic planning, enterprise analytics, balanced scorecards, data governance, data warehouses and dashboards, clinical informatics, health information technology (HIT) architecture and planning, electronic health records (EHR), health information exchanges (HIE), telehealth strategies, and regulatory compliance.

Ms. Whitmore is currently Founder & Managing Principal of STS Consulting Group, LLC, a unique boutique strategy and transformation consultancy with focus on healthcare analytics and performance management enabled by technology innovation. In this capacity, she is accountable for the strategy, advisory, management, education, technology, and customer services provided to clients. Ms. Whitmore's expertise includes Enterprise Intelligence strategy, roadmap implementation, and organizational transformation. As an industry expert and recognized thought leader in business intelligence and operational analytics, she has developed a unique Enterprise Intelligence strategy and implementation model that is evolving as an industry standard utilizing a trusted source of automated metric data as the foundation for building a culture of accountability and performance management excellence through analytics. This model addresses enterprise information supporting operations, analytics, and research.

Representative Client Experience

Ms. Whitmore has collaborated closely with physicians and executive management on strategy and implementation projects including enterprise analytics and intelligence, cultural change management, clinical quality and effectiveness, performance management, process improvement, health plan operations, managed care administration, physician practice operations and integration, patient business services, and consumer engaging technologies.

- Provided research and education to a variety of organizations on emerging operational and analytic tools and strategies for enterprise information management including trends in cloud, collaboration, mobility, visualization, consumerization, virtualization, in-memory processing, and addressing unstructured data and 'Big' data.

- Developed strategies and go-to-market business plans for several healthcare startup companies with software offerings in consumer health information tracking and patented provider analytics.
- Conducted an enterprise business intelligence assessment and technology strategy recommendation to support the self-service information needs of a large health system.
- Provided advisory services in support of strategic goals, including Meaningful Use and Accountable Care, to an integrated delivery network's Enterprise Intelligence implementation and organizational transformation.
- Participated in a national research and best practices project focused on consumer awareness and trust of electronic health records and health information exchange that will result in recommendations for statewide policies.
- Designed and conducted workshops for healthcare executives on Enterprise Intelligence strategy to enable organizational performance management excellence for several integrated delivery networks across the country.
- Conducted a collaborative assessment to identify opportunities for efficiency and design an enterprise strategy for revenue analytics for an Ohio healthcare system.
- Completed an Enterprise Intelligence strategy and roadmap for meeting meaningful use and accountable care goals for a Nebraska health system.
- Provided analytics and data governance best practices for a healthcare executive retreat designed to align a common patient data strategy across a 75 hospital system headquartered in Colorado.
- Completed a strategy for organizing and executing upon enterprise analytics for a 5 hospital system in New Jersey.
- Completed a variety of stakeholder assessments on the current state of people, process, governance, and technology deployed for analytics and developed recommendations for a future state of high analytics productivity.
- Designed and implemented an Enterprise Data Warehouse, dashboards, scorecards, and associated processes and governance for various integrated delivery networks across the country.

Subject Matter Expertise

- Enterprise Strategies for Healthcare Analytics
- Enterprise Intelligence and Analytics Roadmaps
- Data Governance, Culture Change, and Process Improvement
- Data Management Strategies for the Enterprise including Big Data
- Leadership Models for Performance Management
- Balanced Scorecard and Key Performance Indicators
- Organizational Models for Enterprise Analytics and Program Management
- Technology Strategic Planning, Implementation, and Support
- Agile Data Warehouse Design and Implementation
- Technology Innovation, Commercialization, and Incubation
- Commercial Software Product Lifecycle and Software Engineering

Prior Experience

Prior to forming her current strategic consultancy, Ms. Whitmore spent eight years as founder and principal of the Strategic Technology Solutions practice within a business solutions consulting firm, Enterprise Solutions Group, Inc. Prior to that role, she served as Vice President of Software Engineering for eOriginal, a commercial software company specializing in electronic signature solutions.

Prior to her small business experience, Ms. Whitmore served as Assistant Vice President of Application Services for MedStar Health where she was responsible for clinical and financial software implementation and support including emerging e-health and data warehousing initiatives. She has also held a variety of other corporate leadership and technology positions supporting analytics, strategy, operations, and performance improvement for MedStar Health, Helix Health, Northrop Grumman, and Westinghouse.

Education/Affiliations

Ms. Whitmore holds a Master of Science degree in Technical Program Management from the Johns Hopkins University Whiting School of Engineering. She also holds a Bachelor of Science degree in Computer Science and Information Management from West Chester University. She has also completed various courses in leadership, project management methodology, data warehousing and database technology, analytics methodology and tools, process improvement tools and techniques, authentication and security, and software engineering techniques.

Ms. Whitmore serves as a Board Member on the Health Information Exchange Policy Board for the Maryland Health Care Commission responsible for shaping health information exchange policy in Maryland. She is also a member of the CRISP (Chesapeake Regional Information System for our Patients) Regional Extension Center Waiver Advisory Committee. She serves on the Board of the Maryland Healthcare Information Management and Systems Society (HIMSS) where she is Co-Chair of the Advocacy Committee. She is also a member of the Healthcare Financial Management Association, the Data Governance Institute, and the Project Management Institute.

Speaking/Articles

Ms. Whitmore also enjoys speaking engagements for organizations such as HIMSS, the American Medical Group Association, and the American Association of Homes and Services for the Aging. She has presented at state and national conferences over the years, recently with clients including Cleveland Clinic and Virtua Health. She was honored to be named the national HIMSS '2012 Chapter Advocate of the Year' for advocacy efforts in Maryland. She also jointly received The Data Warehousing Institute 2011 Best Practices Award with Cleveland Clinic, as their

solutions partner, for their innovation and excellence in the Performance Management category.

She has contributed to publications including The Business Monthly article by Mark R. Smith, "For the EHR: Crowd Swelling Around EHR Bandwagon," The Advisory Board's "Building the Foundation for Analytics: Accelerating Data Warehousing Efforts Through Enhanced Data Quality," and was acknowledged for her case study insights offered for the book authored by Howard Dresner entitled "Profiles in Performance: Business intelligence Journeys and the Roadmap for Change."

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