JESSE G. HILL

jessehill.net
jesse@jessehill.net
937-657-0127

Healthcare IT professional with 12+ years' experience using, training, and supporting EHR systems. Held clinical and technical roles during conversions, migrations, and upgrades. Driven by creating efficiency and giving clinicians a voice to ensure a product that prioritizes usability for staff and better care for patients.

EDUCATION & CERTIFICATIONS

Doctor of Physical Therapy	**SQL for Data Science**	**EHR Certified Professional**	**ITIL 4 Foundation**
BS Exercise Physiology	University of California	NextGen	Axelos
Ohio University - 06/2011	Certificate 01/2022	11/2022	Certified 3/2021

TECHNOLOGY EXPERIENCE

Clinical Informatics Engineer | Child Mind Institute

New York, NY   3/2022 - Current

- Provided sole management and support for daily operations and training for all applications, including patient portal, virtual visits, health records, and NextGen Mobile
- Served as primary contact for a multi-practice organization during a server migration and subsequent upgrade (first in 10 years), including implementation of all-new clinical templates and patient facing applications
- Developed custom SQL queries to solve for interdepartmental and executive level data requests
- Managed roll out of mobile app for senior clinicians, including dictation and e-prescribing
- Provided sole support for EHR company-wide ticketing system within 8 weeks of hire
- Saved countless consulting hours by identifying, purchasing, and implementing automated reporting system (Crystal Reports Server)
- Led disaster recovery efforts involving unrelated practice within organization
- Developed, tested, and implemented an immediate workaround for charge processing error following EHR upgrade go-live, allowing the practice to maintain normal collections
- Worked with internal finance and NextGen to implement new general ledger integration
- Promoted from EMR Application Support Analyst in 2023

IT Support Specialist | Suburban Home Health Care

Boston, MA   6/2021 - 3/2022

- Provided clinical and corporate technical and EHR support including mobile device management
- Vendor communication to resolve application issues, active directory management, hardware/software troubleshooting
- Product configuration including laptops, desktops, printers, scanners, and thin clients

EMR Superuser | U.S. Physical Therapy

Charleston, SC   11/2018- 3/2020

- Responsible for tier 1 technical support for Charleston-area users, communicating with employees to understand their needs and workflows

EPIC EMR Trainer | Premier Health

Dayton, OH   2/2014- 7/2014

- New employee training and technical support for EPIC EMR systems

CLINICAL EXPERIENCE

Clinic Director and Physical Therapist | U.S. Physical Therapy

Charleston, SC   7/2018- 4/2020

- Initiated and oversaw website redesign and content management through WordPress platform based on user feedback, and user experience research. Communicated with multiple clinics, directors and patients to understand their needs and translate into product requirements for the development team
- Volunteered as EHR superuser for Charleston, SC region during transition from paper to Raintree EHR system
- Managed high-volume sports medicine caseload while also managing local marketing and communication with physicians
- Oversaw operations of the clinic including schedules, staffing, Medicare compliance, patient satisfaction, clinic budget and performance

Physical Therapist and Lead Physical Therapist

9/2011- 7/2018

- Lead physical therapist for Kettering Health Network, Huber Health Center in Dayton, OH and oversaw implementation of Epic EHR in this supervisory role
- Employed at several hospitals and private practices throughout Ohio, Michigan, and South Carolina including Premier Health, ATI Physical Therapy, and Kettering Health Network
- Achieved sought after Orthopedic Clinical Specialist (OCS) certification
- Managed high volume caseload consisting of patients with diagnoses within sports medicine, general orthopedics, post-operative rehab

OTHER CERTIFICATIONS

A+ Certified	Orthopedic Clinical Specialist	Leading Change in Healthcare Informatics
CompTIA	American Board of PT Specialists	Johns Hopkins University #F78MCDBSF6R6
8/2020 - 8/2023	Certified 2016 - 2026	Certificate 2/2022

PUBLISHED RESEARCH

Journal of Orthopedic and Sports Physical Therapy 42.10 (2012): 880-85

Chleboun, Gary, Matt Amway, and Jesse Hill. "Measurement of Segmental Lumbar Spine Flexion and Extension Using Ultrasound Imaging."

SKILLS

- EHR user training, implementation, clinical application and software support
- Windows, mobile device, and technology support
- Communication of complex clinical and technical subjects in customer-friendly language
- Workflow analysis and optimization
- Crystal Reports, IT operations, troubleshooting, databases, Solar Winds, Adobe Acrobat, Excel, AWS RDP, SQL