

# MARK JAHN

Mark.Jahn@IAYconsulting.com | 612.850.9510

## PROFESSIONAL SUMMARY

Proven Healthcare I.T. Professional with a 20+ year history of delivering healthcare and IT operating improvements. Proficient in leveraging data management, best practices, and strategies to improve operational performance.

Experience includes: Program and Project Management, Healthcare Analytics, Data Management, Care Management, Utilization Management, Project Management Office, IT Strategy, Revenue Integrity, Requirements Management, Software Package Selection, Project Portfolio Management and Vendor Management.

## WORK HISTORY (PAST 8 YEARS)

### **Management Consultant (contract) / Ironwood Health / 5.2020 – current**

- Major Midwest Health Plan
  - Developed an Enterprise EDI Implementation Strategy and Implementation Roadmap for a 1M+ member health plan in the Midwest.
- Leading Regional Independent Physicians Association (IPA)
  - Managed the gathering and ranking of 1,000+ system requirements for: claims, utilization management, quality measures reporting and case management systems.
  - Architected and managed the process of comparing Case Management system requirements to Cerner's HealtheCare module.
  - Prepared a Quality Measures Reporting RFP and RFP Response template materials.
  - Designed and implemented new backup data and data recovery strategies leveraging Azure cloud services.
  - Managed Health Plan Audit Correction Action Plans (CAPs) directed to the Managed Services Organization (MSO).
- Major National Medicare Advantage (MA) Health Plan
  - Performed an assessment of the client's Care Management processes and technologies resulting in a Care Management technology strategy and vendor short list recommendations.
  - Managed the software selection project to select a new Care Management system including Care Management, Utilization Management, Disease Management and Appeals & Grievance modules.

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## **Principal Consultant** / Impact Advisors / 07.2019 - 01.2020

- City of Hope
  - Directed Revenue Cycle analytics for large Epic Revenue Cycle optimization program to track \$90M of revenue improvements.
  - Directed development of custom Epic and Tableau dashboards and reports for 50 Revenue Cycle improvement projects.
  - Delivered monthly C-level Enterprise Revenue Cycle performance metrics.
  - Represented client at monthly Revenue Cycle - Epic CORE Infinity Group for Artificial Intelligence (AI), Machine Learning (ML) and Robotic Process Automation (RPA).

## **Senior Management Consultant** / Freed Associates / 11.2014 - 04.2019

- UCLA Health
  - Interim PMO Director, reporting directly to the CIO
  - Designed and implemented I.T. Process Improvements for Demand and Resource Management leveraging Service Now.
  - Managed the annual IT budgeting process for 700 projects.
  - Prepared Monthly IT Steering Committee Meeting Presentations.
- Alameda Health System
  - Delivered Revenue Integrity Department Assessment and Improvement Roadmap including over 55 findings/recommendations and 20 initiatives.
  - Managed CDM audit and cleanup initiatives covering over 20,000 CDM records.
- Kaiser Permanente's Consumer Digital Strategy (CDS) program
  - Directed new cost data visualizations using Alteryx and Tableau.
  - Helped implement the Plan-Run-Grow operating model.
  - Created consolidated defect metrics data visualizations including 5,000+ defects.
- Sharp Healthcare
  - Delivered an Electronic Health Record consolidation strategy and plan resulting in the One Cerner platform justification.
- DaVita Medical Group
  - Led the Utilization Management (UM) software package selection resulting in a recommended vendor and vendor due diligence plan.
- Kaiser Permanente – ICD-10 Program
  - Managed External Trading Partner (ETP) ICD-10 testing program including over 80 ETPs resulting in zero testing defects.
  - Managed ICD-10 go-live incidents to successful resolution.

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**Managing Consultant** / Encore Health Resources /11.2013 – 09.2014

- Houston Methodist: ICD-10 Program Director including leading 6 work steams.
- Assisted in creating the Value-Based Purchasing consulting offering.

## EDUCATION

University of Minnesota - Twin Cities - Minneapolis, MN

**Bachelor of Science:** Computer Science

UC Davis - Davis, CA

**Certificate:** Healthcare Analytics

## AFFILIATIONS

- HIMSS So Cal Chapter – 2011 to present.
- Tableau Healthcare User Group – 2018 to present.
- Data Governance Professional Organization (DPGO) – 2017 to present.
- HIMSS So Cal Chapter Co-Chair - Annual Conference – 2015.
- HIMSS So Cal Chapter Co-Chair - Annual Conference – 2014.

## PUBLICATIONS

- [Healthcare Data Revolution – The Case for Data Visualization](#)  
*Healthcare Business and Technology*, April 23, 2019.
- [Seven must-dos to ensure charge description master \(CDM\) success](#)  
*Becker's Hospital Review*, September 13, 2018.
- [The Value to Hospitals of IT Portfolio Management](#)  
*Becker's Hospital Review*, February 2, 2017.
- [Nine Best Practices in Healthcare IT Project Management](#)  
*Managed Healthcare Executive*, June 2016.
- [Tips and Tactics for Tackling ICD-10 Implementation](#)  
*ElectronicHealthReporter.com*, June 18, 2013.
- [Joining Forces on ICD-10-CM/PCS](#)  
*Journal of AHIMA* 84, no. 6 pgs. 42-44, June 2013.
- Providers Confirm Payers, EHR Vendors are Preparing for ICD-10  
*SearchHealthIT*, July 16, 2013.
- Providers Worry EHR Vendors & Payers Not Ready For ICD-10 Transition  
*SearchHealthIT*, July 15, 2013.
- [ICD-10's Heavy Footprint](#)  
*For the Record*, Vol. 25, No. 3, Pg. 16, Feb. 11, 2013.

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## PUBLIC SPEAKING

- Healthcare Data Visualization Panel  
HIMSS So-Cal Conference, April 2018.
- ICD-10: State Collaboratives  
HIMSS Annual Conference, New Orleans, February 2013.
- HIT Staffing Roundtable  
HIMSS So Cal, Annual Conference, April 2012.
- Project Management in Healthcare  
Minnesota Infection Disease Control Specialists Quarterly Meeting, January 2010.

## ANALYTIC SOFTWARE TOOLS

- Tableau Desktop and Server
- Tableau Data Prep
- Alteryx Designer
- Microsoft PowerBI
- SAS Studio