**JAMES GREGWARE**

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*Innovative technology and people leader focused on delivering results*

**PROFESSIONAL SUMMARY**

Senior technology and people leader with broad IT experiences in strategic planning, technology/vendor management (RFPs through contracting and implementations), program management, applications implementation and operational support in large enterprise environments. Accountable and highly successful in building and leading teams in the implementation of business, clinical and technology solutions in large healthcare system. Streamlined implementation processes and resourcing to create best-in-class system conversions to centralized financial systems. Established strong relationships with senior level leadership across business and clinical departments to help ensure successful engagements. In-depth experience supporting revenue and expense side applications in large healthcare system.

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| * IT Strategic Planning | * Key Vendor Contracting and Management |
| * IT Portfolio and Program Management | * Financial Management of $150MM/year |

**PROFESSIONAL EXPERIENCE**

**Interim Healthcare of Hartford, Farmington, CT**

*Director Information Technology – March 2015-present*

* Program director for ICD-10 initiative. Working with business and clinical leadership developed and managed plan for ICD-10 compliance to ensure both clinical and financial success. The organization experienced no revenue stream impact on cutover to ICD-10.
* Lead RFI/RFP for new practice management and EMR system. Perform a market assessment and develop the process and tools to evaluate vendors.
* Design, develop and implement innovative mobility initiative. This initiative resulted in substantial time savings for clinical communications that increased time for patient care activities.
* Develop IT Strategic plan. Working with clinical and business leadership to develop and present IT plan to support the organization.
* Developed Service Level Agreements (SLAs) with key vendor-partners. This effort helped to increase system resiliency and availability.
* Manage daily operational activities for IT department.

**Hartford HealthCare, Hartford, CT**

*Director IT Finance, Contracts and Administration –2012 to 2014*

* Developed and established IT Vendor RFP and contracting processes working with business, legal and supply chain stakeholders enabling more successful engagements and substantial cost savings**.** This was achieved by working closely with business customers to understand core requirements, establishing clear deliverables, defining roles/responsibilities/activities/time matrixes and defining Service Level Agreements (SLAs) with vendors. A sample of recent keyInitiatives include access management (physical security), Radiology PACS system outsourcing, Electronic Medical Record (EMR) for the system (Epic) and senior health services (HealthMedx), VCE/EMC strategies and implementation, enterprise agreements for KRONOS and ECHO (physician credentialing) and many others. Typical annual capital for these initiatives is approximately $50MM.
* Responsible for developing and managing $150MM/year capital and operating budget for IT. Worked with CEOs and CFOs across the healthcare system to develop long term capital plans and implement IT cost sharing models.
* Ledteam of financial analysts and administrators to provide monthly financial performance reports to senior leadership in IT and across the system
* Effectively renegotiated major IT vendor agreements saving $2MM annually

*Director Financial Systems – Revenue Cycle and ERP (Integrated Financials) –2006 to 2012*

* Built and led team of twenty five (25) project managers, technology managers, business and programmer analysts to develop and manage application suites that support the revenue cycle and expense applications for this $2.5 billion healthcare system.
* Developed portfolio management and prioritization systems working with senior leadership across the enterprise
* Successfully managed $20MM/year annual capital and operating budget to support revenue cycle and integrated financial application suites
* Developed and maintained effective relationships with senior leaderships across business and clinical towers
* Implemented numerous technologies to facilitate business processes, reduce system outages and improve throughput and reliability.

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*Director ERP (Integrated Financials) and Web Services –1998 to 2006*

* Built and led team to convert system companies to single Integrated Financial System – General Ledger, Purchasing/Supply Chain, HR/Payroll, AP, Fixed Assets and Projects. Designed and developed a streamlined conversion process saving the system $5-7MM over ten (10) years.
* Led team that designed and developed initial Intranet site and web-based tools to support information distribution requirements from the Integrated Financial system saving well over $5MM to date. These highly regarded solutions included using ETL Toolsets (Informatica), designing data structures and reporting databases and developing innovative GUIs for the consumption (VPs, Directors and Managers) of the data.

**IKON/HBM, Bloomfield, CT**

*Manager Custom Development and Engineering/Systems Engineer- 1992-1998*

* Managed team custom application builders to design, build and implement innovative web-based applications
* Led team in the design and implementation of cutting edge LAN and WAN configurations
* Engineer responsible for design and build of leading database engines and servers

**EDUCATION AND CERTIFICATIONS**

Masters of Science Information Systems - Pace University (Completed 1st year requirements)

Bachelors Business Administration - Western Connecticut State University

LeadQuest leadership training September 2012

ITIL Foundations Certified

**Vendor/Applications Management Activities (Sample)**

* Epic – worked on team to negotiate contract - $150MM.
* Siemens – managed $5MM/year SaaS contract for Revenue Cycle.
* Infor/SmartStream – Negotiated long term agreement with ERP vendor
* KRONOS – Program Director and vendor management for 16K employee system.
* SIS (OR System) – Program Director and vendor management for largest OR operation in NE.
* Informatica – Managed vendor and product evolution of the ETL tool.
* Quantros – event reporting system for Risk Management in HealthCare.
* Sectra – various Radiology initiatives.
* Microsoft – lead audit response team.
* IBM – Negotiated data center migration engagements.
* VCE/EMC – developed value-based relationship with vendor - $5MM/year spend.
* Novell – lead audit response team.
* Allscripts – lead IT SME for outsourcing agreement on core clinicals - $10MM/year spend
* ECHO (Physician Credentialing) – lead system-wide conversion of the agreement.
* Taleo (Oracle) – negotiated cost-effective system contract for this applicant tracking system.

**Sample Financial/Clinical Applications Managed/Supported**

*Revenue Cycle*

* Siemens Invision – PM/PA (RCO model)
* GE Centricity (formerly IDX) - ambulatory
* QuadraMed Quantim – HIM coding applications
* HealthLine Physician Credentialing
* Morrissey Case Management
* Allscripts SPF (Sunrise Patient Flow)
* Allscripts ePSI – Cost Accounting and Quality
* PatientKeeper – physician charge entry
* Allscripts Discharge Planning (SNF Network)

*Integrated Financials/ERP*

* Infor SmartStream v7 – Integrated Financials (HR/Payroll, GL, PO/AP, AR, Assets)
* KRONOS (200 clocks over 11 entities and 60 locations)
* Taleo (Applicant tracking - purchased by Oracle)
* Financial Data Warehouse – utilized Informatica toolset