

Frank McKinney

Frank McKinney Group LLC | Minnetonka, Minnesota | contact@frankmckinney.com

Summary

Over fifteen years experience in software business analysis, product development and project management. Projects include health information exchange and e-prescribing, implementation of internal financial systems, and the definition-through-development of successful internet-based business services. Current focus is healthcare information technology, providing industry leadership in the areas of electronic prescribing and interoperability standards for all settings including long-term care

Key strengths

- Thought leader and consensus builder. Success aligning stakeholder interests, establishing action plan, negotiating agreement, overcoming obstacles, and driving progress in multi-stakeholder, multi-organization initiatives
- Active voice in health IT standards development. NCPDP Board of Trustees member and task group chair. Speaks on health information exchange and long-term care IT topics to industry organizations and government audiences
- Knowledge of e-prescribing and other healthcare exchange standards: NCPDP, HL7, X12
- Extensive experience as business analyst, product manager, project manager and subject matter expert in health information exchange, financial, and business-to-business information systems
- Quickly assesses business needs, key solution characteristics, project success factors and risks
- Communicates effectively with business and IT stakeholders. *Verbally*: Industry initiatives, customer work groups, executive status, product planning, requirements and design sessions, development activities. *Written*: Standards definition, product positioning, project plans and status, software requirements, customer communications, financial analysis
- Experience with project management methodologies and tools: Project Management Institute (PMP certified), Rational Unified Process, Agile Software Development, Microsoft Project
- Breadth of perspective due to varied background and range of responsibilities

Experience

Health Information Exchange Analyst / Project Manager

May 2009 – Ongoing

Minnesota Health Information Exchange, LLC (MN HIE)

(Industry: Health Information Exchange)

Provide health information exchange standards expertise and project management to this statewide health information organization (HIO)

- Support definition and delivery of information exchange services including health plan eligibility, medication history, lab result history, clinical summary (CCD), e-prescribing and immunizations
- Requirements development, testing, implementation, and project management responsibilities
- *Exchange standards*: HL7 lab, immunization, CCD; NCPDP medication history, X12 eligibility

E-Prescribing Analyst

June 2009 – December 2009

Surescripts, LLC

(Industry: Health Information Exchange, E-Prescribing)

Provided technical documentation and software development to support the certification activities of this leading electronic prescription and pharmacy benefit information exchange

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- Developed a formulary data testing tool based on the NCPDP Formulary & Benefit standard. Included software analysis and coding. Platform: Microsoft Access
- Enhanced the documentation used in vendor certification processes, for internal and external audiences
- *Exchange standards:* NCPDP Formulary & Benefit

E-Prescribing Analyst

January 2009 – May 2009

[Leading Pharmacy Benefit Manager]

(Industry: Pharmacy Benefits Management, E-Prescribing)

Performed in-depth analysis of upcoming e-prescribing standards changes for this leading pharmacy benefit manager (PBM)

- Performed detailed gap analysis between implemented e-prescribing standards and upcoming SCRIPT 10.6 and X12 5010 standards, identifying required and optional changes
- *Exchange standards:* NCPDP SCRIPT (e-prescribing), NCPDP Formulary & Benefit, X12 Eligibility

E-Prescribing Analyst

November 2008 – Ongoing

SRS Software, Ltd.

(Industry: Electronic Medical Record systems)

Provide e-prescribing technical background and performed research on e-prescribing incentive programs, standards, federal and state requirements to this electronic medical record system vendor

- Supported the addition of e-prescribing functionality to an existing EMR system by providing background on industry conventions, technical standards and regulations
- Support ongoing information needs related to e-prescribing standards and environment
- *Exchange standards:* NCPDP SCRIPT (e-prescribing), NCPDP Formulary & Benefit, X12 Eligibility

E-Prescribing Product Strategist

July 2006 – April 2009

MDI Achieve, Eden Prairie, MN

(Industry: Healthcare IT, Long-term Care, EHR, E-Prescribing)

Led E-Prescribing product development and standards strategy for this long-term care software provider

- Directed incorporation of e-prescribing features into the MDI Achieve product offering
- Coordinated partner strategy for prescription process integration and standards use. Worked closely with customers and technology partners to expand the availability and use of the company's standards-based electronic prescribing solution
- Provided subject matter expertise to development, marketing, and financial planning activities
- Effectively advocated for long-term care IT needs in industry forums and standards initiatives.
- Presented to industry and government audiences on behalf of long-term care E-Prescribing, including the American Society of Consultant Pharmacists, the Long-Term Care IT Summit, and the National Committee on Vital and Health Statistics (NCVHS, advisor to Secretary of HHS)
- Defined and led development of electronic prior authorization capabilities exercised in the 2006 CMS-sponsored pilot of electronic prescribing standards
- Maintained electronic transaction interface maps using Orion Symphonia tools
- *Exchange standards:* NCPDP SCRIPT (e-prescribing), NCPDP Formulary & Benefit, X12 Eligibility, HL7 admission, discharge, transfer

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Product Development Manager

November 2001 – July 2006

RxHub, LLC, St. Paul, MN

(Industry: Healthcare, E-Prescribing, Pharmacy Benefits Management)

Led the software product development activities of this healthcare industry information exchange and data services provider

- Managed development roadmap to meet strategic objectives and customer priorities; ensured timing goals were met and product requirements fully addressed
- Provided project leadership and business analysis for software development, cross-customer initiatives, internal process definition and other efforts
- Worked with internal management and external constituencies to develop strategic consensus and action plans. *Internal:* product management, IT, business development, account management, finance. *External:* customers, business partners, industry stakeholders
- Collaborated closely with development and integration teams throughout the release lifecycle: product concept, estimating / planning, software design / development / QA, and deployment
- Facilitated multi-customer and industry workgroups
- Contributed expertise to industry initiatives for the definition of data interchange standards, especially in the area of pharmacy benefits and formulary
- *Exchange standards:* NCPDP SCRIPT (e-prescribing), NCPDP Formulary & Benefit, X12 Eligibility

Sr. Business Analyst

January 2001 – October 2001

HealthNexus, LLC, St. Louis Park, MN

Company acquired. Minnesota operations ceased

(Industry: Application Service Provider (ASP) serving the Healthcare supply chain)

Defined requirements for software services provided by this web-based application service provider (ASP). Efforts included product definition, functional / non-functional specs and user interaction

- Led the requirements process for major service offerings, working closely with product management, business experts, and IT staff to define and approve detailed requirements
- Employed a use case-driven approach (Rational Unified Process) to discover and prioritize requirements—linking needs, key benefits, features, use cases, and detailed requirements
- Produced complete, approved requirements while meeting aggressive project deadlines

Product Manager / Business Analyst

June 1999 - January 2001

Gelco Information Network, Eden Prairie, MN

(Industry: Application service provider serving the Consumer Packaged Goods (CPG) industry)

Managed the product strategy for software and financial services targeted to CPG manufacturers

- Increased the value of the overall offering by clarifying the marketing message, leveraging existing products, and driving development of new, complementary services
- Developed the product strategy for a web-based product, which rapidly improved the service's overall marketability and resulted in sales to leading manufacturers. The strategy leveraged existing software assets while expanding functionality with new technologies
- Communicated our product offerings to the marketplace and clients—participating in sales meetings, presenting to user groups, developing marketing messages, and building sales tools
- Provided business leadership, management, and business analysis for development projects
- Defined business requirements using the Rational Unified Process

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Project Manager

September 1998 - June 1999

Reliastar Financial Corp., Minneapolis, MN

Short-term contract

(Industry: Insurance and Finance)

Managed a portion of a multi-team effort to improve data integration with key business partners

- Developed business requirements to support Accounting needs
- Developed project plan and coordinated project financial integration tasks

Project Manager

July 1997 - August 1998

Access Financial Lending Corp., St. Louis Pk., MN

Company ceased operations in August 1998

(Industry: Mortgage Lending)

Managed the implementation of a packaged accounting system (Lawson general ledger and A/P)

- Worked with senior-level stakeholders to determine project scope, timeline and budget
- Managed a project team of twelve, including IT and Accounting staff
- Met an aggressive installation deadline, under budget, while meeting all key objectives

Project Manager / Business Analyst

July 1996 - June 1997

Green Tree Financial Corp., St. Paul, MN

(Industry: Mortgage Lending)

Managed the selection and integration of an off-the-shelf mortgage loan origination system

- Developed business requirements, evaluated vendors, and selected the appropriate system
- Led a cross-functional business team to develop accounting processes that enabled faster loan decisions and funding, while maintaining auditability, security, and financial safeguards

Programmer / Analyst

August 1994 - June 1996

The St. Paul Companies, Inc., St. Paul, MN

(Industry: Insurance and Finance)

Developed information systems to meet the needs of investment managers and accountants

- Designed and built an international securities reporting system which integrated PC and mainframe systems—enabling analysts to quickly understand the full picture and react quickly
- Led the purchase and installation of an off-the-shelf software package for managing the company's \$100+ million investment real estate portfolio
- Programmed software in Visual Basic, Access, COBOL, and SAS

Investment Accountant

January 1991 - July 1994

Reliastar, Inc., Minneapolis, MN

(Industry: Insurance and Finance)

Responsible for the accounting for the firm's \$50 million investment real estate portfolio

- Streamlined reporting, analysis, and reconciliation functions, cutting staff needs in half
- Presented and explained financial results to senior management, auditors, and regulators
- Developed numerous automated business processes using SQL, DB2, SAS, and spreadsheets

Industry Involvement

NCPDP (National Council for Prescription Drug Programs)

Current member: NCPDP Board of Trustees

Current chair: Long-term care EHR / E-Prescribing task group (WG14)

Task group contributor: Prior Authorization, Formulary and Benefits, Clinical Health Information Exchange

AHIMA (American Health Information Management Association)

Speaker: Upcoming national LTC practice meeting (April 2010): E-Prescribing & E-MARs in LTC

HL7 (Health Level Seven)

Member: Long-term Care EHR-S Functional Model working group

NASL (National Association for the Support of Long Term Care)

Past Chair: Medication Management Workgroup

Speaker: 2008 LTC HIT Summit: *Incorporating Physician Input to Improve LTC E-Prescribing*

HITSP (Healthcare Information Technology Standards Panel)

Contributor (2007-2009): Medication Management standards selection: Provider Perspective technical committee and Consumer Perspective technical committee

NAHIT (National Alliance for Health Information Technology)

Member: Health Information Technology Terms Standardization Project (ONC, 2008)

ASCP (American Society of Consultant Pharmacists)

Speaker, 2007 mid-year conference: *An Industry Perspective of Electronic Prescribing in Long-Term Care*

HHS / Assistant Secretary for Planning and Evaluation Expert Panel

Participant: 2009 Expert panel refining design and content for a survey to be distributed with the National Nursing Home Survey

AHRQ E-Prescribing Expert Meeting (Agency for Healthcare Research and Quality)

LTC software representative providing input on further pilots for e-prescribing standards, including prior authorization, codified sig, and RxNorm (2008)

Minnesota eHealth Initiative

Workgroup member: Standards, Electronic Prescribing, Exchange and Meaningful Use (2008 - present)

Education and Certifications

Bachelor of Business Administration - Finance

University of Wisconsin, Eau Claire, Eau Claire, WI

Project Management Institute (PMI) - PMP certified