Anna Maiko
1203 Bacon Rd.
Aiken, South Carolina
(803) 770-7511
annaricekingston@gmail.com

Career Objective
_____

Seeking a position as an Epic Inpatient Willow Consultant that will allow me to utilize my six years of experience as a Certified EPIC Inpatient Willow Analyst and twelve years of Inpatient Pharmacy experience. I am desirous to continue my career growth using my past, present and future experiences to the optimum success of an organization.

Experience
_____

02/1/2023 – Present
Common Spirit

Consultant (Willow Inpatient - EPIC Systems)

- Project work for new build and modification to existing build
    - Orderset changes, new OSQ and panel build
    - Medication orderable build
    - New Pharmacist Pools
    - LQL question additions
- Weekly meetings to manage needs of Willow team and Pharmacy Departments
- Team member testing and build validation.
    - Medication administration and charge drop
    - Alerts fire correctly
    - Orderables order correctly
    - Medication shortages work correctly (LMA or Orderable)

06/15/2022 – 11/18/2022
VDart

Consultant (Willow Inpatient - EPIC Systems)

- New request build (ERXs, OSQ & PRLs, panels, LQLs)
- Break/fix tickets
    - Incorrect medication charges
    - Alerts not firing correctly
    - Medication/ERX not available for selection

- Daily queue maintenance
  - Work daily INC ticket queue for urgent requests
- Weekly hospital meetings to manage site specific needs

08/30/2021 – 07/31/2022
CTG

Consultant (Willow Inpatient - EPIC Systems)

- Break/fix tickets
  - Incorrect cost or no cost
  - Incorrect ERX ordered
  - NDC not available
  - Medication not ordering correctly.
- Billing Error Queue
  - Incorrect charge map
  - Incorrect cost or no cost
- Barcoding Queue
- ADS back-end management
  - Pyxis PRD environment – add medications
- Assist Willow team as needed during their implementation of multi hospital go-lives

11/08/2021 – 02/01/2022
04/01/2022 – 07/23/2022
Medix

Part time/ Per Diem Consultant (Willow Inpatient - EPIC Systems)

- Pre Go-Live build validation
- Go-Live command center support
- Post Go-Live break / fix tickets and new build requests
- Assisting in team project work

03/23/2020 – 08/01/2021
University Health Care System

Augusta, Georgia

Clinical Analyst II (Willow Inpatient - EPIC Systems)

- Monthly McKesson Cost report for Inpatient Pharmacy and Internal Audit
- Monthly McKesson Pricing Update for Inpatient Pharmacy (updates NDC cost as well as providing a report for Pharmacy that shows a 30% (+/-) pricing change from the previous month)
- Monthly FDB medication load
- Billing Error and Barcode Queue
- Biannual upgrade – Nova Notes/upgrade build

- Project Management for large ticket items – bigger build or large changes
- Help Desk break/fix tickets
- Testing team member build
- SLG (Sherlock tickets)
- Care Concern Bulletin
- Order set build and changes
- On-call rotation

11/18/2019 – 02/23/2020
Queens Medical Center
Honolulu, Hawaii

IT Analyst II (Willow Inpatient - EPIC Systems)
- Maintains up to date WAC and J-codes for NDCs for four hospitals within the system to ensure correct patient billing
- Script testing for all new RAs and SUs. Complete testing for all four hospitals to ensure new packages do not break current build ERX, LMA, OSQ, PRL build
- LMA alternatives and orderable mapping upkeep for medication shortages
- Upgrade command center for end-user support
- Break/fix tickets
- System Request tickets for new build or new functionality

11/2007 – 10/2019
Rochester General Hospital
Rochester, New York

2017-2019
EMR Analyst (Willow Inpatient - EPIC Systems)

- Daily Maintenance for Medication lists, Formulary lists Preference Lists, Billing Error Queue and Barcode Queue
- Creates and maintains system shortages plans through the use of an LMA
- Works on new requests, break/fix, maintenance and Sherlock tickets for better functionality and use of the EMR.
- Nova Notes for System Updates
- Actively participated in all phases of the full cycle Implementation of Unity Hospital to RGHS – Cerner to Epic to include - Design, Build, Validate, Integrated Testing, Implementation, Go-live support, and Optimization)
- Orion for Implementation build task management and productivity.
- Pharmacy to Pharmacy support for standardization of Med Lists, and orderset build.
- Adhere to organizational standards and best practices for build configuration and system change control.

- Assisted in Project Refuel. Worked closely with Willow team members and Epic staff in bringing RGHS current and closer to Foundation System build.
- Worked the Command Center for the go-live of Unity Hospital. Worked on Willow owned tickets and triaged other tickets accordingly.
- Worked the Command Center for two large system upgrade go-lives.
- Attends regular meetings to ensure build from other teams will not impact Willow build
- Works closely with the Orders, Clin-doc, ASAP, and Optime teams.
- Attends occasional Inpatient Pharmacy meetings. Maintains relationships within Inpatient Pharmacy across four different Hospitals within in the system – Rochester General Hospital, Unity Hospital, Newark Wayne Hospital and Clifton Springs Hospital.
- Weekly on-call rotation through Willow Team

2011-2017
Information Systems Specialist (Inpatient Pharmacy)

- Monitored all controlled substances within Rochester General Hospital including Inpatient Pharmacy narcotic vault, ADMs, and Nursing administration. Reported hospital employees or visitors who were suspected of drug diversion. Worked closely with Nurse Managers, Human Resources, and the New York State Department of Health.
- Created plans and documentation for medications shortages – long term, short term and for discontinued medications. Ran reports to determine ADM supply and usage. Worked with Willow team to update them on the current supply, available NDCs as well as cost updates.
- Scanned new medications with the new barcode into the system for proper stocking.
- Monitored medication messages from nursing staff regarding barcode scanning issues.
- Created barcodes for IV bags, pediatric syringes, oral syringes and bulk items. Sent to Willow to add to the medication label.
- System administrator for TempTrak, a program which monitors temperatures in medication refrigerators. Researched and purchased system for the hospital, arranging the instillation of product. Responsible for 24 hour monitoring (alerts sent via text and email after hours) and yearly NIST calibration of probes and transmitters. Trouble-shooting issues including incorrect probe placement, refrigerator in need of repair, transmitter in need of new batteries or a potentially a new signal booster needed to allow the transmitter to send the temperature reading. Configured new settings for the management of the system.
- System Administrator for Med Select ADS systems. Maintained the equipment including reconfigurations, screen calibrations, minor repairs, cleaning and team member training. Trained Nursing staff and new Pharmacy Technicians on how to properly dispense medications and create a discrepancy when a narcotic failed to dispense. Taught Pharmacy Technicians how to properly stock and maintain the ADS, how to create new positions/pockets for patient specific narcotics and short-term use of medications.
- Managed ADS downtimes both planned and unplanned. Monthly check of EPIC BCA device to ensure it worked properly in the event of an unplanned downtime. Trained Pharmacy staff on how to use EPIC BCA downtime device. Maintained BCA device binders and maintenance of the device itself.
- Worked one on one with an IT Pharmacist to implement a new ADS system. Assisted in the decision making process to implement Omni-cell to RGHS.
- On-call 24 hours a day for any pharmacy related issues. Trouble shoot via remote access or arrive on site if needed.

- Maintained Pharmacy relationship with Nurse Managers and Nursing staff. Attended morning and afternoon nursing huddles to train and answer questions regarding Epic medication documentation, Epic nursing messages to Pharmacy and ADM medication dispensing questions.
- Onsite for our implementation go-live of EPIC (2011). Trained as an EPIC super-user for Pharmacy Staff and was available for Epic go-live support.

2007-2011
Pharmacy Technician (Inpatient Pharmacy)

- Compounding medications under the supervision of a pharmacist such as Pantoprazole oral solutions, BMX solutions and LET oral syringes.
- Trained in IV room for sterile preparations of medications. This includes the batching of high use medications such as famotidine IVPB, cefazolin IVPB and many others.
- Trained as back-up for the Operating Room Pharmacy Technician. Assisted in the preparation of OR heart trays of medications, collected bagged returns of OR controlled substances and stocked and assigned medications depending on the needs of Operating Room.
- Trained as a back-up for the Narcotic Vault Technician in the Inpatient Pharmacy. Assisted when needed for the dispensing and stocking of Narcotics to the ADS throughout the hospital. I was responsible for maintaining correct counts on every narcotic before and after removal from the vault.

Education
_____

2002-2004
Rochester Business Institute
Rochester, New York

A.O.S Medical Assisting

2017 – Epic Willow Inpatient Certification

Skills

- 55 WPM
- Proficient in Microsoft Office, Word, and Excel
- EPIC Medical Record super user
- Trained peer interviewer