

Thomas V. Thompson, MS, RHIA

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SUMMARY

Accomplished professional with proven success in Health Information Management (HIM) operations and Cerner EHR implementation and support. Also skilled in process improvement, management and staff training. Seeking a position utilizing my extensive HIM and Cerner EHR skills and experience. Demonstrated ability to communicate effectively with executives, physicians, managers, staff, clients, and vendors. Excellent analytical skills with strong verbal/written communication talent.

PROFESSIONAL EXPERIENCE

Tech Mahindra Americas, Plano, TX

December 2023 – July 2024

Oracle Health/Cerner HIM Support Team Leader at Ascension Health

Serve as HIM Support Team Leader for Ascension Health's 75+ facilities through 11 separate live production domains. Provide guidance to a staff of 14 onshore and offshore application analysts. Applications supported include HIM, Clinical Reporting XR, Enterprise Document Management/CPDI, Enterprise Master Patient Index, Direct Messaging, and Acute Case Management.

Medsys Group, Plano, TX

May 2022 – September 2023

HIM SOFTWARE ARCHITECT

Served as Oracle Health/Cerner HIM Software Architect with Cerner IT Works at Westchester (NY) Medical Center Health for implementation at their 3 newest hospitals.

Thompson Consulting, San Diego, CA

January 2007 – May 2022

OWNER/SR. HIM & HIT CONSULTANT

A partial list of clients and projects includes the US Department of Defense Naval Medical Center at Camp Lejeune Marine Base (GENESIS), Advent Health, Adventist Health-West, BayCare Health System, Beebe Healthcare, Dignity Health, John C. Lincoln Health Network, Kaiser Permanente Roseville (CA) Hospital, MedStar Health, Nicklaus (Miami) Children's Hospital, and Via Christi Health (KS).

- Provided Cerner HIM software implementation and support, and interim HIM management services to healthcare clients throughout the country. Implementations have included the full life cycle of software implementations at 40+ hospitals and health systems: Software Design, Workflow Analysis, Build, Testing, Training, Go-Live and Ongoing Support.
- Responsible for the ongoing maintenance & support of Cerner HIM, Clinical Reporting XR, & Message Center as well as transcription & voice-to-text applications at a 300-bed hospital system.
- Provided Cerner HIM/EDM application design, build and training services at 7 health system hospitals.
- Responsible for the ongoing maintenance & support of HIM, Clinical Reporting XR, Message Center, EDM, 3M & Optum CAC applications at a 3400+ bed, 13-hospital system.
- Served as Project Manager for the successful implementation of Cerner revenue cycle applications including Charge Services, Patient Accounting, HIM, & Clinical Reporting at a 5-hospital (CA) system.
- Interim HIM Director for 18 months at a California 3-hospital system. Managed a staff of 45 professional, technical and clerical employees.
- Served as Project Manager for the successful implementation of Cerner revenue cycle applications including Charge Services, HIM, & Clinical Reporting at 6 hospitals in California & Nevada.

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Advent Health (Adventist Health System), Altamonte Springs, FL May 2004 - January 2007

HIM PROJECT MANAGER - IS

Responsible for the design, build, testing, training, implementation, and post-conversion support for Cerner Millennium™ HIM, Clinical Reporting, and Message Center/Physician Inbox and 3M coding applications along with Nuance Transcription & Dragon voice-to-text applications at 25 of the organization's acute care facilities. Simultaneously managed 15 projects in various stages of implementation. Successfully activated 20 hospitals including 13 in a 9-month period.

Cerner Corporation, Kansas City, MO

March 2002 - April 2004

SENIOR HIM SOLUTIONS CONSULTANT

Provided more than 40 hospitals with expert software implementation consulting services. Simultaneously managed multiple implementations; custom-designed, built, tested, trained and implemented HIM application software for hospital clients.

Transcend Services, Atlanta, GA

August 1998 – August 2000

INTERIM DIRECTOR, HIM SERVICES

Served in this capacity at Truman Medical Center, Kansas City, MO & Providence Medical Center, Kansas City, KS. Managed the activities of 35-45 technical and clerical staff for these major teaching hospitals. Turned a three-month interim management agreement into a three-year total HIM outsourcing contract for the company. Reduced Accounts Receivables from \$8 million to \$1.75 million within 8 weeks.

University Hospital, Augusta, GA

June 1994 – July 1998

DIRECTOR, QUALITY MANAGEMENT

Directed the quality review nurses activities for this 700-bed teaching facility. Trained hospital senior and middle managers and process improvement teams in TQM principles to build a standardized management approach. Facilitated interdisciplinary quality improvement teams to redesign business processes, improve quality and reduced overhead costs. Maintained the integrity of clinical data provided to medical staff departments and quality review committees. Improved staff job satisfaction by 185%, reduced staff overhead 17% through system analysis, computerization, and proactive communication.

Lake Hospital System, Painesville, OH

August 1986 – May 1994

DIRECTOR, HIM AND QUALITY MANAGEMENT

- Directed the activities of 60 FTEs (nursing, technical and clerical) for this 360-bed two-hospital system.
- Pioneered an integrated computerized clinical abstracting information system.
- Developed a physician practice pattern analysis system utilizing clinical and financial data.
- Reduced delinquent chart volume by 80%.

EDUCATION

MS, Health Services Administration, Central Michigan University, Mt. Pleasant, MI

BS, Health Information Management (HIM), Daemen University, Amherst, NY

CERTIFICATIONS

Registered Health Information Administrator (RHIA) with the American Health Information Management Association (AHIMA).