Bob Hadsell

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APPLICATION SPECIALIST | CLINICAL APPLICATION ANALYST

Technically sophisticated professional who is well versed in analyzing workflows, deploying and maintaining applications, including the installation of new applications, upgrades, and providing go-live and rollout support. Serves as a technical point-of-contact for CPACS\PACS applications and provide troubleshooting and technical support for system issues, data-flow design, integration, and system improvement. Demonstrates strong organizational, analytical, and technical skills to evaluate systems and problems, formulate solutions, and analyze program and staff effectiveness.

Core Competencies:

Team Leadership • Application Testing • Data Migration • Workflow Analysis • Go-Live Support
Systems Implementation • Creating Test Plans • Report Generation • Project Management Skills • Technical Writing
Documentation • Cross-Functional Collaboration • Information Technology (IT) • Electronic Medical Records (EMR)
Health Insurance Portability and Accountability Act (HIPAA) • Critical Thinking • Attention to Detail

Technology Skills:

Microsoft OS • SQL Server • Microsoft Office Suite • Transact-SQL • Meditech • PBAR • Star • HL7 • VB.net
Google Analytics • Change Healthcare PACS •Change Heaththcare CPACS •Epic Cupid • Laurel Bridge Compass/Navigator
• GE MUSE • GE Xeleris • Segami Oasis • Circle Cardiac MRI • DoseMonitor • Powerscribe
Barcode Symbology (3of9, 128, Aztec)

PROFESSIONAL EXPERIENCE

Bon Secours Mercy Health/Nordic Global   **09/2022 – Present**
Clinical Imaging Application Analyst II

Oversee multiple projects, support go-lives, and assist with new installations while serving as the primary analyst for various hospital-based applications. Support radiology and cardiology PACS systems organization-wide. Lead new initiatives to enhance and manage both onsite and offsite systems. Collaborate with vendors to facilitate integration with enterprise solutions, including planning, testing, and resolving technical issues.

- Successfully managed the Epic Cupid project, overseeing the CPACS/Cupid go-live in 7 hospital markets within a 1.5-year period.
- Performed numerous CPACS upgrades across multiple hospitals including hardware refresh and hemo installations
- Wrote, revised, and maintained numerous KB articles to assist IT staff during application implementation/support

LONGEVITY HEALTHPLAN, Palm Beach, FL   **12/2021 – 09/2022**
Application Specialist

Provided comprehensive support to healthcare professionals and caregivers by analyzing EMR systems and processes. Developed and maintained early business plans for disaster recovery and business continuity. Delivered troubleshooting support, analysis, and training for users on I-SNP EMR.

- Setup, configured, and maintained Microsoft Azure environment for the company and its EMR.
- Served as an Office 365, TigerConnect, Meraki MDM, and Microsoft Intune administrator.
- Planned and executed IT Service Management (ITSM) change management processes.
- Advanced the team on medical billing best practices.
- Monitored performance metrics and alerts of Kubernetes clusters.

FREELANCE CONSULTANT, OH   **07/2020 – 12/2021**
Independent Contractor

Analyzed and diagnosed IT system issues. Developed and integrated IT systems to improve business processes, and automation. Planned and managed projects through full lifecycle, ensuring clients' budgets and deadlines were achieved.

Implemented technology solutions to meet the needs of each business client. Consulted on technology best practices.

- Created and managed effective search engine optimization (SEO) campaigns to generate new business, achieving 14% in new business growth.
- Utilized exceptional presentation and communication skills to lead training programs for users to maximize the value of technology in business.

CLEVELAND CLINIC, Cleveland, OH   **01/2019 – 07/2020**
Systems Analyst

Delivered comprehensive support for ever-changing project assignments and system implementation projects. Provided expert technical support at the drop of a hat to replace office systems, hardware, and software without disrupting workflow. Consulted on development solutions, engaged with vendors and support teams, and created projects and work plans to improve processes and replace equipment. Collaborated closely with physicians and support staff to provide technical assistance. Remained highly flexible and adaptable to work in an on-call rotation capacity.

- Implemented innovative scan to folders to enhance office automation and reduced the use of printing papers by 30%, significantly improving efficiency while reducing time and labor costs.
- Managed high level support tickets for 45 practices, resolving tickets in a timely manner.

CNS CENTER FOR NEURO AND SPINE, Akron, OH   **10/2015 – 01/2019**
IT Manager/System Administrator

Managed and directed IT functions for 3 offices, including headquarters and 2 satellite offices. Maintained and updated websites on a regular basis. Installed, maintained, and repaired desktops, laptops, network switches, servers, APs, and televisions. Troubleshot both hardware and software issues. Provided comprehensive technical and patient support for the patient portal. Adhered to HIPAA and Medicare Access and CHIP Reauthorization Act (MACRA) regulatory guidelines.
- Planned and managed complex technical projects through full lifecycle, overseeing budgets and deliverables.
  - Managed 3 BrainLab BUZZ unit projects and installation for a 55-inch touchscreen technology used for viewing MRI, CT, and X-ray, as well as brain and spine 3D surgery planning, resulting in better patient outcomes, improved efficiency for surgeons, and enhanced patient interaction for their own care.
  - Managed EHR / EPM software upgrades, and ancillary products, including IMO, fax engine, Entrada mobile, and patient portal.
- Worked closely with clinical staff and physicians to streamline software processes, resolve patient data issues, and develop software-based solutions, resulting in decreased dictation and elimination of payment delays

MEGES HEALTH, Akron, OH   **07/2016 – 01/2019**
IT Consultant

Planed and coordinated all aspects of IT for an early phase startup. Managed the AWS environment for app testing and deployment.
- Planned HIPAA Security Risk Assessments and interventions
- Setup and managed AWS Workmail and Workdocs for the organization
- Monitored Cloud Data usage and budgets
- Assisted in operations planning
- Created and managed Disaster Recovery and Business Continuity Plans
- Worked with dozens of vendors and software partners

ADDITIONAL EXPERIENCE

GBS CORPORATION, Youngstown, OH   **2007 – 2015**
Senior Application Specialist - Nextgen EHR| 2013 – 2015
Support Specialist, EasyID – Positive Patient ID System | 2008 – 2013
Intern, NextGen EHR | 2007 – 2008

EDUCATION AND CERTIFICATIONS

ITT TECHNICAL INSTITUTE, Youngstown, OH
Associate Degree in Software Applications and Programming

Certifications
NextGen EHR Certified Professional
ITIL Foundation Certification