



# Emily Johnson

Executive Portfolio



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# Introduction



**An accomplished leader with over 20 years experience in the information technology industry, demonstrating success in the areas of strategic execution, innovation, and service excellence. A proven track record in culture development, service excellence, and leading cross-functional teams, excelling in culture and relationship development. Delivering quality results with the drive to exceed organizational goals.**

**An advocate for community and belonging, formerly serving as Chair for the HCA Capital Division Black Colleague Network and the Capital Division ITG Employee Advisory Group. Holding Board of Director positions for Trauma Help for Women and Spring Run Athletic Association (Vice President), while supporting a host of local charities and events. Other affiliations include the Bryant & Stratton College IT Advisory Board and NOVA Health Information Industry Education Council. Selected for ELLKAY's "Women in Healthcare IT" recognition program after serving on multiple panelist discussions, including Women in IT Leadership (ELLKAY), Diversity in IT (CHIME20), and Meet the Boss (AT&T).**

# About Me

**Mission: Cultivating an environment where team and stakeholders alike excel amid the constant evolution of technology in healthcare.**

## Vision

To foster a forward-thinking team who is seen as a trusted advisor to our stakeholders.

## Values

Do the right thing.

Assume good intent.

Serve with compassion and kindness.

Act ethically with honesty and integrity.

Treat others fairly, respectfully and dignifiedly.

## Philosophy

Serve and inspire others to work in support of a common mission.

Lead with authenticity and accountability, driven by a sense of purpose.

# Career Portfolio

## Pharmaceutical Product Development

2004-  
2012

- Technical Support Rep
- Sr. Technical Support Rep
- Desktop Services Team Lead
- Desktop Services Supervisor
- 🏆 PPD Excellence Award
- 🏆 Richmond Employee Activity Program Committee

## HCA Richmond VA Market Hospitals

2012-  
2016

- Technical Analyst
- Technical Analyst II
- Sr. Technical Analyst
- 🎓 Aspiring Managers
- 🏆 Chair, ITG EAG
- Associate IT Director (CJW)
- IT Director (JW)
- 🏆 HCA Innovators Award

## HCA Capital Division ITG Division Office

2018-  
2022

- ITG Director, Physician Services
- 🎓 Emerging Leaders
- 🎓 CHIME CIO Boot Camp
- 🏆 Chair, Black Colleague Network

## HCA North Florida Division ITG Division Office

2022-  
Current

- ITG Director, Technical Services
- 🎓 Leadership Development Academy
- 🎓 Advanced Strategies, Executive Coaching
- 🏆 Commencement Speaker, Aspiring Managers Graduation

# Professional Accomplishments

## Growth & Strategic Execution

- Enterprise Pilots: Expanse, Scanner Refresh, eCW 11e
- 2023 FSER Growth: 3 completed, 5 more projected by EOY
- 2023 New Division and Good Governance Group Offices
  - 2019-2021 Acquisitions: 1 Hospital, 45 PSG Practices

## Operational Success

- Change Management: Reduced Missed Lead time by >70%
- MOR Technical Maturity Index increased to top 25% in HCA
- MDF Remediations: >\$300K funded by Corp DPF and FTR
  - Switch Code Compliance increased from 62% to >90%

## Financial Focus

- >\$600K Cost Savings: Circuit Contracts and ARC deployment
- MModal Standardization resulting in \$15K Annual Savings
- 2021 Budget: \$2.4M, positive variance of \$549,483 (14.6%)
  - Replaced Growthlink (\$800 pp/yr) with Service Central

## Culture & Employee Engagement

- +21pts Oct '23 Employee Engagement Index (top 5 in ITG)
- Peer Committees: Employee Engagement, PK Utilization
- TGIF Team Meetings, Onsite team meetings
- Chair: Div Back Colleague Network (2022), EAG (2016)

## Life Long Learning

- Leadership Institute Academy (2023)
- CHIME: CIO Boot Camp (2020)/Digital Recharge (2021)
- HCA Emerging Leaders Graduate 2018
- HCA Aspiring Mangers Graduate 2016

## Organizational Development

- Staff increased by 3 FTE's since 2022
- DTS & PSS Job Family Standardization/ Ladder Projects
- Supported staff with leadership/development programs
- Several HCA Mentees: Multiple career success stories

# Education and Certifications

**2016**

HCA Aspiring  
Managers Graduate

**2018**

HCA Emerging  
Leaders Graduate

**2020**

CHIME CIO  
Bootcamp Graduate

**2023**

Leadership Institute  
Academy Graduate

**ITIL 3 Foundation  
Certification**

**CompTIA Network+  
Certification**

**Targeted Selection  
Interviewer Certification**

**Master's of Business Administration,  
Technology Management**

University of Phoenix, 2007 

**Bachelor's of Business Administration,  
Technology Management**

Bryant & Stratton College, 2004 

**Associate's of Applied Science,  
Information Technology**

Bryant & Stratton College, 2002 

# 90-Day Plan

**30**

## **Review & Assess**

Introduce myself to the team, leadership partners, and stakeholders. Assess the current operational, financial, and cultural state of the team. Obtain CIO priorities and project pipeline. Review Employee Engagement results. Assess gaps and identify potential quick wins.

**60**

## **Engage & Align**

Engage with team and stakeholders through 1:1's to understand the current state. Review development plans, organizational goals, and strategies to ensure they are in alignment with the division/enterprise vision.

**90+**

## **Focus & Develop**

Develop and implement action plans to drive efficiencies through standardization. Review and update Employee Engagement Action Plans. Continue to focus on CIO, division, and stakeholder priorities.