

MELODY DUNGEE

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HEALTHCARE IT PROFESSIONAL – INFORMATICS

Healthcare IT Professional with broad knowledge of electronic medical record (EMR) solutions. Collaborated with and trained over 200+ medical staff in clinical practices with proven ability to lead seamless implementations and improve workplace productivity. Expert in evaluating and analyzing data to develop best practices and optimized clinical workflows utilizing electronic medical records. Manage team of professional presenters to demonstrate software solutions and provide recommendations on US health care system government mandated clinical workflows.

EXPERTISE HIGHLIGHTS

- Collection and Data Analysis
- Team Building and Leadership
- Skilled Presenter
- Experience with EMR Implementations
- Training and Development
- Knowledge of the US Healthcare System

PROFESSIONAL EXPERIENCE

Allscripts Healthcare Solutions, Inc. | Chicago, Illinois
Team Leader, Senior Solutions Specialist, April 2011 - Present
Senior Solutions Specialist, June 2003 to April 2011

Promoted to team leader role to manage solutions specialists who provide customized workflow presentations to medical facilities across the United States. Coach and mentor remote employees across multiple regions leading to world-class software demonstrations resulting in new business.

Key Results

- Lead bi-monthly team calls to maintain open communication and collaboration on special projects.
- Analyze all aspects of clinical documented workflows resulting in highly successful presentations to physicians and medical staff.
- Advise and strategize with executives and C-suite to define the opportunities and priorities for client presentations.
- Collect and compile client feedback to Allscripts Research and Development, Solutions Development resulting in software enhancements leading to improved processes and workflows.
- Serve as liaison with client clinical staff and Allscripts Physician Advisory Board to optimize use of EMR solutions.
- Streamlined quarterly reports for team productivity for compensation.

Allscripts Healthcare Solutions, Inc. | Raleigh, North Carolina
Corporate Trainer, June 1999 to June 2003
Implementation Consultant, September 1997 to June 1999

Provided corporate and onsite training and development for Allscripts employees and clients in medical practices.

Key Results

- Designed and executed comprehensive corporate training program for 200+ new Allscripts clients (medical staff) that created EMR access (0% to 100%) usage.
- Assessed previously manual and time-consuming processes and created improved clinical workflows to drive opportunities for better time management, efficiency and profitability in the physician practice utilizing Allscripts EMR.
- Collaborated and analyzed clinical data with medical staff to help develop best practices.
- Presented and facilitated at Allscripts client user conferences for 10 consecutive years.

EDUCATION

Northwestern University, Chicago, IL

- Master of Science in Medical Informatics, 2013

Morgan State University, Baltimore, MD

- Bachelor of Science in Marketing, 1988

TECHNOLOGY SUMMARY

- **Software Solutions:** Misys EMR, Allscripts MyWay (EMR), Allscripts Professional Practice Management (Scheduling/Billing), Allscripts Professional EHR, Allscripts Practice Performance (Financial Analytics), Allscripts Professional EHR Mobile, Allscripts Professional FollowMyHealth (Patient Portal), Allscripts dbMotion (Population Health Management), Allscripts Analytics Platform (MU, PQRS reporting), Dragon (Dictation)
 - **Business Office Tools:** Salesforce, WebEx, Skype for Business, Cisco Jabber, Microsoft Office Suite
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