

RICHARD HERNANDEZ

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SENIOR SYSTEMS ANALYST | PROJECT MANAGER

Highly effective Senior Systems Analyst with over 10 years of experience specializing in system life cycle development, project leadership and client relations. Offering an array of skills in project plan creation, application development, system maintenance, healthcare management, strategic planning, verbal and technical writing communication, user and staff training and support, identifying and evaluating risks, consulting, business operations and resource allocation. Proven ability to resolve system bugs and issues while ensuring continuous operational improvement and optimization. Applies strong analytical skills to inform senior management of key trends to reduce company expenditures and increase overall performance.

SUMMARY OF QUALIFICATIONS

- Team Leadership
- Project Management
- Collecting & Preparing Data
- Content Development
- Revenue Cycle
- Strategic Change Management
- Stakeholder Engagement
- Cross-Functional Collaboration
- Project Coordination & Execution
- Building Professional Relationships
- Tracking Key Performance Metrics
- Identifying New Opportunities
- EPIC Hospital Billing
- Medical Industry Experience
- Financial Analysis & Reporting
- Budget Monitoring
- Business Acumen
- EPIC Certified
- SDLC
- Trend Analysis
- Progress Monitoring
- Assessing Data Sources
- System Implementation
- Innovative Problem Solving

PROFESSIONAL EXPERIENCE

SENIOR SYSTEMS ANALYST | ITS REVENUE CYCLE | EPIC

July 2022 – Present

123 Hospital, Chicago, IL

Develop, build, implement and maintain the EPIC Hospital Billing and Revenue Cycle for 123 Hospital.

- Foster partnering relationships between physicians, administration, business office and external vendors with IT to **solve interdepartmental challenges** and to **establish strategic direction** for system applications.
- Drive multiple projects and full system/enterprise development along with modifications and enhancements of existing systems while providing domain **expertise and leadership** to all aspects of system design/functionality.
- Implement and coordinate campus wide system upgrade affecting 3,000+ end users and five applications spanning across all hospital departments.
- Maintain and ensure end users have the appropriate training as well as proper system functionality.
- Demonstrate **field expertise and experience for multiple interrelating healthcare departments** in support of applications crossing over multiple systems.
- Control raw data from a variety of systems/sources to produce multiple reports for numerous levels of management/staff in Finance, IT and various Business Office departments.

FINANCIAL, SYSTEMS & REVENUE CYCLE MANAGEMENT ANALYST

September 2019– July 2022

XYZ Hospital Systems, Chicago, IL

Oversaw implementation, management and maintenance of new claims and remittance management system.

- **Reduced revenue leakage, lessened denials by 50%, increased cash flow by 15% and improved staff productivity by 40%.**
- Manipulated raw data from multiple systems and sources to create reports for leadership detailing patient LOS, government and commercial reimbursement, overall organization revenue and patient discharge rates.
- **Led hospital in receiving \$1.5M HER incentives** by assuring all systems and overall hospital metrics were current with Meaningful Use, Government, inter-hospital and Insurance Payer rules, policies and requirements.
- Converted all six facilities from paper management/care system to enterprise-wide electronic health records across numerous departments using full Systems Development Life Cycle process.

SOFTWARE SYSTEMS ANALYST
456 Systems, Chicago, IL**September 2017 – July 2019**

Managed deployment and maintenance of software tools for billing application.

- **Provided system level support** of multi-user software tools, maintenance, training and support of applications within Allscripts, Patcom, Paragon, RelayHealth, Optimum and other systems.
- Researched, tested, provided troubleshooting and observed applications associated with each system.
- **Spearheaded project that resulted in a 90% drop in suspended charges for all facilities, creating revenue in excess of \$200,000 within one month of project implementation.**

OPERATIONS LEAD – REVENUE CYCLE**April 2016– September 2017****ABC Health, Chicago, IL**

Aided and succeeded in the improvement of day-to-day activities within the Revenue Cycle department.

- Assisted revenue units to **increase incoming revenue by \$3M** over the span of one month by leading back-end revenue team to find an estimated \$1M in underpayments and executing the delivery of 100 payment appeals.
- **Increased clean claims by 30% and reduced denials by 20%.**
- Discovered leakage points within cash posting/billing unit and decreased write offs to **raise productivity within the unit by 20%**, resulting in the identification of \$2M in backlogged revenue within A/R in denied claims.

FINANCE & PROJECT MANAGEMENT INTERN**December 2014 – September 2016****BBB Medical Center**

Received mentorship and had integral role in working with leadership, project managers and hospital administration.

- Helped finance director **prepare budget** and aided in **reducing costs** within various departments by 15%.
- Built project plan and tracking metric to verify progress and success, reducing avoidable appointments by 60%.
- Created a real-life scenarios video to assess and improve processes, patient care and overall employee education.
- **Utilized project management skills to gain experience running a department.**

EARLY CAREER SUMMARY

Information & Technology Specialist, 123 Information Technology Services (ITS), September 2007 – August 2010

EDUCATION AND EPIC CERTIFICATIONS**Master of Health Administration (MHA)**

University of 123, 2014

Bachelor of Science | Policy, Planning and Development

University of 123, 2012

Concentration: Health Administration | **Minor:** Business Administration

Resolute Hospital Billing Administration | Resolute Hospital Billing Claims

Resolute Hospital Billing Electronic Remittance | Charge Router

PROFICIENCIES

MS Office-Word, Excel, PowerPoint, Outlook | Lotus Notes | Adobe Products | ePremis | Optimum | Form Fast | Patcom
Paragon | Allscripts SAC/SCM/SER/SES/PFM/EPsi | HPF/HBF | EDCO | 3M CAC & 360 Encompass | Siemen's Invision