

Contact

www.linkedin.com/in/lauraprietula
(LinkedIn)

Top Skills

Government

Program Management

Strategic Planning

Languages

French (Limited Working)

English (Native or Bilingual)

Spanish (Native or Bilingual)

Certifications

Prosci® Certified Change Practitioner

Senior Level Federal Acquisition Certification for Program and Project Managers Certification

Lean Six Sigma - Green Belt

Group 2.Social Behavioral Investigators and Key Personnel

Doctor of Education

Honors-Awards

Summa Cum Laude

FedHealthIT Recognition for Innovation in Cloud Category - uLINK

FedHealthIT winner of Innovation Award - VA Profile

2021 Federal 100 Award Winner

FedHealthIT winner for Disruptive Technology Award – VA Profile

Laura Prietula

Deputy Chief Information Officer at U.S. Department of Veterans Affairs

Atlanta Metropolitan Area

Summary

- Senior Healthcare Executive with expertise establishing strategic business units, defining and strengthening an organization's comparative advantage, increase organization's profitability and market penetration.
- Strategic and visionary healthcare executive with consistent success in business and IT portfolio management, leadership, organizational change management, strategic planning, and project execution.
- Mission-oriented executive with a proven track record of delivering optimal results in politically charged environments through initiatives that yield measurable outcomes.
- Exceptional background in conducting disruptive innovations to transform customer benefits delivery, create business synergies, and maximize business results.
- Excel at dealing with professionals from varied backgrounds, nationalities, and ethnicities; and skilled at working well under pressure in a very demanding environment. Multicultural and multilingual.
- Possess strong organizational, leadership, and communication skills.

Experience

U.S. Department of Veterans Affairs

5 years

Deputy Chief Information Officer, Electronic Health Record Modernization Integration Office-EHRM IO

August 2022 - Present (1 year 3 months)

Washington, DC

Deputy Chief Information Officer (Acting) for the Electronic Health Record Modernization - DCIO EHRM

December 2021 - August 2022 (9 months)

Atlanta, Georgia, United States

Responsible for the technical implementation of VA's modernized electronic health record (EHR) and for working closely with the clinical community and lines of business to effectively transition to using this new ecosystem in the delivery of safe health care. Integrate with VA's Office of Information and Technology (OIT) to ensure sustainability and responsive customer support for the new EHR.

Executive Director

May 2021 - December 2021 (8 months)

Atlanta Metropolitan Area

Leading VA's OIT Health Portfolio development and innovation efforts in support of Veterans, their families, caregivers, and survivors. Efforts include clinical applications, electronic health record modernization, supply chain, and others.

Deputy Director

December 2018 - May 2021 (2 years 6 months)

Joined the Veterans Experience Office in support of Veterans, Families, Caregiver, and Survivors. Responsible for leading VA Veterans Experience Office Customer Information Services (CIS) division which includes Multi-Channel Technology efforts for Master Data Management, VA's Customer Profile, Enterprise Identity, Enterprise Eligibility and Enrollment, and Self Services. Ensuring trusted information is available to deliver the best Customer Experience while enabling Service Recovery and Performance Improvement. Director for VEO's Artificial Intelligence and Advanced Analytics.

Director of Strategy

November 2018 - December 2018 (2 months)

Greater Atlanta Area

Strategic planning and execution for the Office of Information Technology (OIT), Enterprise Program Management Development (EPMD) office. Collaborate with other OIT offices and align EMPD strategies to overall OIT vision, mission, and goals.

KGS (Kforce Government Solutions)

2 years 4 months

Vice President, Corporate Strategy and Practice Principal

August 2018 - November 2018 (4 months)

Greater Atlanta Area

Lead strategic decisions and change management with reorganization efforts. Establish partnerships with industry and academy to further innovation in solutions, practices, and services. Conduct product and market research to determine critical competencies and best positioning of practice areas; evaluate entry barriers and work on realignment strategy.

Strategic, Advisory, and Subject Matter Expertise services to the Department of Veterans Affairs' in the implementation of Electronic Health Record Modernization activities.

VP, Transformation and Organizational Management

August 2016 - November 2018 (2 years 4 months)

Greater Atlanta Area

Lead organizational management and transformation for KGS and federal government clients. Responsible for TOM's organizational structure and business solutions geared to deliver a comprehensive suite of strategic business solutions to design, implement, and manage enterprise-wide transformation programs and organizational change initiatives for Federal Agencies. Defined and delivered various practice management competencies including Portfolio, Program, and Project Management; Human Centered Design and Design Thinking; Strategic Planning; Enterprise Architecture; Business Integration; and Organizational Management.

These practice areas efficiently and effectively support positive and lasting transformation in KGS for long-term profitability and when delivering services to our clients. I establish and facilitate collaboration between Government, Industry, and Academic partners; ensuring strategic alignment, portfolio management, human capital solutions, and organizational services.

U.S. Department of Veterans Affairs

10 years 11 months

Director

February 2016 - August 2016 (7 months)

- Joined the Program Executive Office for VistA Evolution to support the electronic health and medical record technology transformation within the Department.

- Responsible for establishing and enabling strategic relationships and collaboration across initiatives aimed to enhance Veteran healthcare outcomes, Veteran experiences, and streamline healthcare delivery processes.

- Initial focus on portfolio management structure, organizational change management, investment alignment, and identification of process improvement.

Director

September 2011 - February 2016 (4 years 6 months)

- Served as the driving force behind the coalition with other agencies and organizations to deliver high visibility programs for the Department such as: Affordable Care Act (ACA); Veterans Access, Choice, and Accountability Act (VACAA); and the relationship with Walgreens and United Services Automobile Association (USAA)
- Established a collaboration and governance structure to align investments across lines of business to improve Healthcare operations in data sharing services, business process standardization, and policies
- Lead strategic initiatives including personal identification efforts such as VA's healthcare identification card and information sharing with the Department of Defense
- Business sponsor for the Department's Identity and Access Management Portfolio, and the enterprise services sharing efforts
- Established, developed, and maintains a high performing Business Solutions workforce including Program Management, Analysis, Integration, and Engineering Services
- My office provides the needed management and consultative support to the Veterans Health Administration (VHA) in enterprise-wide portfolios such as Personal Identity Verification (PIV), Health Benefits, and VHA Call Centers.
- Served as advisor to the Under Secretary for Health for Operations and Management (USHOM; 2013-14) and Chief Business Officer (CBO) on administrative processes related to patient access.

I am a voting board member of VHA's National Leadership Board (NLC) for Information Technology (IT), I represent the Chief Business Office and share the responsibility of ensuring IT investments maximize healthcare delivery outcomes.

Deputy Director

September 2009 - September 2011 (2 years 1 month)

I defined the Chief Business Office Systems Management organization, its framework, vision, and goals. I worked on the program definition for two major benefits to the Veterans: the Veterans Point of Service (VPS; aka kiosks) and the Veterans Transportation Program (VTS). I worked on the acquisition, program structure, vision and scope statements, requirements definition and elaboration, position descriptions for the Director, Deputy Director, and

immediate program office for each of the programs. Today, VPS products provide easy check in for appointments and self-service features for Veterans; VTP enables VA to provide transportation services to facilitate Veterans reaching a medical facility to receive their care. I delivered the Disability Benefits Questionnaires to alleviate the VBA backlog issues when requesting Compensation and Pension examinations. I ensured the web-chat capability was successfully incorporated into the online application for healthcare. I work to establish sustainable models (programmatically and technically) for initiatives and programs. I evaluate and analyze solutions to ensure they are feasible, cost effective, and supported by a sound implementation plan; course correcting and bringing programs back to a health path as appropriate. I am constantly sought as a subject matter expert on business architecture, vision and scope definition, strategic planning sessions, and executive committees.

Deputy Program Manager

October 2005 - September 2009 (4 years)

Scheduling Program (Jan 2009 - Sept 2009) - I was assigned to performed an evaluation of the existing program. Recommended closure. I established a Requirements Management team and created the new HealthVet Scheduling Program exhibit submitted to the Office of Management and Budget (OMB). Indicated that a planning phase and an analysis of alternatives had to be completed prior to establishing a new endeavor to “deliver a scheduling replacement product”. Responsible for coordination of activities within the program such as contracts and acquisitions, budget, staffing, schedule, reporting, monitoring, and planning. I completed the new OMB300 submission, ensured the program had a repository of business requirements, a draft version of the Analysis of Alternatives, and that planning packages were started for the work to be completed for each alternative.

Enrollment Program (Oct 2005 - Jan 2009) - I was involved in projects to interface military information from the Department of Defense to ensure the appropriate decisions around Veteran enrollment for health benefits; projects to enhance the systems in support of business operations related to legislative mandates such as Combat Veterans, and process improvement actions such as address management. I established the Requirements Management Plan and Process for the Enrollment Program; first in its kind within OIT due to its components regarding management of requirements for concurrent development projects. I was fully responsible for projects from inception to close-out, managing and supervising VA and Contract staff for cross cutting, cross team, and multi-agency projects. I served as Contracting

Officer Representative for various program contracts and performed technical evaluations.

Electronic Data Systems

Senior Business Analyst

April 2003 - September 2005 (2 years 6 months)

Veterans Health Administration (VHA) - Involved with projects related to registration, eligibility and enrollment of veterans. Team Lead and Project Coordinator for major enhancement projects/initiatives to support business functions and desired future state. Participated in project management, training, cross-functional team building and team management activities. Projects included Long Term Care enhancement; Income Verification Matching processes; Billing Replacement practices; and sharing of rated disability and service connection information from the Veterans Benefit Administration.

UF Health

Clinical Application Senior Analyst

July 1998 - June 2001 (3 years)

As the Senior Analyst for the Lifetime Clinical Record (LCR)/Softmed Team, I led project teams in the consolidation efforts of community medical centers with the main hospital, including business reengineering, systems integration, systems selection, staff training, and organizational change management. I served as the liaison to link Shands' emergency room data with Florida Trauma Centers.

I led the team and activities for the rollout of Siemens (SMS) Lifetime Clinical Record (LCR) at three of Shands' Community Hospitals. Rollout successfully completed in Nov 1999. Served as the project manager for the integration of Charge Data Master (CDM), Service Master (SM), and Common Vocabulary Engine (CVE) processing throughout the Enterprise. Implemented the Referral Laboratory Tests process and for the conversion of 8 (eight) clinical systems. Duties included analysis of user requirements; coordination of application developers and analysts; project management; training; planning; budgeting; support; and project transitioning. Clinical areas included dialysis (bedside computing) and Pediatric Intensive Care Unit (PICU); administrative-clinical areas included Medical Records, Nursing Informatics, and Patient Care Administration.

Project leader for the Verbal Orders Web Application; pilot began on November 1998 and completed implementation on February 1999. Project leader for the Enterprise Wide Provider Number Conversion which included the design of process and policies for provider number assignment and

coordination of provider number cleanup throughout Shands HealthCare (UF and non-UF hospitals).

I was on special projects dealing with research of new technologies and defining their applicability within the enterprise to enhance clinical care, revenue, and administrative practices. Research included: XML vendors and products such as rules engines and message brokerage; vendors addressing “voice to text to data” concepts; and web technologies.

Accenture

Consultant

May 1997 - May 1998 (1 year 1 month)

Involved in Health Services and Financial Services projects as a consultant. BT Alex.Brown (December 1997 – April 1998): Team member on the year 2000 assessment project. Reviewed current Statement Processing Application programs (JCL, COBOL II, Natural and Ada) and defined the level of effort required to remediate the non-compliant files. Created a data flow of the current Statement Processing Application and developed a system flow for the New Statement Processing Application (replacing the current one). Project leader in the process definition and implementation of CSF Messenger (a financial application used to create statements, messages and notes).

University of Maryland Medical Systems (July 1997 – November 1997): Team member on the conversion effort of the main hospital information system to HBOC STAR. Responsible for Information Technology Operations, and for the charge entry and posting activities throughout the Hospital. Supervised the Information Technology operators and established procedures to follow pre-, during and post-go live of the system. Conducted systems training for on-line and batch charge entry procedures. Worked in conjunction with the finance department managers designing metrics to monitor the success of the implementation and the procedures established for charge posting and entry. Part of the Help Desk Force during the weeks post-go live resolving issues that arose from using HBOC STAR and its interfaces (IDX, EMP, etc.)

Wellspring Resources (May 1997 – July 1997): Documentation team member responsible for the Reporting and Service Center Desktop Help modules for the Health Benefits Management Application. Assisted in the “Client Implementation Methodology” development effort.

UF Health

Assistant to Vice President

February 1996 - April 1997 (1 year 3 months)

Responsible for the design of a Year 2000 database which included vendors, in-house systems and contacts for each one of the applications within the hospital.

Responsible for the Hospital's Information Management Standards to be reviewed by the Joint Commission for Accreditation of Healthcare Organizations (JCAHO). Responsible for coordinating the documentation efforts of a team of directors (including Information Systems, Medical Records, Pharmacy, Admissions, Nursing, Laboratory, Human Resources, etc.). Defined the process and policies to follow when preparing the hospital for JCAHO reviews. The hospital was accredited in April of 1997 and the procedures defined were used by the Director of Data Support Services during the accreditation of Shands at Alachua General Hospital in February 1999. Team lead for a project with Patient Financial Services (Feb 1996 – June 1996). Analyze billing process regarding third parties in the Commercial Managed Care department. Changed process to verifying insurance prior to rendering services. Up to 67.50% of the time spent by claims processors could be reduced; up to 64.24% of the adjustment errors could be eliminated; piloted with radiology.

Team member of the Enterprise Access Directory (SMS) at the hospital (June 1996). Tasks included analyzing model and non-model elements and developing implementation scenarios (alternatives with cost benefit analysis). Member of the team that conducted the process analysis for the entire organization (Conceptual patient care model). Tasks included obtaining performance metrics for the new or modified processes; assisting in the modeling of the ancillaries' processes; and estimating FTE space needs. The Advisory Board, physicians, clinics and administration accepted the conceptual model.

Member of the Clinic Work Simplification team responsible for reviewing, modifying, and assessing the use of documents in the various clinics supported by the hospital.

University of Florida

Webmaster

September 1995 - June 1996 (10 months)

Webmaster for the College of Business Administration. Conducted training on the world wide web (such as use; authoring tools; and design issues) to faculty and administrative personnel; designed the College of Business Administration's web site structure (including database design and forms); created and supervised a team of departmental "web-coordinators". Upon

leaving, I was responsible for determining the technical skills required for the webmaster and for training this person.

Accenture

Consultant

March 1994 - April 1995 (1 year 2 months)

Cementos Apasco (February 1995): Change Management. Created Organizational Communication Plan, designed and applied surveys throughout the organization, and defined the new organization structure including roles and responsibilities and staff requirements (in number and skills).

Vitro (September 1994): Analyzed business processes to identify areas of opportunity, defined and modeled a "Continuous Improvement" process for the organization. Conducted interviews throughout the organization.

IMSA (June 1994): Analyzed the business processes of an affiliate corporation (ROMSA) and created a master plan to transition the organization from an affiliate to a major distributor of metals. Conducted interviews throughout the organization and documented processes. Formulated a "should be" model and validated with peers.

Cerrey (April 1994): Gathered information for cost benefit analysis for various projects. Documented processes, created presentations and assisted other team members.

CEMEX

Systems Analyst

August 1993 - March 1994 (8 months)

Process Improvement Analyst and Developer.

Education

Vanderbilt University

Doctor of Education - EdD, Leadership and Learning in Organizations · (2020 - 2022)

University of Florida - Warrington College Of Business

Master in Science, Decision and Information Sciences · (1995 - 1996)

Instituto Tecnológico y de Estudios Superiores de Monterrey

Bachelor of Engineering (B.Eng.), Computer Science

Engineering · (1988 - 1993)