



# GuruLounge

Meet the Gurus



**Andy Thomas**, "IT King" guru, has been a Concerro employee since 2006. Andy has 22 years of experience in implementing healthcare information systems. IT King's specialties include interfaces, accelerated design, variable rate bidding, time and attendance, and payroll.



**Ashley Sell**, "EDucator" guru, has been a Concerro employee since 2008, and is a RN with a Bachelor of Science in Nursing. Ashley has 10 years of experience in Emergency Department Nursing, ED management, Trauma Program Management, ED performance improvement, software implementation, and process review. EDucator's specialties include scheduling/staffing process review, design, and implementation along with nontraditional unit scheduling optimization.



**Beth McGaw**, "The Analytic" guru, has been a Concerro employee since 2007, and is a Registered Nurse with a Master's degree in Business Administration. Beth has 36 years of experience in healthcare environments, 27 years in various positions in Nursing, Nursing Administration and consulting, and 9 years in healthcare informatics. The Analytic's specialties include change management, non-traditional approach to incentives (Shift Rewards), process and workflow assessments, and self-scheduling implementations.



**Cheryl Schulman**, "Excel" guru, has been a Concerro employee since 2008. Cheryl has 27 years of experience in data mining in healthcare environments. Excel guru's specialties include data analysis and database design.



**Deborah Crist-Grundman**, the "Wizard of Cents" guru, has been a Concerro employee since 2004. She is certified in Advance Leadership from USC and as a TQM Facilitator by the Juran Institute. Deb has over 30 years of experience in leadership within complex, healthcare environments. The Wizard of Cents' specialties include innovative incentive and reward system design, technology introduction and transition within union environments, workforce capacity optimization, and productivity management.



**Diane Hamm-Vida**, "Value Optimizer" guru, has been a Concerro employee since 2005. A Masters Prepared RN, her current role at Concerro is Director of Clinical Informatics and Education. With over 20 years of experience in design, build and implementation of health packages across integrated health systems, Diane has extensive experience in multi-system change and business transformation management, revenue cycle, curriculum and budget development, and facilitation of large and small groups using Accelerated Solution techniques. Value Optimizer's specialties include healthcare management information systems solutions, healthcare finance, budgeting and staffing.



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**Heather Sabo**, “Disaster Slayer” guru, has been a Concerro employee since 2009, and is certified in many ICS courses. Heather has 8 years of experience in Emergency and Disaster Management, Practice Management and Physician Recruitment in all healthcare environments. Disaster Slayer’s specialties include implementing NIMS compliant Incident Management Systems, Hospital Incident Command Structure, organizing table top exercises for hospitals, and training hospital employees on how to prepare, respond and recover to any emergency.



**Jennifer Hart**, “Design Duchess” guru, has been a Concerro employee since 2006. Jennifer has 3 years of experience in healthcare environments and 8 years in configuration management. Design Duchess’ specialties include accelerated workflow and scheduling design and hospital adoption expertise.



**Leslie Fox**, the “Design Dynamo” guru, has been a Concerro employee since 2009. Leslie has 8 years of experience in engineering development and design, with an emphasis on web-based applications for hospitals and physician practices. Design Dyanamo’s specialties include hospital incident management systems and emergency preparedness.



**Pat Levan**, “The Optimizer” guru, has been a Concerro employee since 2006, and is a Registered Nurse with a Masters degree in Health Care Administration. Pat has over 35 years of experience in healthcare, with a focus on hospital operations, Emergency and Ambulatory Services management, and new business development. The Optimizer’s specialties include development of regional supplemental resource pools and workforce management optimization.



**Sarah Brandenburgh**, “Serenity” guru, has been a Concerro employee since 2006. Sarah has 17 years of experience in Healthcare Information Systems, Inpatient, Surgical, and Ancillary healthcare environments. Serenity’s specialties include staff scheduling, acuity, patient scheduling, patient flow and throughput. Software specialties include OneStaff, OneCall (Orsos), WinPFS (Medicus), and Crystal Reports.



**Sarah Reiman** “The Strategic Wonder” guru, has been a Concerro employee since 2008. Sarah has 10 years of experience in staffing/scheduling in healthcare environments. The Strategic Wonder’s specialties include change management, multi-hospital float pools, and scheduling/staffing strategy.



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