



India Brown, MBA, CPC
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Brown Design & Workflow Creations, LLC
DBA PMPHASE

India M. Brown, MBA, CPC, is a small business owner and entrepreneur. She is the CEO/President of Brown Design & Workflow Creations, LLC, DBA PMPHASE Consulting Firm. PMPHASE has successfully project managed work in the healthcare industry for over 25 plus years. The client portfolio includes projects of various sizes in multiple industries. We are experts at implementing organizational changes. PMPHASE hires project managers and instructional designers to optimize opportunities for training and development, IT data conversions, and enterprise resource planning (ERP) program replacement. Other lines of service include creating curriculums and training program design and educational workshops for developing leaders and new entrepreneurs.

- 25 years of consulting experience
- 30 years of project management experience
- 30 years of healthcare experience
- 25 years of system implementation experience with applied KSA to oversee all training, testing, planning, design, budget

India earned her bachelor's and master's degree in Business Administration with a focus on Business Management and Leadership Development. She is a certified professional coder (CPC) and she is also a published author and motivational speaker. India is affiliated with multiple local and national mentoring programs as well as various entrepreneur leadership groups. She takes pride in working with and mentoring young professionals, small business owners, and innovators. Her consulting firm partners with several local community supporters and grassroots organizations to help provide a platform for networking groups.

- Brown Design & Workflow Creations, LLC – DBA PMPHASE started 8/17/17
- Dates of employment 8/17/17 to current
- Demonstrated leader in project management from development to deployment with 99% successful completion rate.
- Strong working expertise with project management methodologies; *agile and waterfall*
- Expertise in project tools; smartsheet and Microsoft project, & office products
- Experience with managing and/or leading large-scale IT system projects, system analysis, application upgrades, EHR and IT integrations and working knowledge of HL7, SQL and interface engines.
- HIPAA compliance, application auditing and risk assessment, security and rule compliance analysis
- Project management with budgetary responsibility; carveout budgets up to \$250K+ for project implementations
- Translation of business requirements into design specifications, use cases, user stories and other functional design documents.
- *Applications Experience:* Allscripts Touchworks EHR; AthenaIDX- Centricity Business, Cerner PowerChart, Allscripts Sunrise, and Epic, Crisis Prevention, Learning Management Systems
- Application/Clinical operations workflow and instructional design, (IL)- Instructor lead, Video tutorials and (CBT) - Computer based trainings,
- Plan, design and develop, training material, end user documentation and FAQ's, course curriculums.
- Train the trainer materials and programs, new hire programs and optimization training.

Education

- North Central University, Doctoral Candidate – Instructional Design, - 2019
- Northcentral University, Master's in Business Administration (MBA) – 2018
- Indiana Institute of Technology, Bachelor's in Business Administration (BA) – 2015
- AAPC – American Academy of Professional Coders – Certified Professional Coder (CPC) - 2006

April 2021 - July 2022 Program Manager - Roswell Park Cancer Center

- Revenue cycle management implementation; AthenaIDX
- Facilitated contract negotiations, product vendor, implementation partner and client
- Managed implementation project team and project resources
- Worked with executive leadership team to select practice management product and vendors
- Managed and reported on 5 high profile projects within the program

Covid 2020 – April 2021 Due to Pandemic -Various Projects

- Provided direct consulting and management support and optimization to various healthcare clients for revenue cycle and EHR/PM implementation
- Provided leadership and advisory support in the operational integration and transformation for standardization, and workflow optimization for Tallahassee Memorial Hospital.
- Optimized revenue cycle processes, workflow designs, training and education materials, updated operational workflows for both Athena IDX and Allscripts Touchworks V19 applications.

August, 2019 – February, 2020, IT Project Manager, Dentons Bingham Greenbaum LLC – Indianapolis

- Dentons is one of the largest law firms both domestically and internationally, participated in the global merger as an IT project manager.
- Managed data, system and integration of applications
- Compliance, application auditing and risk assessment
- Data integrity security and rule compliance analysis
- Managed local firm IT team for global merger

June, 2019 – December, 2019, IT Project Manager, IU Health – Indianapolis, IN

- (Athena)GE Centricity Business, multi-project IT and RCM implementation
 - Multiple medical clinic acquisitions; operations, and RCM conversion
 - Utilization of project management tools, methodologies, and processes
 - Collaborated with vendor, stakeholders and executive leadership teams
 - Implemented operational start to finish workflows, RCM requirements, and IT policies, procedures
 - Integrated multiple EHR's (Allscripts Touchworks, Cerner and Epic)
- Webframe upgrade, ETM, BAR, AVM, Eligibility, HCM
 - Coordinated operations, RCM and IT requirements for upgrade.
 - Tracked issue log, risk mitigations and change management requirements.
- Application upgrade – Linux platform OS
 - Managed GE centricity (Athena) operating system platform transition for RCM and IT
- Hardware and data center migration
 - Managed data center move to new physical location and new hardware purchasing
 - Monitored progress and provided status updates to leadership teams

March 2019 – April, 2019, - IT Project Manager/Support, Appalachian Medical Group - North Carolina

- Allscripts SCM- Sunrise Clinical Manager go live support
- Implementation and onsite team manager
- ATE support and issue resolution support
- Managed team schedule and onsite support
- Workflow and process improvement support

Jan 2019 – March, 2019 - IT Project Manager/Business Analytics, Myers and Stauffer CPA Accounting Firm – Indianapolis, IN

- Project manager and BA for creation of new government systems application
- Worked with team on program integrity application requirements
- Software development support and application lifecycle management (ALM)
- Managed timeline for the project with a hybrid agile/waterfall methodology
- Managed weekly meetings with offshore programmers
- Documented requirements for design specs
- Wrote test scripts, user stories and UAT, scope document and training plan

Aug 2018 - Dec 2018, IDX (Athena) GE Centricity Business – Texas Oncology, Houston, TX

- Implemented GE Centricity Business (Athena) for multiple cancer treatment centers and clinics
 - Worked with operations team, RCM team and IT to implement requirements, sched, reg, authorization, referral and patient tracker modules
- Created, documented and conducted testing and training for implementation
 - User cases, test scripts, and training materials
- Implemented risk and change management processes due to multiple patient tracking needs

Sep 2017 – July 2018, Application PM – Tallahassee Memorial Hospital, Tallahassee, FL

- Allscripts Touchworks EHR & Allscripts Sunrise
- Project Manager / Business Analyst
- EHR 17.1-18.1 upgrade, configuration, testing and ATE support
- Created, wrote and implemented training curriculum
- Created and branded the new training program
- Supported Allscripts Sunrise and Practice Management system
- Performed interface and ADT testing
- Application configuration and note build
- MIPS/MACRA