

JACK JEFFERSON
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An information systems executive with more than 15 years of progressive responsibility for overseeing the procurement, implementation and management of major enterprise-wide computer systems for healthcare organizations, with expertise in strategic planning, system integration, contract negotiation and management, consensus building, process improvement, and budgeting.

- Implemented a community health information network (CHIN) that connected more than 350 physicians to clinical results over a regional state network. The collaboration with a management services organization (MSO) facilitated a 25% increase in referrals in two years of operations.
- Directed a project for the development and integration of a local health information organization (LHIO) with the selection and implementation of an integrated clinical information system (including EMR and PACS) in the hospitals and a physician practice management system in physician offices.
- Led a \$2 million project for the procurement and installation of an online corporate-wide billing and accounts receivable system that streamlined reporting, reduced staffing and improved data accuracy. Decreased days in accounts receivable from 98 to 64.

A strong facilitator and team builder who creates a productive environment where morale is high and the job gets done.

ACCOMPLISHMENTS

- Directed the implementation of a nursing documentation system that allowed recording of vital signs, nursing assessment and care plans, improving accuracy, timeliness and customer satisfaction.
- Spearheaded the installation of a \$2.5 million telephone switch and cable plant for local and remote sites, which improved communications technology. Eliminated system downtime and \$250,000 in maintenance costs.
- Consolidated multiple transcription systems into a single integrated digital system with remote capabilities. Functions included voice recognition, extensive use of templates and electronic signature capabilities, saving more than \$1.5 million per year.
- Established an internal triage program for responding to clinical information system problems and reduced vendor maintenance costs by \$275,000 per year.
- Restructured the information systems department through the implementation of applications and technical teams. Improved response time to help-desk requests from one week to 48 hours and achieved a department wide staff turnover rate of "zero" for the past nine years.
- Managed 90 information systems projects simultaneously and improved timeline compliance by 35% through better project planning, tracking and staff accountability.
- Designed and installed a wide and local area network infrastructure, utilizing a fiber optic backbone upon which all enterprise applications reside.

EXPERIENCE

Sunrise Healthcare Management Services, LLC, Garden Grove, California

2002-Present

Chief Information Officer

Oversaw 52 staff and managed an \$9.5 million budget for an integrated delivery system consisting of three district medical centers, a skilled nursing facility and a long-term care facility with 723 combined beds. Responsibilities included application services, technical support, network support, customer service, computer operations, telecommunications and PBX.

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Bicoastal Medical Center, San Clemente, California

1997-2002

Director of Management Information Services

Responsible for information services and telecommunications for a 417-bed district hospital. Directed 48 staff and managed a \$8.2 million budget.

Laguna Medical Center, Laguna Beach, California

1995-1997

Vice President and Chief Information Officer

Led information systems, telecommunications and physician support for a 338-bed community hospital and trauma center with responsibility for 29 staff and a \$3.5 million budget.

Sands Hospital Corporation, Newport Beach, California

1991-1995

Director of Management Information Systems

Directed information systems and telecommunications for a 429-bed district hospital and trauma center. Managed 39 staff and a \$3.8 million budget.

Memorial Center of Tustin, Tustin, California

1980-1991

Director of Financial and Administrative Systems (1987-1991)

Directed 11 programmers and analysts in the support and implementation of all financial and administrative systems for a 1,300-bed medical center.

Corporate Project Leader (1985-1987)

Led corporate information systems projects that related to Tustin Hospital and Rancho Hospital.

Programming Manager (1983-1985)

Hired and managed 15 programmers in the design and development of 45 hospital systems.

Programmer/Senior Programmer Analyst (1980-1983)

Responsible for the analysis and programming of various hospital applications.

PRIOR EXPERIENCE

Worked as a programmer for five large manufacturing companies, with responsibility for designing and developing software for billing, purchasing, inventory and production control.

EDUCATION/TRAINING

California State University, Los Angeles, Los Angeles, California

Bachelor of Science, Business Administration, Business Information Systems Emphasis, 1973

PROFESSIONAL AFFILIATIONS

Hospital Information Management Systems Society (HIMSS)
College of Healthcare Information Management Executives (CHIME)