

July 2, 2007

To Whom It May Concern:

Patricia O'Neil has provided EPIC Bridges consulting services to Metro Health Hospital from October, 2006, through June, 2007. She has worked with the Metro Health Information Services Integration Team to complete implementation of ten complex EPIC interfaces.

The following are noteworthy accomplishments during Patricia's nine-month engagement:

- She remotely managed our EPIC Optime Interface project which involved coordinating integration testing of six software applications with five departments to achieve a successful implementation.
- She was instrumental in successful implementation of EPIC Bridges Order Matching logic. Patricia collaborated with the Integration Team in analyzing complex data flows to address a wide variety of Lab order processes interfaced with three diverse originating applications. She also routed notifications to Physician Inbaskets accurately. Patricia did intense analysis and careful testing in conjunction with the Integration Team.
- Together with the Integration Team Patricia developed procedures for resolving 120 different types of Bridges errors. She maintained those procedures on a daily basis. Patricia provided detailed documentation for our I.T. staff to take over her duties in July 2007. She has been thoughtful and proactive in providing complete information for the transition of duties.

Because she built effective relationships with Information Services and other hospital staff, we were able to use a remote access work model, which proved to be both cost-effective and efficient for meeting our goals. Patricia joined conference calls daily and responded quickly to every email and phone call. She informed us in advance regarding any time she would be unavailable. We did not incur delays or experience hindered communications due to her remote work arrangement. She was able to take ownership of her assignments. She collaborated well with onsite Information Services staff.

Patricia exhibit strengths in the following areas during her work with Metro Health Information Services:

- Analytic skills,
- Communication skills,
- Organizational skills,
- Background knowledge and experience with EPIC interfaces and Bridges tools,
- Teamwork,
- Consistent positive attitude,
- Professionalism in handling difficult situations.

I would recommend Patricia O'Neil to any healthcare organization implementing EPIC interfaces.

Sincerely,

Jennifer Dennis

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