

Spencer Hamons

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PROFILE

- Effective CIO with 14 years of proven leadership experience.
- Named one of the “Top Nine Healthcare IT Innovators” by Healthcare Informatics Magazine (Sept. 2006)
- Named one of the “Top 25 Mid-Market CIO’s” by CIO Decisions Magazine (July 2007)
- Recognized as “Most Improved Hospital” by H&HN Magazine (July 2007)
- Member of the JCAHO National Health IT Advisory Panel providing national leadership towards health IT standard development.
- Recipient of the McKesson Million Dollar Club Award for improving cash flow by \$6.9 million in a single year.
- Featured in cover story in CIO Decisions Magazine (June 2007) for executive communication and team building
- Proven expertise in aligning Information Technology resources and staff with organizational needs and creating strategic symmetry, including published articles in various magazines on this topic.
- Comprehensive experience in the acquisition of hospital information systems and software, project management, requirements analysis, design, systems-level integration, expectation management, and test engineering.
- Producer of bi-weekly podcast featured at <http://itpodcast.org/blog> and on iTunes as well as a monthly podcast featured by ADVANCE for Health Information Executives Magazine.

EXPERIENCE

SLV REGIONAL MEDICAL CENTER, Alamosa, Colorado (2004 – Present)

Chief Information Officer

- Mandated to provide a technical and operational assessment of IT systems within 30 days of employment.
- Charged with the mandate to develop timelines and cost analysis of developing the hospital’s information systems into a manageable and effective platform within the first 100 days of employment.
- Urgent responsibility to integrate numerous facilities ranging from a 1/4 of a mile to 40 miles away into the hospital’s data and telecommunications infrastructure.
- Expectation to improve the IT relationship between all departments and develop a customer focused attitude in the Information Technology department.
- Responsible to educate the senior administrative staff, board of trustees, clinician and community leaders on hospital and IT operations.
- Serve as the enterprise Security Officer and provide expertise of interpretation of federal HIPAA standards.

Accomplishments:

- Began educational discussions with the management team to generate understanding of IT capabilities and implementation methodologies in an attempt to bring structure and systems-thinking to hospital management.
- In 60 days performed technology assessments, met with all Directors and Managers to understand their frustrations and implemented procedures in the department to quickly meet urgent needs of the hospital.
- Integrated a purchased physician’s clinic of 14 providers and 60 employees into the hospital’s IT and telecommunications infrastructure within 15 days of hire at the new facility.
- Made personnel changes within the IT department to get the right mix of technical competence.
- Through collaboration with admissions and business office staff, reduced unbilled accounts from \$2.8 million to \$3000 in 6 months by implementing system improvements, automating redundant processes and performing process redesign.
- Increased monthly cash flow by an average of \$1 million by implementing system changes and providing focused training to appropriate staff to assure better system utilization.
- Managed telecommunications and data systems for hospital expansion project utilizing design-build methodology resulting in a savings of \$85,000 by in-sourcing the implementation work.
- Replaced 5 antiquated Citrix and Exchange servers resulting in a 200% improvement in system uptime.
- Reviewed and renegotiated service contracts for an estimated \$50,000 per year savings while improving the service levels received by support providers.
- Implemented an IT capital equipment requisition process and a set of project management doctrines for all new IT capital projects.
- Developed comprehensive service level agreements for all facilities in union with all departments throughout the organization and fashioned accountability requirements for the various IT positions in relation to the SLA’s.

METHODIST HEALTH CARE SYSTEM, Methodist Network Hospitals (2000 – 2004)

Corporate Director of Information Technology for Network Hospitals

- Responsible for operations of computer systems that are critical to patient care and safety as well as to the business operation of Methodist Willowbrook, Methodist Sugar Land and San Jacinto Methodist Hospitals.
- Direct the assessment, design, testing, implementation, subsystem interface, operation, and maintenance of information system's software.
- Develop tactical and strategic plans, long-range operating plans, and departmental policies.
- Manage security of information systems including remote physician and employee access and contractor access to Patient Health Information.
- Hire, supervise, motivate and evaluate the performance of 18 clinical systems specialists, systems technicians, network engineers and server administrators located in 3 different community hospitals throughout the Houston Metro area.
- Plan, prepare and administer the departmental budgets for all IT operations at the three community hospitals.
- Perform as senior member of facility development project team for new hospital construction.
- Perform presentations for high level board of trustee, physician, and community leaders on hospital and IT operations.

Accomplishments:

- In 5 months performed needs assessments, purchased systems and hardware, directed the installation of the infrastructure and managed a development team to have all systems tested and operational at a new hospital facility.
- Used information technology to enable process improvements and increase efficiency in a business that typically does not embrace process change.
- Developed the first integrated GE Centricity PACS / Meditech Client – Server RIS workflow system, offering seamless integration between the applications for all radiologist and neuroradiologists.
- Made information technology a truly integrated part of the health delivery system without simply moving bad processes to an electronic format.
- Installed a truly hospital wide, 128 bit encrypted wireless network for physician, nurse and technician access to valuable patient data.
- Installed the first system in the United States to allow physicians and nurses to access real-time patient cardiac monitoring on PDA's via the wireless network.
- Initiated a patent for an Emergency Department tracking system.
- Developed policies and procedures for IT operations that have been considered "*Best Practices*" by IT leadership and the Privacy Practices Office.

COLUMBIA / HCA HEALTH CARE, Texas Orthopedic Hospital, Conroe Regional Medical Center (1993 – 2000)

Director of Information Technology – Texas Orthopedic Hospital (1999 – 2000)

- Transferred to Texas Orthopedic Hospital at request of Division Director of IT to "clean-up" the IT department and processes between Information Technology and Physicians.
- Restructured the IT Department from specialization emphasis to customer service oriented emphasis while decreasing budget 8 percent.
- Improved the IT network functionality by improving infrastructure and more effectively managing users and systems utilizing industry standard scripting technologies.
- Worked as part of a Hospital System to determine the best route for integration between facilities (standardization or independent) on various project workgroups.
- Performed space and flow pattern development for hospital addition construction.

Director of Information Technology – Interim – Conroe Regional Medical Center (1998)

- Performed duties of Director while simultaneously completing year 2000 related tasks.
- Managed IT and Telecommunications budgets for FY98, keeping within the budget that had been set.
- Transitioned data processing functions to automated functionality utilizing Boston Workstation software, resulting in the elimination of a data processing position while providing advanced and automated reporting functions to management.
- Recognized as "Manager of the Year" in 1998.

Year 2000 Coordinator – Conroe Regional Medical Center (1997 – 1999) *Simultaneous with above position*

- Responsible for assessment, remediation, and risk mitigation concerning the Y2K project.
- "Manage the Management" to get high level cooperation in Y2K preparedness workgroups.
- Developed disaster and risk mitigation plans that were considered "Best Practices" within the organization.

Cardiac Telemetry Monitor Technician / Emergency Department Technician (1993 – 1997)

- Responsible for monitoring, interpretation, documentation and physician and nurse notification for bank of 72 patient cardiac telemetry monitors.

- During night shift, responsible for charge reconciliation and running various reports relating to department operations.
- During off-time, performed assessment of flow of patients between the cardiac catheterization lab, CCU and Med / Surg which was presented to Senior Management. This assessment and presentation resulted in the development of a step-down unit between CCU and Med/Surg.

UNITED STATES ARMY

Texas Army National Guard – 536th Forward Support Battalion, LaMarque, Texas (1993 – 2000)

Platoon Sergeant

- Recognized at 49th Armored Division Support Command “Soldier of the Year” for 1997.
- Responsible for the direct supervision and leadership of 24 Combat Medical Specialists performing remote battlefield evacuations via armored, ground and air ambulance.
- Developed and maintained training plans for soldiers in a rolling training & development system.

Network Administrator / Security Specialist

- Worked with Battalion Support Staff for the development of battalion wide shared server system based on Windows NT domain structure utilizing multiple domain controllers.
- Responsible for user / password maintenance for battalion command staff.

Active Duty Army - 219th Medical Detachment, ChunChon, Camp Page, South Korea (1991 – 1993).

Combat Medical Specialist

- Provided primary care to a military airbase with 1500 soldiers near the DMZ in a health care facility consisting of 4 combat medical specialists, one physician, and one physician assistant.
- Awarded the military’s Expert Field Medical Badge for proven competence in emergency field medicine.
- Awarded an Army Commendation Medal and 2 Army Achievement Medals for exemplary service.

Network Administrator / Security Specialist – Security Clearance Level - Secret

- Secondary responsibilities included network administration and security for Company level medical unit.
- Responsible for one of the first remote facility WAN implementations between military health care facilities in a foreign country.
- Responsible for access control of computerized classified documents.

BOARDS & AFFILIATIONS

College of Health Information Management Executives

- Member in Good Standing 2005 – Present

Colorado Regional Health Information Organization - CORHIO

- Member – Technology and Infrastructure Council 2005 – Present

Healthcare Information and Management Systems Society

- Member in Good Standing 2000 - Present

In-Sight

- Board Member – CIO Forum – 2007- Present
- National Chairman – Paragon Infrastructure & Technology SIG – 2005 – 2007

McKesson Provider Technologies

- Board Member – Paragon Executive Advisory Council – 2005 – Present

Joint Commission on Accreditation of Healthcare Organizations

- Member – Board of Director’s Health IT Advisory Panel 2005 - 2007

Advanced Micro Devices (AMD)

- Member – Executive Customer Advisory Council – 2001 – 2003

Compaq

- Member –Customer Advisory Council – 2001 – 2003

EDUCATION & DEVELOPMENT

Adams State University – Alamosa, CO

- Management Studies - 2008
- Lecturer for newly created MBA with emphasis on healthcare

American Power Conversion – Data Center Design and Operations

- Data Center Design – Re-examining Raised Floor Applications- 2006
- Data Center Power Requirements - 2006
- Optimizing Data Center Cooling - 2006
- Digital Hospital NCPI and MIDE Design Practices - 2006

McKesson Corporation

- Paragon SQL Data Modeling Methodology - 2006

Medical Information Technology – Boston, MA

- Data Repository / Data Warehousing Systems - 2002
- Patient Care System – 2001
- Non-Procedural Report Writing - 2001
- Security / MIS – 2000
- Systems Integration / Interfaces – 2000

Proxim – Houston, TX

- Wireless Networks – RF Interference and Design in Healthcare – 2001

Columbia / HCA – Nashville, TX

- LAN / WAN Module – HDIS Certification Course – 1999

Sam Houston State University – Huntsville, TX

- General Studies – 1994

Montgomery College – Conroe, TX

- Associates of Arts, Phi Theta Kappa – 1996

United States Army – Ft. Sam Houston, TX

- Leadership Development Course – 1993
- Combat Medical Specialist Course - 1991