

DEBRA B. GRAHAM DNP, MBA, RN-BC, CPHIMS

Committed Nurse Executive with Clinical, Operational, and Technical Expertise

Areas of Expertise

- | | | |
|---------------------------------|---------------------------|----------------------------|
| ✓ EBP Scholar | ✓ Creative problem-solver | ✓ Contract Negotiations |
| ✓ Excellent Presentation Skills | ✓ Telemedicine Advocate | ✓ Field Implementations |
| ✓ Consulting Experience | ✓ Patient Experience | ✓ Performance Improvement |
| ✓ Workflow design | ✓ Clinical Nurse Manager | ✓ Strong Conceptual Skills |
| ✓ Customer Service | ✓ Project Management | ✓ Analytical Skills |
| ✓ Learning Module Development | ✓ Change management | ✓ Solution Seeker |

PROFESSIONAL EXPERIENCE

Health Care Navigator • White Plains, NY • March 2020 to present
d.b.a. Physicians Services Group of Florida

DIRECTOR OF INFORMATICS – CURRENT ROLE

Executed comprehensive telehealth offerings in the multi-state organization from deployment to sustainment for clients and partners working remotely during a public health emergency. Leveraged existing software programs with a focus on continuous process improvement and development to ensure client needs were identified and met within corporate strategy and budget. Using EBP and leadership skills to integrate technology, informatics analysis, government regulations, and clinical patient outcomes to improve efficiency and productivity for multiple providers (MD, NPs) in SC and FL. Proficient in clinical documentation including national quality measures including HEDIS and STAR.

DrFirst • Rockville, MD • 12/2018 to 3/2020

A software pioneer focused on medication management, electronic prescribing, and price transparency solutions
Regional Account Manager 2/2018 – 3/2020

Responsible for account management and sales of their suite of products to acute care and ambulatory settings. Met or exceeded sales goals for 6 consistent quarters.
Key accomplishments: Circle of Excellence recognition for exceptional performance in driving top-line revenue and growth, cultivating new opportunities, and building on existing relationships in Cerner and MEDITECH markets.

IATRIC SYSTEMS • Boxford, MA • 11/2009-11/2018

Healthcare technology company with expertise patient privacy, analytics, EHR optimization, and interoperability.

SENIOR CLINICAL EXECUTIVE 2/2012-11/2018

A key seller of Iatric Systems applications, products, and services and has seen success in the Midwest region with the hospital network corporate suites, healthcare vendors including telehealth and HIEs anchored in relationship and customer nurturing. Consistently recognized as a top-performing consultant and clinical transformer on the sales team.

KEY ACCOMPLISHMENTS

- Promoted to Senior Executive February 2018
- Developed interoperability strategies including telehealth, patient portals, HIEs, and interfacing disparate systems for clinicians to expedite clinical decision support.

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- Solutions engineering with healthcare organizations transitioning to replacement/optimize EHR and identification clinical, organizational, financial, and technical challenges with diverse stakeholders.
- Advanced communication abilities related to presentations, negotiation, and interactions with C-suite while representing the voice of the customer to corporate leadership.
- Created collaborative medication management partnership with hospital and pump vendor for integration solution by connecting infusion pumps to EMR with proprietary software solution.
- Proven track record of exceeding sales revenue goals and surpassing new customer generation goals driven by customer references and client nurture.
- Demonstrated commitment to professional development with Nursing Informatics (ANCC) and Certified Professional (HIMSS) certification.

CLINICAL CONSULTANT 11/2009-1/2012

Spearheaded the entire implementation process: conception, workflow analysis, design, testing, deployment, installation of healthcare documentation applications.

KEY ACCOMPLISHMENTS

- Created Clinical Consulting services that focused on project management, workflow improvements, innovative ideas, and process improvement with existing systems in US and Canadian hospitals.
- Financial analysis of multiple teams' productivity and billable hours maintaining and supporting customer relationship database.
- Lead field implementation and evaluation of software applications at customer sites through the development of timelines and facilitation and scheduling of internal and external resources.
- Cross-trained and educated support clinical staff (nursing, physicians, pharmacy, and therapists) on visual flowsheet products specializing in medication reconciliation, CPOE and IV flowsheets.
- Served as the master AGILE project leader and team member including new product development.
- MEDITECH Magic/CS/6.x platforms in PCS, EDM, Pharmacy module proficiency

CUMBERLAND MEDICAL CENTER • Crossville, TN • 1990-1992 & 6/2002-11/2009

An acute care hospital with specialized services.

DIRECTOR OF CLINICAL INFORMATICS 6/2002-11/2009

Helmed all electronic or automated process with direct impact patient care. Lead and facilitated clinicians to provide broad-based input into the design and enhancement of clinical systems to support excellence in medication management (Pyxis deployment and smart IV pumps), patient care, clinical transformation, process improvement, optimal productivity and outcome analysis with oversight staff development and diabetic education.

KEY ACCOMPLISHMENTS:

- Championed the conversion to electronic clinical documentation for Emergency Department and Clinical Nursing systems including medical, pharmacy and ancillary staff.
- Managed timelines, costs, resources, and reported status and progress plan management. Predicted, budgeted, and identified resource requirements.
- The architect and leader of a physician steering committee to collaborate on healthcare IT policy, medication reconciliation, patient care outcomes and electronic prescribing.
- Established processes for electronic compliance with key clinical quality indicators, core measures, regulatory requirements, and metrics to determine outcomes and effectiveness of the care and services provided.

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- Smart pump deployment with pharmacy collaboration with formulary mapping and drug library alliance with medical staff and Pharmacy and Therapeutics committee

EDUCATION/CERTIFICATION/MEMBERSHIPS

Doctor of Nursing Practice
 UNIVERSITY OF TEXAS | TYLER, TX
 Doctor of Nursing, Leadership, and Informatics
 Evidence-Based Project: Skilled Nursing Facility Readmissions-
 An Evidence-Based Telemedicine Innovation Project
 Alpha Chi National College Honor Society
 Graduate Teaching Assistant
 UNIVERSITY OF TEXAS | TYLER, TX
 for Dr. Cheryl Parker in NURS 5389 Informatics Capstone
 Spring 2022

Master of Business Administration
 UNIVERSITY OF TENNESSEE | Knoxville, TN
 Bachelor of Science
 UNIVERSITY OF EVANSVILLE | Evansville, IN
 Magna Cum Laude
 Sigma Theta Tau, International Nursing Honor Society

Registered Nurse (RN) Tennessee Multi-State License - Active
 Certified Professional in Healthcare Information and Management Systems 2016 -2022
 Informatics Nurse (RN-BC) American Nurses Credentialing Center 2016-2027
 Critical Care Registered Nurse (CCRN) 1990-1996

Membership and Committees
 American Nurse Informatics Association since 2014
 Health Information and Management Systems Society since 2012
 American Medical Informatics Association since 2020
 Ethics Committee Chairman, Uplands Village (CCRC) 2012-2018
 TN HIMSS Program Committee 2016-18

Publications and Presentations
 ANCC Nursing Informatics Certification Review Course (Multiple locations)
 Presentations: Clinical Transformation: A process not a project
May 10-12, 2018 at American Nurse Informatics Association (ANIA)
February 1, 2019 at San Diego Region Nursing Informatics Symposium
April 2019 Career Advancement: Strategies and Tactics for Career Success
May 2020: Got Data..Now What: Secure Communication for Care Collaboration
July 2020: Telemedicine in Post-Acute Care: Bringing Care Directly to Patients
 for Houston, Texas ANIA chapter
September 2021: Reimagining Technology Implementation Strategies for the Front Lines in
 LTC: Lessons from the COVID-19 Response for inaugural Texas Health Informatics Alliance
 Conference

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April 2022: Care Model Redesign and Telehealth Platform Selection: And You Thought Reimbursement was a Problem?! MidAtlantic Telehealth Resource Center, Charlotte, NC

Contributing Author on Chapter for revised 5th Edition 2023

O'Mathuna, D. P., & Fineout-Overholt, E. (2019). Critically Appraising Quantitative Evidence for Clinical Decision Making. In B. M. Melnyk & E. Fineout-Overholt (Eds.), *Evidence-Based Practice in Nursing and Healthcare* (4th ed., pp. 124–188). Wolters Kluwer Health.