

a has a diverse background spanning **25 years** in healthcare and has a deep understanding of healthcare quality and cost drivers. **is a board-certified informatics nurse and nursing informatics faculty.** She is well-acquainted with research and statistical methodologies, ethical treatment of human subjects and their personal information, and data analysis. M'Lynda is passionate about the centrality of the consumer to improving outcomes in healthcare and she understands the critical importance of the consumer's unique biopsychosocial perspective when planning, delivering, and evaluating care. M'Lynda's well-rounded career includes expertise in healthcare policy and finance, direct delivery of healthcare services, knowledge of Medicare and Medicaid policy, and clinical operations. Areas of expertise include a strong focus on integration and management of healthcare services and information across the continuum of care; a focus on building a complete personal health record by integrating care records from all providers, consumer-generated data, and social factors that affect health. She is familiar with the use of standardized medical nomenclatures; care management; quality improvement; and waste, fraud, and abuse analysis. M'Lynda is a Senior Consultant with Cognosante's Health Data and Communication practice.

Key Qualifications and Specialties

- Board-certified informatics nurse
- Understanding of clinical workflow and information management
- Focus on data interoperability, integrity and security, and standardization
- Faculty in the Walden University Graduate School of Nursing master's program for nursing informatics specialization
- Engaged in IT upgrades for seven state Medicaid agencies, focusing on: policy research and updates; data integrity and security; ICD-10 implementation; fraud, waste, and abuse detection; and data analysis utilizing benchmarks and clinical quality measures
- Provided clinical content and end-user input for ICD-10 mapping application, medical care management protocols for software application, and ICD-10 testing as a service offering
- Direct care delivery experience, including case management and 10 years as a board-certified psychiatric and mental health nurse
- Deep interest in public policy and population health delivery models
- Direct experience in Medicaid claims adjudication and policy promulgation
- Committed to quality improvement through intelligent use of standardized measures and nomenclatures, health information exchange and interoperability, and assisting providers to understand data collection for outcomes measures

Education

School Name	Achievement	Date
University of Texas, Tyler	PhD, Nursing	2011
Trinity University	MS, Health Care Administration	2008
University of Texas, Austin	BS, Nursing, with High Honors	1990
Southwestern University	BA, International Studies	1980

Professional Licensure

Registered Nurse – Texas license #563802

- Registered Nurse – Minnesota license #223641-6

Certifications

- Certified Health Data Analyst (CHDA) – AHIMA
- Board-Certified Informatics Nurse – American Nurses Credentialing Center (ANCC)
- Certified Healthcare Technology Specialist (CHTS-CP) – AHIMA
- Board-Certified Psychiatric and Mental Health Nurse 1993 – 2003 – ANCC
- Assisted Living Facility Manager Certification – Texas State University
- Quality Management Certification – Learning Tree University Extension

Employment Summary

Organization	Position	Dates
Cognosante	Senior Consultant	2014 – Present
University of Texas at Tyler	Adjunct Faculty, Executive Certificate in Nursing Informatics	2015 – Present

Center for Executive Education		
Walden University Graduate School of Nursing	Contributing Faculty	2013 - Present
CSG Government Solutions	Senior Consultant	2012 - 2014
Texas State University St. David's School of Nursing	Adjunct Professor	2012 - 2012
Hewlett Packard	Multiple Positions	2005 - 2012
	Business Analyst - Healthcare Delivery - ICD-10 Core Team	2011 - 2012
	Nurse Analyst/Researcher - Medical Management	2008 - 2011
	Nurse Analyst - Medicaid Fraud, Analysis, and Detection System (MFAOS)	2005 - 2008
Xerox (Affiliated Computer Services)	Utilization Review RN - Medical Policy Claims	2003 - 2005
Electronic Data Systems (EDS) - National Heritage Insurance Corporation (NHIC)	Home Health Prior Authorization RN	2003 - 2003
Amil International	Medical Management Manager	2002 - 2003
Texas NeuroRehab Center	Progressive Roles: Nurse Manager, Co-Manager of Assisted Living Facility, Charge Nurse	1990 - 2002

Current Experience

Cognosante

Senior Consultant

04/2014 - Present

- Clinical, policy, quality measurement, care management, and program integrity subject matter expert (SME) supporting Cognosante's Health Data and Communication practice.
 - Oklahoma Medicaid consultant for writing RFP for care management application replacement (Sept - Dec 2015)
 - Oklahoma Medicaid care management SME for selection of replacement CM application, requirements writing, and construction of forthcoming RFP (April - June, 2015)
 - I095-A Consolidated Standard Operating Procedures (CSOP) documents: Review and edit monthly updates
 - Principal writer for RFP response to provide research, educational, and policy services to CMS, AHRQ, and the ONC to improve population health (June, 2015)
 - Contributing writer for CMS RFP to provide data mining analytics for Medicare and Medicaid (May, 2015)
 - North Carolina Medicaid consultant for RFP response for program integrity (05/2015)
 - HIMSS 2015 Tableau demonstration of Hepatitis C incidence trended with pharmaceutical and hospital discharge data (April, 2015)
 - Missouri RAC Audit SME consultant for extracting data from claims data warehouse (April, 2015)
 - South Dakota Medicaid SME for policy documentation and update project for ICD-10 and beyond (June, 2014 - March, 2015)
 - Arkansas Medicaid ICD-10 transition SME. Principal writer for transition plan (April - June, 2014)

Walden University Graduate School of Nursing

Contributing Faculty

02/2013 - Present

- Online instruction of nursing informatics
 - NURS 6401: *Informatics in Nursing and Healthcare*
 - NURS 6051: *Transforming Nursing and Healthcare through Information Technology*

University of Texas at Tyler, Center for Executive Education

Faculty

09/2015 - Present

- Instruction of nursing informatics for executive certification program
 - ENIF 5383: *Data Management and Evidence Based Practice*
 - ENIF 5385: *Informatics and Consumer Health*

Previous Professional Experience

CSG Government Solutions

Senior Consultant

10/2012 – 03/2014

- Clinical, payer policy, quality improvement, and fraud and abuse SME supporting CSG's Healthcare and Human Services Practice
 - Medicaid clinical policy SME on Florida and Wisconsin ICD-10 implementations
 - Quality Improvement SME for Wisconsin Medicaid post-ICD-10 planning
 - Fraud and abuse SME for Florida post-ICD-10 transition

Texas State University St. David's School of Nursing

Adjunct Professor

01/2012 – 05/2012

- Clinical psychiatric nursing instructor

Hewlett Packard

Multiple Positions

12/2005 – 10/2012

Business Analyst – Healthcare Delivery – ICD-10 Core Team

08/2011 – 10/2012

- Consulted with State of Texas to identify and manage sensitive data categories for Medicaid Electronic Health Information Exchange System (MEHIS).
- Provided subject matter expertise to evaluate and recommend policy and system remediation for Rhode Island Medicaid ICD-10 transition.
- Provided clinical expertise for development of overall ICD-10 solution architecture and business change design approach for remediation of ICD-10 conversion across all HP Medicaid accounts.
- Configured, tested, implemented, and trained users on internal mapping application for ICD-9 to ICD-10 transition.
- Produced educational artifacts, presented educational offerings, and supported internal accounts in use of ICD-10 mapping application.
- Participated in pursuit combining computer-assisted coding (CAC) with Systematized Nomenclature of Medicine (SNOMED) and ICD-10 crosswalking.
- Provided clinical content for creation of claim scenarios for revenue neutrality testing as a service (TaaS) offering.

Nurse Analyst/Researcher – Medical Management

01/2010 – 08/2011

- Designed and developed evidence-based guidelines for care management (CM) software offering.
- Provided clinical input for technology-based applications.
- Assisted product designers, end-users, and sales professionals to improve CM applications by evaluating and recommending design improvements to the user interface and workflow.
- SME for development of health risk assessment and scoring algorithms.
- Collaborated in the design and testing of predictive analytics offerings.

Nurse Analyst – Medicaid Fraud, Analysis, and Detection System (MFADS)

12/2005 – 01/2010

- Utilized predictive modeling and claims analysis to benchmark provider billing behavior and detect suspected Medicaid fraud, waste, and abuse.
- Documented and presented findings, recommendations, mitigation strategies, projected fiscal impact, and potential effects on providers and beneficiaries to client.

Xerox (Affiliated Computer Services)

Utilization Review RN – Medical Policy Claims

12/2003 – 12/2005

- Adjudicated Medicaid medical policy claims.
- Researched standards for benefits determination and policy recommendations.

- Participated in Benefits Management Workgroup with State of Texas.

Electronic Data Systems (EDS) – National Heritage Insurance Corporation (NHIC)
Home Health RN, PRN
05/2003 – 12/2003

- Applied Medicaid durable medical equipment policy to prior authorizations.

Amil International

Medical Management Manager

10/2002 – 05/2003

- Responsible for all medical management activities for HMO and PPO product lines.
- Supervised staff of eight.
- Participated in Texas Department of Insurance triennial audit, resulting in continued accreditation.
- Served on Complaint Committee to resolve quality and consumer satisfaction issues.
- Identified process improvement opportunities and implemented upgrades.
- Updated policies and procedures to reflect new regulations.
- Improved turnaround times and information management processes.

Texas NeuroRehab Center

Progressive Roles: Nurse Manager, Co-Manager of Assisted Living Facility, and Charge Nurse

10/1990 – 10/2002

- Managed 28-bed neuropsychiatric/rehabilitation program.
- Supervised staff of 20.
- Provided case management of clients.
- Conducted facility-wide training and orientation of employees.
- Established, monitored, and reported program goals and results on ongoing basis.
- Served as nursing representative on interdisciplinary treatment team.
- Developed and implemented quality improvement tools to measure program success and compliance with standards.
- Led team representing facility in 2000 and 2002 Joint Commission and CARF surveys, resulting in Accreditation with Commendation.
- Participated in annual budgeting process.
- Participated in phase III clinical trials for new antipsychotic drugs.
- Initiated computerized nursing care plans, resulting in 75% reduction in time spent by nurses while incorporating more data for case management care justification.

CAREER ACHIEVEMENTS

- Consulted in various capacities for seven state Medicaid agencies, focusing on policy, data integrity and security, ICD-10, and MMIS upgrades.
- Provided clinical content and acceptance testing for ICD-10 mapping application, medical management protocols, and ICD-10 testing as a service offering.
- Technical Reviewer for soon-to-be-in-press book *Intelligent Analytics* by Celeste Fralick, senior technologist and principal engineer at Intel Corporation.
- Provided clinical content for computer-assisted coding product with mapping to SNOMED and ICD-10.
- Developed care management and wellness algorithms for software application.
- Developed Medicaid fraud and abuse cases utilizing benchmarks and quality measures that led to policy change in one state.
- Nominated for Nurse Manager of the Year, 2002, Texas NeuroRehab Center.
- Board-certified Psychiatric and Mental Health Nurse, 1993-2003.

PROFESSIONAL MEMBERSHIPS

- Healthcare Information and Management Systems Society (HIMSS)
- American/Texas Health Information Management Association (AHIMA/TxHIMA)
- American Nurses' Association / Texas Nurses' Association (ANA/TNA)
- Health Level 7 International (HL7)
- Toastmasters International

- American Association of Colleges of Nursing (AACN)
- Workgroup for Electronic Data Interchange (WEDI)
- National League for Nurses (NLN)

VOLUNTEER WORK

- Healthcare Information & Management Systems Society (HIMSS)
 - HIE inPractice Task Force (July 2015 – present)
- Health Level Seven International (HL7) (July 2015 – present)
 - Structured Documents Workgroups
 - Relevant and Pertinent Project
 - CDA Personal Advance Care Plan Document Project
 - Electronic Health Records Work Group
 - Personal Health Records workgroup
 - Veteran Mobile PHR Incentive project
- Workgroup for Electronic Data Interchange (WEDI)
 - Genomics Workgroup (Sept. 2015 – present)

MANUSCRIPTS

- Owens, M. (2012). The Effect of Safety Climate, Teamwork, and Sustainable Motivation on Nurse Job Satisfaction and Intent to Stay.
- Owens, M. (2011). State of the Science: Workplace Safety and Retention of Nurses.
- Owens, M., Sidorov, J., Novinger, B., Chirumbole, M. (2011). Non-FDA-Approved Pediatric Utilization of Atypical Antipsychotic Medications: An Analysis of One State's Medicaid Claims Database.