Check it Out Here! Winter 2020 Issue of FedHealthIT Magazine – FedHealthIT 100 Inside!

Introducing the 2020 FedHeatlhIT100 Winners

The FedHealthIT100 honors those individuals recognized for driving change and advancement in the Federal Health Information Technology Market. Nominated and chosen by their peers, some common themes among those who were selected include the desire and willingness to challenge conventional wisdom, to go above and beyond, to drive innovation, and to give back to the larger Federal Health IT and Consulting community.

Click here to see details and read the digital version of the FedHealthIT 2020 Winter issue.

Thank you to the many G2X members who contributed to this issue: Milad Bahrami, Mike Farahbakhshian, Brian Hebbel, Marc B. Marlin, Jeffrey Shen; and the G2X Team.

And, thank you to the Industry and Government leaders who interviewed with us for this issue, including:

Sean Hughes, Dr. Lauren Thompson, Bill James, Ido Schoenberg, MD, Mitch Mitchell, Stacy Cummings, Leidos, and José Arrieta.

NCSAM is Over. Focus on HealthIT Security is Not.

October has come and gone and so has yet another National Cybersecurity Awareness Month (NCSAM). But this collective effort between government and industry to make us all safer online didn't end on the 31st.

Almost $8 million dollars. That's the average US cost to mitigate and resolve a data breach, according to a recent study by the Ponemon Institute. And the healthcare industry's breach costs are higher than any other industry, at an average $408 per record. With numbers like these, it's not surprising that cybersecurity is on the minds of health IT executives. To improve your organization's cybersecurity, make sure you're following these data security best practices.

Have a Proactive Plan. The old cliché of "if you fail to plan, you plan to fail" holds true when it comes to healthcare cybersecurity. Develop your unique breach response plan before any such breach occurs by identifying the appropriate actions for mitigating the breach situation and keeping stakeholders informed.

Mobile Convenience vs. Mobile Risks. Risks are real when it comes to the increased usage of tablets and smartphones in the healthcare environment both on the provider and patient side. It is imperative that IT decision makers implement mobile device management (MDM) in their planning. MDM will allow you to administer, secure and enforce policies on phone, tablets and other mobile endpoints.

Knowledge is Power. Empowering your employees with security knowledge creates a front line of defense against data breaches and other cybersecurity issues. Providing best practices training for current and new employees to teach

optimal ways to handle sensitive data can present a united front against malicious hackers.

Seamless Upgrades. Hardware and software upgrades and patches need to be acted on immediately in order to avoid unnecessary risk. For best results, create and execute an update plan that includes all elements of your system, from mobile devices to Internet-connected healthcare equipment.

Limit Physical Access. When you think of a hacker, you likely think of someone gaining unauthorized access to your system via electronic means—like through an unpatched vulnerability in your network software. And while many times this is the case, the reality is that hacking and cybersecurity issues can and do occur when a malicious person gains physical access to your systems. A stolen laptop or damaged server can be just as dangerous as a network vulnerability when it comes to cybersecurity, so ensure that you control access to areas containing highly sensitive equipment.

Not If, But When. Today, the question for healthcare organizations is not if you will be the target of a breach but when. And by following data security best practices—like creating a response plan that includes mobile devices, training employees, quickly applying updates and patches and keeping physical control of access to your network—you'll be on your way toward improving your organization's cybersecurity.

To learn more about NCSAM and resources available to you and your organization, visit staysafeonline.org/ncsam/.

Meet the Pinnacle Awards Finalists: 5 Questions for CNSI's Jennifer Bahrami

Jennifer Bahrami serves as chief marketing and communications officer and senior vice president at CNSI and is a Pinnacle Awards finalist in the STEM Advocate of the Year category. Here, she talks about her strong passion for advocating for STEM, how the STEM field has impacted her professional career as the child of an infectious disease researcher, her STEM role models and more.

Why are you so passionate about advocating for STEM? Why is it so important to the nation's future?

We live in an increasingly complex world. As a recovering liberal arts major, I became a STEM advocate later in life. What I found was that for many young people, STEM learning and careers was not something they either had access to – and in the case of girls in particular – they were not encouraged to pursue careers in these areas.

It's exciting to see how far we've come even in the last decade. STEM is critical to our nation everything from the economy, to health care, food production, our safety – it's all backed by science, technology, engineering, and math. Sparking and nurturing an interest in STEM and providing young people the right tools to create change is critical to our future.

How has STEM impacted or influenced your professional career?

As the child of an infectious disease researcher and a nurse, I spent the first few years of my life in laboratories learning how to use a pipette for "fun." However, being right-brained and growing up in a time where technology was not as

prolific as it is today, I chose to explore a marketing communications career after college.

What I found as my career evolved was that technology was driving so much of what I did from social media, to websites, to data. Then, 10 years ago, I moved into the government contracting sector and saw firsthand how critical technology is to driving our national priorities. This is when I truly understood the value of STEM education.

Most importantly, I'm excited about STEM career opportunities for women because there is still so much room for growth!

How do you help advocate for STEM? In terms of the development of STEM advocacy and outreach, what are you most proud of having been a part of?

At CNSI, my team leads companywide STEM Days in conjunction with Take Your Kids to Work Day each year. This effort held across offices in eight states not only provides a unique opportunity to help inspire youth to learn more about STEM topics and careers in STEM but also allows CNSI employees to show their children how the critical nature of the work they do contributes in helping improve the health of millions of Americans across the country.

We also developed a strong partnership with an incredible organization called Learning Undefeated. They initially asked our team at CNSI to help them develop a health IT curriculum for underserved youth. A cross-functional team of CNSI leaders came together and supported the development of a program that empowered children to build and use technology that could improve health outcomes. It was inspirational to see our engineers and leaders applying the expertise they share each day with our federal and state customers to teach future STEM leaders.

In addition, we volunteered to help the Learning Undefeated team as they went through a rebrand effort in early 2018. The

CNSI marketing team provided an in-kind donation that included market research, thought leadership and graphic design to help develop a new brand that reflected national growth and expanded programming.

I have also been incredibly proud to support Learning Undefeated when they came to the aid of thousands of students in Texas after Hurricane Harvey destroyed so many schools. It was through Learning Undefeated' s mobile laboratory that students across Texas were able to finish high school and graduate despite their science labs being destroyed by the hurricane.

This spirit to serve and innovate which is core to the organizations culture led them to launch Drop Anywhere Labs in the summer of 2019. This is one of the most exciting things I've been able to be part of while working with the organization. Inspired by their disaster recovery work in Texas, Learning Undefeated created custom-built high-tech shipping containers that will provide state-of-the-art laboratory and classroom space for middle and high school students in communities in need.

Their programming will touch nearly 200,000 students across 18 states in the next year. I couldn't be prouder to be involved with their work which continues making a difference in the lives of so many.

What's your best advice for aspiring leaders who want to follow in your footsteps?

Today, more than ever technology has leveled the playing field. Everyone has an opportunity to have an impact, to transform lives and to empower others. It doesn't matter where you sit in an organization or what job you perform, we all have the ability to make a difference each day. Given an opportunity to support the leaders of tomorrow – take it.

Who are your role models/mentors in the STEM space?

My STEM role model has always been my father, Dr. Robert Gilman – his love of science is contagious and his commitment to improving the health of so many, especially those living in poverty, has always been a guiding light for me.

My STEM inspiration for the future is my 6-year-old daughter, Mina. Her excitement about wanting to be an engineer to create things, to fly to the moon and to understand the world more deeply inspires me each day to continue to advocate for a world where every child has the chance to be exposed and encouraged to explore STEM careers.

View original article here.

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3 Tips for Successful Federal Health IT Modernization

When it comes to modernizing federal health technology, there are no shortage of challenges. From IT budgets that haven't kept pace with rising costs to changing regulations, federal health IT leaders have their work cut out for them. But the benefits of modernized systems—better patient outcomes, streamlined processes and reduced costs—mean that health IT leaders must devise strategies that will continue to move the agency forward. Let's take a closer look at three considerations federal health IT leaders should keep top-of-mind as you are moving forward with your own modernization activities.

A Phased Approach

There are plenty of roadblocks on the road to federal health IT modernization, with everything from security-challenging, resource-hogging legacy systems to IT budgets that stifle upgrade efforts standing in the way of necessary changes. Add to that the fact that many organizations are change-resistant, unwilling to say goodbye to technology that no longer serves them simply because it's "what they know," and you have a recipe for remaining static.

To sidestep these roadblocks, federal health IT leaders should consider a phased approach to any modernization projects. By developing a modernization plan that refrains from a "start from scratch" option and instead, works to create incremental improvements, there's a better chance of the modernization effort being accepted and successful. Think of it this way—running may get you to the finish line faster, but walking means that you're able to clearly see (and avoid) the inevitable potholes and pitfalls that are along your path.

A Realistic Roadmap

Building upon the phased approach concept, federal health IT leaders must also have a clear idea of the agency's current level of digital readiness. The reality is that different federal agencies have radically different levels of digital savvy, meaning that what may seem like a small change in your organization could be seen as a huge transformation at another.

Once you've ascertained your level of digital readiness, you'll be ready to map out your digital vision and roadmap, identifying digital goals and setting forth your digital vision. When you create that roadmap, focus on continually making progress toward your goals—including measurable metrics

so you can determine success—and then plan on continually optimizing your technology based on what you learn.

Change Management

Just as with any kind of transformation, effective change management is necessary to ensure the success of the initiative. And while many organizations spend a lot of money and time implementing new technology, oftentimes the very real need to invest in change management is overlooked.

To effectively get your organization ready for the many changes that will occur as a result of health IT modernization, transparency and inclusion are paramount. Work with representatives from all levels of the organization—from those in-the-trenches serving patients to those in the C-suite—to gather information and ideas and listen to concerns. The time that you invest in getting buy-in early will pay dividends when it's time to implement the solution.

Strategic Planning Helps with Avoiding Common Issues

Clearly, federal health IT leaders are fully aware of the many challenges that stand between their agency and a digital transformation. But with a little planning, you can avoid many of the common issues that plague digital initiatives. Consider a phased approach to help your agency ease into your new technology, and be realistic when it comes to your digital readiness. Finally, don't underestimate the value of effective change management in driving the adoption—and ultimately the success—of your upgraded digital elements. By following these tips, you'll be putting your agency on the road to digital transformation success.

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Ready to bring a digital transformation to your federal agency, but need assistance making it happen? CNSI can help. Get in touch with us today.

CNSI Announces David Adams as Chief Financial Officer

ROCKVILLE, Md., Oct. 2, 2019 – CNSI, a leading business solutions provider in developing and delivering innovative health information technology solutions, announced today that David Adams has joined the company as Executive Vice President and Chief Financial Officer (CFO). He joins CSNI from Endeavor Robotics, where he served as Chief Financial Officer.

A technology industry veteran and certified public accountant, Adams brings 20+ years of experience as a seasoned and accomplished chief financial officer to CNSI. He will lead CNSI's finance and accounting function and will play a lead role in developing a capital structure to support CNSI's organic growth and acquisition objectives.

"David is an outstanding addition to our leadership team, bringing a wealth of experience and proven performance to CNSI as we continue on our track to rapidly grow our business through new contract awards and strategic acquisitions," said Stottlemyer. "He is an operationally minded, results oriented leader who is joining us at a pivotal moment for CNSI. We are excited to welcome David to our team."

As CFO, Adams will be responsible for all of the company's financial and capital management strategies, financial operations, including treasury and cash management, risk and surety management, financial analysis and modeling, reporting,

and budgeting and forecasting.

“With the industry landscape changing rapidly, financial management and structure will play a huge part in accelerating the company’s growth,” Adams said. “I am very excited to be joining the CNSI team and look forward to playing a vital role in support of the company’s strategy.”

Previously, Adams served as CFO at Tribalco LLC and at QinetiQ North America’s Services & Solutions Group, where he served as Chief Financial Officer of its Government Services organization. Prior to QinetiQ, Adams was Vice President of Finance at Science Applications International Corporation (SAIC). He began his career with PricewaterhouseCoopers as a Manager of Audit and Business Advisory Services. Adams is a CPA and earned a bachelor’s degree from Clark University and an MBA from State University of New York-Buffalo.

This announcement comes as the latest in a series of new management hires the company has recently announced to strengthen its market position and accelerate growth. For more information, please visit https://www.cns-inc.com.

About CNSI

CNSI delivers a broad range of health information technology enterprise solutions and customizable products to a diverse base of state and federal agencies. We align, build, and manage innovative, high-quality, cost-effective solutions that help customers achieve their mission, enhance business performance, reduce costs, and improve the health for over 50 million Americans. With locations throughout the U.S. and in India, CNSI employs a world-class team of technologists, healthcare subject-matter experts and program managers, all of whom have experience with large scale mission-critical information technology implementations. CNSI’s website is: http://www.cns-inc.com.

PR Newswire

Kelly Loeffler Joins CNSI as Vice President of Deals, Strategy & Capture

ROCKVILLE, Md., Sept. 17, 2019 – CNSI, a leading business solutions provider in developing and delivering innovative health information technology solutions, announced today that Kelly Loeffler has joined the company as Vice President of Deals, Strategy & Capture. In this role, Loeffler is responsible for helping to develop and execute the company's growth strategy and identifying, developing, and evaluating partnership and investment opportunities.

Loeffler joins CNSI with nearly 20 years of sales leadership and capture experience. Most recently, she served as Global Capture Management Leader at IBM Watson Health, where she led the creation and implementation of the government business development lifecycle.

A seasoned global strategic business leader, Loeffler has led capture teams responsible for securing over $1.5 billion in IT services revenue across multiple industries. She has also held leadership positions at Optum, HP Enterprise Services, and EDS.

"Kelly is a strong leader and a great addition to the team we are building at CNSI," said CNSI Chief Executive Officer Todd Stottlemyer. "With her experience in successful capture execution, Kelly will be instrumental to helping us achieve our strategic growth objectives."

"I am excited to join CNSI at this important time in the company's history," said Loeffler. "I see a direct correlation

to how the work CNSI does improves the lives of others, and I look forward to contributing to CNSI's positive momentum and future marketplace growth."

Recognized for her strong business acumen, Loeffler received the inaugural Women of Watson Health award in 2017 for being the Corporate Change Agent. She was nominated by her team, peers, and leadership for her energy, drive, and ability to execute.

Loeffler is the latest in a series of new management hires the company has recently announced to strengthen its market position and accelerate growth. For more information, please visit http://www.cns-inc.com.

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PR Newswire

Implementing Health Information Technology

Implementing Health Information Technology

It’s no secret: state health IT has so many stakeholders and moving parts, it makes it easy for the fundamentals to get lost in the noise. So how is a state health IT leader supposed to know where to get started? Let’s take a closer look at the five most common steps to implementing health IT in a way that leads to success.

1. Bring together the right players

One of the first things any state health IT leader should do is to identify and bring together all of the stakeholders who are likely to be impacted by changes in the technology, from the physicians and nurses in-the-trenches to administrators, IT staff and even patient advocates. Additionally, don’t forget to tap into vendors and consultants with whom you have good relationships, as they can bring solid expertise and real-world experience to the table and can help you implement changes more quickly and efficiently than tackling them on your own.

By ensuring that all of the stakeholders are adequately represented at the beginning of the project, you’ll be able to get all-important buy-in and can ensure that you don’t miss something big as you’re moving forward.

2. Develop a plan with clear goals and measurable impacts

As any state health IT leader knows, the most successful plans are those that can prove impact. Understanding that it’s impossible to do everything all at once, work with your stakeholders to develop a plan that takes advantage of a phased approach, tackling your highest priority tasks first.

Within the plan, identify important benchmarks and metrics that you’ll use to help measure areas of success and areas where improvement is possible. Set up specific intervals where the stakeholders will reconvene to review metrics and discuss what’s working, what isn’t, and how to best optimize efforts.

3. Determine your budget

Another important aspect of implementing health information technology is determining (and sticking close to) the budget. Work with your stakeholders to create a realistic, sustainable budget that considers costs for not only hardware and software, but also ongoing training, maintenance and support. And don’t be fooled into thinking that open source software is “free” – while there may not be a cost associated with licensing, there are certainly still ancillary costs that you’ll need to plan for, so keep that in mind.

4. Implement and drive adoption

Once you’ve chosen a path forward and created a plan, it’s time to implement and integrate it throughout your organization. The phased approach will go a long way toward helping your team members adapt to the change in a positive way. Work with your vendors and consulting team to provide your staff with the training and resources necessary to ensure their success using the new technology, being certain to help

them understand the benefits not only to the organization but to themselves. Set clear goals for implementation and integration, and document new processes and procedures so it is easy for staff to refer to the documentation if they find themselves temporarily confused on how to accomplish a specific task. Provide staff with a feedback mechanism for sharing their thoughts on how the new technology is working, ways in which it can be improved and areas in which it has provided wins for patients—then share this information throughout the organization to encourage continued adoption.

5. Measure and optimize

After you've put your plan in motion, it's time to see how it's performing and make tweaks to improve it. The technology you have in place will actually allow you to communicate with all of your different audiences—from your stakeholders to your patients—so that you can continually ask for their feedback via patient portals, your website, your intranet, printed handouts, in-office iPads or any other technology mechanism you use. Consider any patient touchpoint as an opportunity to gather feedback on what's working and what isn't, and make changes based on your findings. Then, incorporate the data you gather into your marketing efforts to help drive even greater conversions. The more you continue to optimize, the more effective your marketing will be.

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Need assistance in developing your health information technology plan or implementing HIT in your state? CNSI can help. Get in touch with us today.

Medicaid, Cloud and Large-Scale IT Modernization

Via GovLoop / Mark Hensch

Washington's decision to deliver major health care benefits using cloud computing shows why it is critical for large-scale IT modernization, according to two technology experts.

In 2018, Washington's Health Care Authority (HCA) became America's first agency to transition its entire digital platform for delivering Medicaid assistance into cloud.

"The mission of Medicaid agencies isn't to deliver technology," John Harding said during a GovLoop online training on Thursday. "It's to deliver services. The more we can make IT services more efficient, the more dollars can be spent on the true goal of benefits delivery."

Created by the federal government in 1965, Medicaid now ensures tens of millions of citizens can afford health care benefits despite having limited income and resources.

Harding, meanwhile, is Vice President of Operations and Infrastructure at Client Network Services, Inc. (CNSI), an enterprise health care IT solutions provider.

Medicaid now helps states provide health care to people with income and resources below a certain level, making administering it a key focus of government IT offices nationwide.

Enter Medicaid Management Information System (MMIS) networks, which are digital platforms for streamlining Medicaid administration.

According to Harding, legacy MMIS networks are struggling to quickly comply with federal regulations and security standards for Medicaid systems.

“If you spend five to seven years to build a system, the regulations have changed, and the compliance has changed,” he said. “When you have legacy technology, you find yourself really behind the curve to keep up with those mandates. They’re coming fast and furious over the last few years.”

According to Casey Burns, Health and Human Services Leader at Amazon Web Services (AWS), cloud could offer a solution to these MMIS problems. AWS is an on-demand cloud computing platform provider.

“Cloud is a key technology for deploying the kind of speed and agility that organizations are looking to leverage here,” he said. “It’s to increase the pace at which we can innovate. At the same time, we’re creating lean, usable data. A lot of that is difficult with the technologies that are in place in a lot of legacy environments.”

Harding said that in Washington’s case, one of the immediate benefits from migrating their MMIS IT to cloud was saving energy and time that was formerly spent maintaining legacy systems.

“It frees you up from a lot of things you have to think about with data storage, hardware and data storage,” he said. “It allows the state to focus on the policy and the program. It has removed a lot of mundane tasks that are there every day in an on-prem environment.”

Harding said that agencies considering adopting cloud like HCA should think about procuring, securing and preparing the technology for their workforce.

“It’s really important that when you are undertaking a cloud migration that you plan it very well,” he said. “Communication

and collaboration are essential. It's having that tight-knit team between the healthcare agency, the IT agency and your partners."

Ultimately, HCA spent about a year transferring Washington's MMIS network into a CNSI platform hosted in AWS's public cloud.

Public cloud services are delivered over a publicly accessible network, and HCA is now using its version to provide Medicaid benefits cheaper, quicker and with more flexibility.

"All of these journeys begin with small steps," Burns said of cloud adoption. "It will hopefully enable organizations to move faster. Technology should support that new way of working and not hinder it."

David Gulli Joins CNSI as Vice President of Software Quality Assurance

Rockville, MD – September 12, 2019 – CNSI, a leading business solutions provider in developing and delivering innovative health information technology solutions, announced today that David Gulli has joined the company as Vice President of Software Quality Assurance (SQA). In this role, he will be responsible for maturing CNSI's SQA processes globally.

David brings more than 17 years of experience in IT operational, quality, and delivery excellence across multiple industries, including expertise in quality assurance, program management, process excellence, organizational transformation,

and change management.

David previously served as Sr. Director, Head of Shared Services at Quest Diagnostics, where he led the company's Testing, Automation, Software Quality, and Business Analysis functions. Prior to Quest, David held various technology positions, including establishing and heading global Centers of Excellence for several Fortune 500 companies. As an IT transformational leader, David has helped companies achieve cost, quality, and delivery objectives, cost efficiencies, and business transformations.

"We are delighted David has joined CNSI to lead our software quality assurance efforts, a critical component of the exquisite execution we expect on all client engagements," said CNSI Chief Executive Officer Todd Stottlemyer. "David's energy and passion for quality will help ensure exquisite execution on all our system implementations for current and future projects."

"I am excited to join the CNSI team," said David. "I look forward to helping the company achieve its critical quality objectives on all client engagements and building a reputation for exquisite execution."

David's hire is the latest in a series of new management hires the company has recently announced to strengthen its market position and accelerate growth. For more information, please visit http://www.cns-inc.com.

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India, CNSI employs a world-class team of technologists, healthcare subject-matter experts, and program managers, all of whom have experience with large-scale mission-critical information technology implementations. CNSI's website is: http://www.cns-inc.com.

PR Newswire

Linda Mras Joins CNSI as Vice President of Contracts

Rockville, MD – September 10, 2019 – CNSI, a leading business solutions provider in developing and delivering innovative health information technology solutions, announced today the appointment of experienced contracts and business operations executive Linda Mras as Vice President of Contracts.

Mras will be responsible for spearheading the Contracts team at CNSI, including developing and maintaining policies, procedures, and processes for a client-focused contracting function and ensuring contract compliance.

"With the addition of Linda to our team, we have added an accomplished leader who brings deep and broad contracts experience that will benefit our clients," said CNSI Chief Executive Officer Todd Stottlemyer. "Linda is a proven leader. We are excited to welcome her to CNSI."

Mras brings almost 30 years of experience in government contracting, customer management, sales, and operations to CNSI. Her background includes managing and negotiating

contracts for Federal, state, local, and international customers, building client relationships, problem solving, and managing cross functional teams to achieve organizational objectives. Most recently, Mras was Director of Contracts for Dun & Bradstreet, where she focused on contracts management and compliance. Previously, she led contracts teams at Optimus Corporation, BAE Systems, and Dynamics Research Corporation (now Engility).

“CNSI is at a transformative stage, and I am excited to bring my experience to the team,” said Mras.

Mras’s hire is the latest in a series of new management hires the company has recently announced to strengthen its market position and accelerate growth. For more information, please visit http://www.cns-inc.com.

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