Emily Johnson

(m) 804.501.8457 | Emily.Johnson2@HCAHealthcare.com | www.EmilyJohnson.info

---

Innovative, strategic and Mission inspired leader with recognized success leading Information Technology operations. Demonstrates an energetic and motivational leadership style with a passion for process efficiency, service excellence, culture, and team development.

NOTED HCA ACHIEVEMENTS

- Commencement speaker for Aspiring Managers Program graduation (2023)
- Leadership Institute Academy Graduate (2023)
- HCA Emerging Leaders Graduate (2018)
- HCA Aspiring Managers Graduate (2016)
- Chair, Capital Division Black Colleague Network (2021-22)
- Chair, Capital Division ITG Employee Advisory Group (2014-2017)

PROFESSIONAL EXPERIENCE

Hospital Corporation of America (HCA) — 2012 - Present

Director of Technical Services *(North Florida Division ITG Office - Tallahassee, FL)* — 2022-Present

HCA's North Florida division includes over 50 sites of care throughout the northern half of Florida. The Director of Technical Services is responsible for the development and delivery of all products and services within the division Technical Services organization. The Director sets the service vision and direction, ensures standards and security policies are maintained, and manages division-specific technical implementation projects and strategies to meet the needs of customers.

Key Results:

- Identified Cost Savings of $600K+ through Network Circuit account management and application migrations
- 4th Most Improved Engagement Index score in ITG - June Employee Engagement Survey *(managers w/ 15+ employees)*
- Repositioned North Florida's Technical Solutions Maturity Index scores from last place to top quadrant in the Enterprise.
- Completed three Free Standing ER's builds in the past 90 days (five more in progress for 2023 pipeline)
- Revamped division Change Management process, reducing missed lead times and errors

IT Director of Physician Services *(Capital Division ITG Office - Richmond, VA)* — 2018-2022

HCA's Capital Division includes over 65 sites of care in Virginia, Indiana, Kentucky, and New Hampshire. The IT Director of Physician Services oversees the technical and educational support of physicians who utilize HCA technology for patient care. The IT Physician Services team supports over 8,000 employed or affiliated physicians, and over 200 GME Residents.

Key Results:

- Budget: $2.4M with a positive variance of $549,483 (14.6%)
- Standardized multiple division technologies and processes, resulting in cost and time savings
- 94% Employee Engagement Index Favorability
- Recognized for expedited rollout of Telehealth technology due to COVID

Director of IT *(CJW Medical Center - Johnston Willis Hospital - Richmond, VA)* — 2016-2018

CJW Medical Center is a 758 bed facility comprised of Chippenham Hospital, Johnston Willis Hospital, Tucker Psychiatric Hospital and Sarah Cannon Cancer Institute. CJW Medical Center specializes in trauma, cardiovascular care, neuroscience, oncology, orthopedics, robotics, women's health and behavioral health. Annually, CJW Medical Center has over 30,000 Admissions and 150,000 ED visits.

Key Results:

- Award received by Division President and facility CEO for presentation given to Board of Trustees. Additionally, recognized for having a "positive approach to problems, managing projects and supporting pilots at CJW Medical Center".
- Lead multitude of large IT&S initiatives including: iMobile, Nurse Call (Hill-Rom), EBCD, Virtual Sitters, Patient Experience, Telehealth, SPOT Sepsis Prevention, Welch Allen Implementation, Sodexo HealthTouch, and severalconstruction projects.
- HCA Innovators award winner for IV Guardian (Quality and Patient Safety) - Baxter IV Pump integration with Meditech
- Received 100% rating in several Employee Engagement Survey categories. Increased 36 points for "Actions were taken as a result of the last employee survey".

Associate Director of IT *(CJW Medical Center - Richmond, VA)* — 2015 - 2016

Key Results:

- Provide work direction and leadership for team of 14, plus 8 dotted line ITG staff
- Areas of oversight include CJW Medical Center (2 campuses), Division office, ITG Division office, Transfer Center, Behavioral Health ARC, 6 Imaging and Surgery Centers and a Freestanding ED.
- Provided technical leadership for implementation of the first Freestanding ED in the south Richmond zone
- IT project lead for OR expansion: three new operating rooms with new Pre-Op, PACU, discharge area and break room

Senior Technical Analyst *(Henrico Doctors', Parham Doctors' and Retreat Hospitals)*   **2014 - 2015**
Facility Lead for ITG Projects | Mentor and Develop Technical Analysts **|** SLA Monitoring Environment
of Care and Technical Rounding | Primary IT&S Resource for Administration

Technical Analyst II *(CJW Medical Center)*   **2013 – 2014**
HIPAA/HITECH Facility Compliance| Network Account Administration | Network Security Threat Monitoring
eSAF Optimization Project lead | New Hire ITG Orientation Trainer | LDRPS Project Lead

Technical Analyst *(CJW Medical Center)*   2**012 – 2013**
Published ITG Newsletter | Hosted Window 7 Training for Clinicians Created
IT&S Feedback Survey | Developed ITG Was Here Communication Cards

Pharmaceutical Product Development, Inc. (PPD) | Richmond, VA   2004 - 2012

Desktop Services Team Supervisor   2006 – 2012

Pharmaceutical Product Development is a global contract research organization providing comprehensive, integrated drug development, laboratory and lifecycle management services. In Richmond, VA, PPD performs bioanalytical testing in labs dedicated to drug and biologics development.

Provide Direction & Supervision for Technical Staff | Project Management | SLA Management
Initiate Best Practices | Software & License Management | Provide IT Education | Budget and Asset Management
Key Results:

- Multi-site Project Lead for Windows 7 implementation. Received PPD Excellence Award from IT Executive Leadership
- IT Project Lead for 32,000sq ft facility Vaccine Lab expansion, accommodating 150 new employees. Project completed ahead of schedule on tight deadline with reduced resources.
- Division Representative for Service Desk expansion project in Bulgaria, Europe.

Senior Technical Support Representative   2005 – 2006
SLA Monitoring | Desktop Support | Telecom PBX Programming & Support
New Hire and End User Training | Mentor and Guide to Technical Support Team

Technical Support Representative   2004 – 2005
Desktop & Client Support | Lab Instrument Systems Support | Document Standard Operational Procedures
Server Backups Administration | Account Administration | Telecom Installation & Troubleshooting

EDUCATION & CREDENTIALS

Masters of Business Administration, Technology Management, University of Phoenix, Richmond, VA (2007)
Bachelors of Business Administration, Information Technology, Bryant & Stratton College, Richmond, VA (2004)
Microsoft Training (A+, Net+, MCSE, and MCDBA), Qualitas Solutions, Richmond, VA (2003)
Development Dimensions International Targeted Selection Interviewer Certification (2012)
ITIL version 3 Foundations Certification (2015)
CompTIA Network+ Certification (2009)
Good Laboratory & Practice Field Trainer Certification (2010)

PROFESSIONAL AFFILIATIONS

The College of Healthcare Information Management Executives (CHIME)
Healthcare Information and Management Systems Society (HIMSS) Virginia Chapter
NOVA Health Information Industry Education Council (HIIEC)
Bryant & Stratton Information Technology Advisory Board (2005-2012)
Alpha Beta Gamma Honor Society

HONORS & AWARDS
ELLKAY Women in Healthcare IT Recognition
Legends Award **-** In Recognition of outstanding dedication and service to Bryant & Stratton College
PPD Excellence Award | For outstanding service and commitment to Excellence

VOLUNTEER AFFILIATIONS

Spring Run Athletic Association, Vice President | Trauma Help For Women, Board of Directors
Special Olympics | Richmond Feed the City | March of Dimes
Chesterfield County Angel Tree | American Heart Association | FeedMore Foodbank