

# Mike Narumiya

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An IT Leader with over 15 years of experience in Healthcare IT, HIPAA and Privacy compliance, risk management, and system certifications. Strengths include blending legal and compliance needs with business needs while utilizing the appropriate applicable technologies.

- Team Leadership with systems and security audits and certification
- Business Associate Agreement and Data Use Agreement negotiations
- HIPAA/privacy training policies, procedures and training programs
- Program and System Management and Administration
- Training Methodology development
- State and Federal statute compliance
- Insurance policy compliance

## Professional Experience

### KLAXON IT SOLUTIONS

#### ***President, Principal***

06/2017 to current

Principal for an IT service organization that performed business and technology assessments for small and mid-sized businesses and practices, as well as implemented solutions and processes that met the business and financial needs of the organization.

- Performed technology and vendor assessments for a variety of solutions, including webservices and hosting, electronic medical record systems and communications services.
- Performed analysis and overhaul of ecommerce sites and social media usage.

### NORTH CENTRAL TEXAS TRAUMA REGIONAL ADVISORY COUNCIL (NCTTRAC)

#### ***Director, Data and Information Systems, Privacy & Compliance Officer***

09/2015 to 05/2017

Senior IT leader for a grant funded regional healthcare and trauma response organization responsible for the creation and implementation of all privacy and HIPAA compliance policies, the IT infrastructure team, application development team, maintenance and support, vendor management and deployment for complex trauma coordination software/hardware packages.

- HIPAA Privacy and Security Officer, acting CIO.
- Completed and negotiated nearly 200 Business Associate Agreements (BAAs) with a variety of hospital systems and municipalities.
- Reported to the Board of Directors status of initiatives, budget issues, and programmatic concerns.

### VALUEOPTIONS/BEACON HEALTH OPTIONS

#### ***Director of IT***

06/2015 to 09/2015 (grant based)

Regional IT leader for a behavioral health payor for the state Northstar *contract* program responsible for regional office including IT helpdesk, HIPAA compliance, IT and physical security, and fulfilling contractual IT obligations.

- Reviewed and enforced regional privacy, contractual, and security compliance.
- Oversaw facility management and construction design; including layout, contractors, and code compliance (fire, HIPAA, NIST, DoD).

### NORTH TEXAS ACCOUNTABLE HEALTHCARE PARTNERSHIP (NTAHP)

11/2012 – 05/2015 (merger)

#### ***Vice President of Technology and Services, Security Officer***

06/2014 to 05/2015

Senior IT leader responsible for technology and policy strategy for a lean multi-stakeholder organization. Lead IT implementation service teams responsible for deploying and maintaining complex Health Information Exchange (HIE) technology infrastructure across numerous vendors and healthcare systems across the region and state.

- Served as the company HIPAA and IT Security Officer; acting CIO.

- Worked with other Regional HIE CIO's to negotiate and resolve issues in a system merger.
- Lead point in various state policy initiatives, providing supporting strategies to CEO.

***Director of Technology and Services, HIE***

11/2012 to 06/2014

- Directly oversaw numerous vendor relationships, while maximizing resource and budget allocation, adhering to stringent budgets, vendor negotiations, and state/federal regulations. Assumed role as CIO.
- Chaired Orion Health (vendor) HIE SaaS User committee.
- Managed \$1MM in annual spend, operating as the company's CIO and Security Officer. Managed technical and project staff, HIPAA and security concerns.
- Team leader for KPMG, EHNAC and HITRUST validations, and Meaningful Use obligations.
- Worked directly with multiple state entities including the Texas Health Services Authority (THSA) and the Texas Health and Human Services Office of E-Health Coordination (HHSC) in setting HIE policy and guidelines, as well to advance HIE in the state and federal arenas.

**VERIZON BUSINESS SOLUTIONS -TERREMARK**

***Implementation Manager II***

04/2012 to 10/2012

Team Leader and project manager responsible for the implementation and installation of Verizon technical solutions to top tier clients. Oversaw teams implementing and installing complex Managed Host Services and Cloud Computing Solutions for clients with monthly revenues of over \$100,000, and total value of over 2 million annually.

- Managed and implemented complex data center and IT infrastructure projects for two of Verizon's top 10 clients that were top 5 in the Fortune Global 500 and top 20 Fortune 500.
- Led the implementation of highly complex Managed Host Solutions, Network infrastructure and Cloud Computing Solutions while ensuring a high level of customer satisfaction in customer surveys.
- Created new training documentation for new and existing staff. Further enhanced implementation processes by creating and defining implementation standards for a variety of implementations and products.

**QUADRAMED**

***Sr System Management Implementation Consultant***

01/2009 – 04/2012

- Team Leader responsible for implementing, installing, and troubleshooting a complex Electronic Medical Record (EMR) system in a variety of healthcare settings; balancing and maintaining numerous clients in high stress environments.
- Responsible for corporate and client maintenance and instruction on IT infrastructure, system management and system administration. Trained numerous client Hospital IT staffs on system maintenance, installation, and troubleshooting.
- Successfully developed and implemented IT System Management guidelines and training curriculum for flagship product. Received Corporate Annual Award for its completion and success. Led to additional revenue recognition/generation for company.
- Worked towards and successfully completed CCHIT ARRA certification.

**PHILIPS (via acquisition of Emergin)**

***Technical Consultant Level 3***

01/2008 – 01/2009

- Consulted hospital staff in regards to hospital communication, and configured proprietary products to exceed customers' expectations.
- Tested and validated customer configuration, and trained end-users on maintenance and use of systems, while adhering to project timelines.

**PDX, INC**

***Account Manager, Level 2 Support Engineer***

05/2007- 11/2007 (CONTRACT)

- Coordinate the implementation and support of large, complex pharmacy information systems (PIS) while maintaining aggressive deployment schedules and a high level of customer satisfaction.
- Maintained strong communication oriented relationship with clients, and interacted with all levels of customers on a daily basis, representing the “voice of the customer” and the “face of the company.”

## **IBM**

### ***Lead IT Instructor***

04/2007 -05/2007 (CONTRACT)

- Developed, created, and implemented various training materials including manuals, web-based learning software, and train the trainer materials.
- Conducted training classes for end-level and corporate level users of a complex retail pharmacy workflow system (Enterprise Rx by McKesson) for a large retail client in a hands-on classroom format.

## **MEDHOST, INC**

### ***Project Manager***

03/2007 -04/2007 (CONTRACT)

- Managed the implementation and installation of a complex Emergency Department Management System working closely with multiple customer contacts from end users to C-Suite leadership.
- Developed software installation and configuration documentation for corporate level training.

## **TALYST (formerly Integrated Healthcare Systems)**

### ***Implementation Specialist***

12/2005- 02/2007

- Coordinated the implementation and installation of various complex automation systems and inventory modules for several large healthcare systems.
- Developed training materials and created installation procedures for newest product line (autoPharm). Trained multiple shifts of end users on usage on maintenance of system.
- Presented and demonstrated various clients the potential of a complex automation system in order to maximize sales opportunities.

## **MDG MEDICAL**

09/2005 – 12/2005

### ***Project Manager***

- Lead the implementation of a software/hardware automation package for hospital acute care and pharmacy management. Consulted and instructed clients on proficient use of proprietary products while examining future potential sales opportunities.
- Managed all aspects of hardware ordering/delivery, installation, and training of products.

## **PARATA SYSTEMS, LLC**

### ***Field Trainer, Consultant***

12/2004 – 09/2005

- Co-created HIPAA training program. Performed staff training.
- Reviewed system configuration for HIPAA compliance, identified critical deficiencies.

## **PDX, INC**

### ***Consultant***

12/2002- 12/2004

- Facilitated the implementation and development of the leading pharmacy operating system for numerous Fortune 500 clients. Time managed between duties that included: customer support, scheduling, developing and performing training of software, traveling to locations for implementation and installation, and product/software demonstrations for customers.
- Lead classroom instruction for all levels of users, including IT, end-user, and corporate. Interacted with and relayed customer input to programmers, designers, and specialists to enhance and develop product.
- Performed end user training and configuration of HIPAA privacy applications and patient authorizations.

## **Certifications**

- Verizon Project Management Certification, 2012.

- Verizon ITILv3 Foundation Certification, 2012.
- Certified Pharmacy Technician, CPhT, 1999- 2013
- Registered Pharmacy Technician, Texas, 2004- 2005
- Parata Certified Trainer, 2004 – 2005.

### **Associations**

- HIMSS (Health Information Management Systems Society), 2013 - current
- CHIME (College of Healthcare Information Management Executives), 2014 – current.
- Texas Association for Health Information Organizations (TAHIO), 2012- current.
- Association for Executives in Healthcare Information Technology (AEHIT), 2014 - current
- Texas Organization of Rural & Community Hospitals (TORCH), 2014 – current.
- Torch Foundation Technology Advisory Committee, 2014 – 2015.

### **Technical Skills**

- UNIX, basic understanding of shell scripting. AIX, SCO Openserver, basic knowledge of SuSe and Ubuntu
- Microsoft Server 2008, 2013 system administration and configuration.
- Citrix ShareFile administration, Citrix Gotomeeting and Microsoft Livemeeting Administration, WebEx.
- Understanding of Network Storage (SAN), Server virtualization models (VMware, Citrix).
- Understanding of SQL Server, Enterprise Manager and Oracle Std and Enterprise.
- Microsoft Office Product Suite, Microsoft Project
- Experience with using and configuring, PlanView, Team Viewer, SharePoint, and Salesforce.com, Clarizen
- Dell Sonicwall/Firewall administration, WAN including access points.
- PC setup and repair (MS software included), desktop/laptop hardware, server hardware
- Adobe Photoshop, Acrobat, Snag It, Snip IT
- Website design and maintenance, HTML, XHTML, XML, WordPress
- Biscom Fax administration, SecureFax/SFax administration
- Security- Trend Micro Encryption, Kapersky, Norton, Vipre

### **Education**

BA in Sociology, minor in Kinesiology, The University of Texas at Austin

### **Coursework**

- FEMA IS-700.A: National Incident Management System (NIMS) An Introduction
- FEMA IS-100.HCB: Introduction to the Incident Command System (ICS 100) for Healthcare/Hospitals
- FEMA IS-200.HCA: Applying ICS to Healthcare Organizations (ICS 200)