

RYAN THOMAS SPEAR

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SUMMARY:

Currently the applications manager within Rady Children's Hospital Patient Financial Services. Overseeing the electronic medical record application coordinator team for EPIC Hospital Billing, I enjoy working both individually at the technical programming level with staff, and at the strategic level with senior leadership for financial optimization at our institution. Involved in numerous strategic and research initiatives as it relates to technology implementation and oversight in healthcare management.

EDUCATION:

Point Loma Nazarene University, San Diego, CA
Masters of Business Administration (MBA) 2019 (Cumulative GPA = 3.99)

University of California at Berkeley, Berkeley, CA
B.A. Applied Mathematics in Economics 2008 (Cumulative GPA = 3.25)

Sierra Junior College, Rocklin, CA
Intended Mathematics Major 2006

PROFESSIONAL EXPERIENCE:

Rady Children's Hospital, San Diego, CA
Revenue Cycle Applications Manager (June 2018 - Current)

As the Manager for Hospital Billing Revenue Cycle Applications, I oversee the primary analyst team and associated PFS initiatives responsible for impacting financial services at Rady Children's Hospital. Primarily focused on setting prioritization of efforts and operational goals targeting key opportunity areas from financial analysis driven thru leadership review and analysis. Efforts include, but are not limited to, operational root cause analyses, programming initiatives, finance optimization efforts, working with senior leadership on operations reviews, compliance reporting, staff management, inter-departmental programs, and strategic accounts receivables management. Key project areas include, but are not limited to:

- Artificial Intelligence and Business Process Automation – Identification and implementation of artificial intelligence and business process automation initiatives as it relates to robotics and machine learning within PFS.
- Business Process Optimization - Review of existing business processes, technical system edits and programming code, for operational opportunities and efficiencies to target key KPIs.
- EPIC System Maintenance and Upgrades Hospital Billing – Maintaining existing EMR software with upgrades, Honor Roll / Stars programs, and recurring EPIC SU implementations.
- Agile Sprint - Recurring SCRUM oversight for existing user software requests and updates outside of major upgrades and releases. Additional projects and application initiatives for analyst staff review and implementation.

Rady Children's Hospital, San Diego, CA
Senior Clinical Informaticist (Sept 2014 – June 2018)

As a Senior Clinical Informaticist working within Rady's Clinical Information Systems team, I closely work with IT and Patient Financial Services leadership to implement various operational initiatives, compliance program reviews, system upgrades, process improvements, and revenue cycle optimization / maintenance goals. Program initiatives follow standard SDLC practices and include but are not limited to:

- EPIC Claims Reconciliation Data with Clearinghouse – Implementation of clearinghouse integration with EPIC Resolute HB for clean claim improvement processes leading to a net 10% increase in claim flow efficiencies.
- Medi-Cal Supplemental Claim Payment Information (SCPI) Program – Implementation of operational processes and necessary HB/Bridges build to support integration of Medi-Cal SCPI payment processes within EPIC for HB operations.
- Recovery Audit Contractor (RAC) Program – Implementation of operational processes and necessary HB build to support integration of RAC audits within EPIC for HB operations and compliance.
- Claim Status Inquiry and Response (276/277) Program – Implementation of ANSI X12 transactions, operational processes, and necessary HB/Bridges build to support the integration of 276/277 within operational workflows.
- HB and HB Claims Optimization Initiatives – Primary areas of focus include workflow and system redesign as it relates to Hospital Billing, Claims and Remittance, Payment Posting, Billing & Compliance Initiatives, EPIC Upgrades & SU. My work includes extensive operations and process analysis, requirements definition, solution design and build, testing, integration with adjacent applications, and data migration.

UC Davis Health System, Sacramento, CA

Lead HB Revenue Analyst, Patient Accounting (Oct 2011 – Sept 2014)

As a Lead Revenue Cycle Analyst within the Billing Support Group of UC Davis Medical Center's Patient Accounting and Finance, I've led the implementation of a large-scale billing system:

- EPIC Resolute Implementation – The enterprise-wide EPIC implementation included overhauling and implementing a new billing solution following standard SDLC practices and project methodologies. As the lead certified EPIC analyst, primary areas of focus include leading thru design, development, and testing for Hospital Billing, Claims/Remittances, Cash Management, Payment Posting, and Home Health/Hospice billing for all staff.

Kaiser Permanente, Oakland, CA

Business Operations Analyst, National Revenue Cycle, (May 2010 – Oct 2011)

As a Business Operations Analyst within the Revenue Cycle group in Kaiser Permanente's Information Technology, I primarily focused in three national RC projects:

- 5010/D.0 & ICD-10 projects – The 5010/D.0 and IC-10 enterprise-wide projects are being implemented as a result of HIPAA legislation to support the new ASC X12 transaction standards in addition to supporting the new diagnosis classification. My role within this project was to document scope, analyze individual application requirements for transitioning standards and diagnosis sets, current/future state process flows, impact analysis and testing. Additionally, leading other applications thru these transitions by reviewing people, process, and existing technologies impacted by the initiatives.
- Denial Management – The Denial Management project was created as a means to have an enterprise-wide view through a series of varying reports of payer denials received by Kaiser. My role within this project was to support creation of a series of report specifications to classify and help develop root cause analysis for Professional and Hospital billing.

API Systems Inc.

Business Analyst, National Revenue Cycle, (Contracted to Kaiser Permanente, April 2009 – May 2010)

As a contracted Business Analyst to Revenue Cycle group in Kaiser Permanente's Information Technology, I contributed primarily to two national RC projects:

- eService project – The eService project was created to offer patients and members an end-to-end online self-service portal. My role within the project was to analyze and document scope, requirements, current/future state process flows, Industry and Competitor Best Practices, and Solution Alternatives with the associated client Business and IT stakeholders. In addition to these areas, I aided in the project's Multi-Year Planning to help define and forecast deliverables, NPV and ROI assessments, and staffing projections for the project plan and business case.
- Charge Description Master (CDM) – The CDM project was initiated to align medical services, supplies and pharmaceuticals with a series of codes and prices to enhance complete and compliant billing. My role within this project was to aid in the creation of, and documentation of the projects Logical Solution Design and Testing.

Honors and Awards:

- Phi Theta Kappa Honor Society (2006)
- Delta Mu Delta International Business Honor Society (2019)

Organizations & Conferences:

- National Association for Business Economics (NABE)
- EPIC User Group Meetings (UGM) and Focus Groups (XGM)
- Collaboration of Revenue Cycle EPIC Users (CORE) West

Proficiencies and Certifications:

- Microsoft Suite: Word, Visio, Project, PowerPoint, Excel
- EPIC Certifications: Resolute Hospital Billing Administration, Resolute Claims, Resolute Claims Advanced Badge, Single Billing Office, Hospice and Home Health Billing Administration. (All Certifications Currently 2019-2020 NVT Passed)
- EPIC Advanced Badges: Claims and Remittance