

Joseph Nahmias

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Dynamic Healthcare leader with a strong customer service vision, extensive data science and analytical skills, and big picture thinking, who inspires employees to excel.

PROFESSIONAL EXPERIENCE

Icahn School of Medicine at Mount Sinai Health System

April 2019 – Present

The Mount Sinai Health System (MSHS) combines the Icahn School of Medicine at Mount Sinai (ISMMS) with 3,815 inpatient beds in eight hospital campuses, 13 free-standing care centers, and 410+ ambulatory practice locations. ISMMS is ranked 14th among U.S. medical schools with \$413.1 million in National Institutes of Health (NIH) funding awarded in 2020.

Director, Scientific Computing Department

The mission of the Scientific Computing department is to enable and accelerate scientific discovery through collaborative research using high performance computing, biomedical analytics, informatics, and data science. We collaborate and partner on research grants of over \$100M/year, and support a number of key operational initiatives.

As Director, I oversee the Mount Sinai Data Warehouse (MSDW) group and the research data services group comprising 25 FTEs. My role includes management of budgeting and charge-backs, maintenance of the technical infrastructure, leading user advisory boards, reporting to the institutional review board (IRB) and creating annual reports describing our contributions to the research community.

COVID-19 rapid-response activities:

- Created new research data set encompassing all COVID-related patients; utilized agile methodology to continuously improve and add relevant data elements to the data as understanding of SARS-CoV-2 increased; downloaded over 5K times in first 6 months.
- COVID-19 attestation form: per NYS DOH mandate, implemented daily employee check-in form in REDCap utilized by the entire institutional on-site workforce (over 15,000 daily).

Recent key projects include:

- MSDW Hardware Migration – migration of research data warehouse, containing patient data since 2003 from 25 different source systems, totaling over 30 TB, from IBM Power7 AIX server to Intel / Red Hat Linux based hardware platform: providing increased reliability, accessibility and maintainability of the data for the department.
- Observational Medical Outcomes Partnership (OMOP) – transformation of custom Kimball dimensional star schema data warehouse model into new OMOP clinical data model (CDM), with both de-identified and PHI-restricted versions for research use.
- Staff Development – implementation of data-driven staff competencies, training, and accountability using work flow metrics gathered from Jira ticketing system and customer feedback.
- RCA – institution of internal ticket review and continuous quality improvement process based on Root Cause Analysis and Action (RCA²) methodology.

Additional areas of responsibility include:

Epic Clarity/Caboodle, BODS ETL, Tableau, Iguana HL/7, GE Prism, EMSTAT, Zabbix, Provation, Matomo, HIPAA Compliance (Security/Privacy Rules), REDCap Clinical Data Pull (CDP) from Epic

NewYork-Presbyterian**January 2014 – April 2019**

NewYork-Presbyterian, based in New York City, is one of the nation's largest and most comprehensive hospitals, with 2,508 certified beds and is ranked #1 in NYC. With more than 6,500 affiliated physicians and 20,000 employees, NYPH sees more than 2 million visits annually, including 15,000 infant deliveries and more than 310,000 emergency department visits.

My last area of responsibility was managing the IT Service Operations department for NYP, comprised of the Service Desk and the Service Management team, with 43 FTEs. Prior to that, I held a number of management positions within the Electronic Medical Record (EMR) Services team.

Manager, Service Operations**1/2017 – 4/2019**

- Led critical response team which coordinates the unified IT response for major system incidents and outages to ensure rapid resolution. Conduct retrospective reviews of all such events to isolate root cause and determine strategy for enhancing resiliency of the IT environment.
- Executed major ITIL service management processes across entire 900+ IT organization; including change, configuration, event, asset, and problem management.
- Managed ServiceNow development and system administration team responsible for daily IT operations, CMDB, and self-service request catalog utilized by 12,820 employees.
- Oversaw management and direction of 24/7 Service Desk handling 5,250 contacts/week. Reinvigorated employee engagement and morale, re-organized management structure, mentored supervisory staff to be more data-driven, increased development and usage of knowledge base, facilitated quicker response time for handling of growing call volume, instituted new staff onboarding and training programs.
- Architected and implemented Service Desk (SD) data analytics and visualizations. Designed data integration of multiple sources (ETL), including ServiceNow, Kronos timekeeping, Nortel/Cisco Call Manager to produce executive dashboards and ad-hoc reports. Major projects included:
 - Modeling and forecasting SD call volume using multiple statistical (Erlang) techniques
 - Prediction and optimization of SD agent overtime
 - Creation of a holistic SD agent scorecard of performance across multiple dimensions

Manager, EMR Services**1/2014 – 12/2016**

- Developed and introduced Meaningful Use workflows and reporting for Eligible Hospital and Eligible Professional regulatory requirements.
- Managed and mentored team of MS SQL and SSRS report developers. Instituted peer review and source control processes to improve quality and performance of SQL stored procedures.
- Supervised project team to transition Transplant Infusion clinic (120 visits/week) from paper to electronic processes. Implemented custom programming and order sets to streamline and optimize clinical workflow.
- Directed maintenance and enhancement of custom application for Pro-Fee billing (iCharge) from within the inpatient EMR through the faculty practice, ColumbiaDoctors. Instituted user steering committee to act as liaison to the clinical practitioners and guide future development. Expanded usage of iCharge to clinical department coders leading to an increase of 135% in charge capture (200 bills) within 3 months.
- Led ICD-10 implementation within the enterprise EMR including order sets, physician favorite lists, superbills, HL/7 interfaces, custom software and conversion.

Streamline Health Inc.**August – November 2012*****Director of Implementation Services, Meta Health Division***

Healthcare leader in capturing, aggregating and translating enterprise data into knowledge-actionable insights that reduce exposure to risk, enhance operational performance and improve patient care. Upon merger with new parent company, continued pre-acquisition duties, managed retention of key clients during transition period, supported employee morale during merger, assisted with integration of operational and technical processes into parent company.

Meta Health Technology Inc.**July 2004 – August 2012*****Senior Executive Manager / Director, Implementation Services / Director, Corporate Technology***

Company provided health information management (HIM) solutions for hospitals, clinics, physician group practices, and long-term care facilities in the United States and Canada. Held three concurrent roles with internal and external responsibilities.

- *Corporate strategy and operations:*
 - Designed next generation workflow-centric, web-based suite of products
 - Guided operational & strategic direction including resource allocation and client relationships
 - Oversaw internal process improvements including rigorous source control and automated testing. Implemented corporate metric tracking system.
- *Implementation Services:* Managed the implementation group with six direct reports, comprised of Project Managers, Health Information Management experts and Technical Analysts. Provided sales support and pricing guidance; answered RFP/RFI proposals; reviewed and negotiated client deliverables and contracts. Specific projects included:
 - Designed, tested and implemented electronic signature and custom document routing software for 11 acute-care hospital system.
 - Managed implementation of web-based ICD-10 abstracting system to replace Eclipsys Sunrise Record Management [SRM] at a five-facility institution.
 - Oversaw migration to a new abstracting system at 70+ acute-care facilities.
 - Managed beta site implementation of new eCDI solution at health system with nine acute-care hospitals; Implemented HL/7 and COLD feed interfaces to Cerner Millennium and CGI/Sovera EMR; Designed webservice integration interface to 3M/CodeRyte computer-assisted coding [CAC].
- *Corporate Technology:* Managed internal company IT group consisting of Systems Administrator and Database Administrator.

EDUCATION**Masters of Business Administration, Information Systems & Entrepreneurship**

Baruch College, Zicklin School of Business, City University of New York

Bachelor of Engineering, Electrical Engineering

The Cooper Union for the Advancement of Science and Art, Albert Nerkin School of Engineering

PROFESSIONAL CERTIFICATIONS

ITIL 4 Managing Professional

Lean Six-Sigma Certified Green Belt

Certified Project Management Professional (PMP)