

Portfolio

Roger Sexton, PMP

Project Manager

Community Development Planner

Roger Sexton

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Roger Sexton

Education

Master of Urban Planning

University of Illinois, Urbana-Champaign

Specializing in Community Development

Bachelor Degree in Urban and Regional Planning

University of Illinois, Urbana-Champaign

Specializing in Economic and Community Development

Associate Degree in Business Administration

Parkland College, Champaign, IL

Specializing in Small Business Development and Management

Certifications and Training

Certified Project Management Professional (PMP) - 2015

Project Management Institute

Emerging Leaders Program - 2019

Carle Foundation Hospital

Experience

January 2014
to Present

Senior Project Manager

Carle Foundation Hospital

Urbana, Illinois

- Managed projects ranging from Healthcare IT to Business Development
- Projects included establishing a Transitional Care Clinic, moving 1,100 staff to a new administrative building, and optimizing Carle's Primary Care Department's operations

May 2013
to January 2014

Weatherization Program Coordinator

Comprehensive Community Solutions Inc.

Rockford, Illinois

- Responsible for starting up a million dollar program
- Hired staff
- Prepared reports to the State of Illinois

March 2007
to May 2013

Senior Neighborhood Planner

City of Garland, Texas

Garland, TX

- Implemented Strategy For Vital Neighborhoods Program
- Developed critical materials needed to work with neighborhoods
- Wrote neighborhood plans for pilot focus areas of the Strategy
- Worked to make critical changes to the pilot process

August 2001
to March 2007

Executive Director

South West Ideas For Today and Tomorrow

Rockford, Illinois

- Small business planning services
- Promoted the South West quarter of the city
- Prepared comprehensive plan for a neighborhood target area

Achievements

Dean's List, University of Illinois 1993

Chairman's Award, University of Illinois 1994, for work in East St. Louis, IL

Highlights

University Community Partnerships

While enrolled at the University of Illinois Urbana Champaign, I spent three years working with the University's East St. Louis Action Research Project. As a graduate student, I took on the task of managing and coordinating outreach events for other students. We engaged in both planning and physical improvement projects as a way to impact the community of East St. Louis. I felt this was one of the most rewarding experiences of both my education and my career. I would like the opportunity to do the same for other students.

Nonprofit Management

While working in Rockford, Illinois, I served as the director of community organizing, housing development, and economic development organizations. This gave me the opportunity to work in partnership with other nonprofits. I fully understand nonprofit funding and the challenges that are associated with it.

Community Planning

During my career, I have developed a very unique approach to neighborhood planning. My process involves creating a study of the neighborhood followed by a plan that is not based upon what resources are available, but what the neighborhood needs. The plan is followed by asking each participating organization to develop their own action plans to identify what they intend to contribute to the effort.

Healthcare

I have spent eight years working in a healthcare project management office. I have been exposed to almost every aspect of the hospital and have developed a good understanding of how the organization works. This level of understanding is critical to designing and managing community engagement activities as related to healthcare.

Project Management

Community development work is difficult at best. It is easy to launch efforts only to see them stall out or fail. My knowledge and experience in project management provides me a different type of mindset that is often lacking in the community development world. Project management provides a mindset that is determined to accomplish a project's goals. My eight years in a healthcare project management office would allow me to blend both healthcare and community development.

Local Government

I worked for seven years in Garland, Texas as a senior neighborhood planner. During that time, I gained insight into how local government works and how department leaders think. This knowledge would be a significant plus when engaging a community's local government. Having a well versed person in engaging a city or county government organization would greatly increase the likelihood of success.

Community Development Experience

Neighborhoods

Throughout my career, I have had a focus on neighborhoods. My experience includes organizing, training, and neighborhood planning. I have engaged in the improvement of neighborhoods in East St. Louis, IL, Rockford, IL, Garland, TX, and Dallas, Texas. During this time, I developed an approach I have named Build Neighborhoods. I have designed a 150 page manual, PowerPoint presentations, and handouts to be used to train neighborhood leaders to take charge of their neighborhood and community.

Nonprofit

Nonprofit leadership has been a role I have played in several nonprofit organizations. Serving as either Executive or Deputy Director, I have experienced the nature of nonprofits and learned extensively about management, reporting, fundraising, and planning. Most of this experience occurred while working in Rockford, IL. While working for the SWIFTT organization, I designed, funded, and operated a neighborhood technical assistance center.

Housing Development

I gained housing development experience while working for Comprehensive Community Solutions, Inc. and Trinity House, Inc. in Rockford, IL. I served as the Deputy Director of Construction and Neighborhood Revitalization for CCS. They operated a Federal program called YouthBuild which trained young people in construction skills while renovating houses. Later I worked with CCS to continue work on a new construction subdivision. I have experience putting together project budgets, managing subcontractors, and payout request to funding organizations.

Project Management

Since 2014, I have served in the healthcare industry as a project manager. I have my PMP credentials and have managed a wide variety of projects. Healthcare is a highly regulated industry making even the smallest project complex. The lessons and techniques I learned are applicable to all types of projects, regardless of the industry. The project values ranged from fifty thousand to multi-million dollars and spanned typically six months to two years in length. On average, I managed four to five projects at any time.

Previous Positions

Senior Project Manager

Carle Hospital Urbana, IL

Healthcare projects

Weatherization Program

Coordinator

Comprehensive Community Solutions, Inc. Rockford, IL

Start-up of a weatherization program funded by the State of Illinois

Senior Neighborhood Planner

City of Garland, TX - Garland, TX

Implemented the Strategy for Vital Neighborhoods

Housing Development Manager

Comprehensive Community Solutions, Inc. Rockford, IL

Providing affordable housing by developing new construction homes

Executive Director

South West Ideas for Today and Tomorrow, Inc. Rockford, IL

Provided technical assistance to neighborhood leaders and small businesses

Executive Director

Trinity House, Inc. Rockford, IL

Assisted other nonprofits with housing for their participants

Deputy Director of Construction and Neighborhood Revitalization

Comprehensive Community Solutions, Inc. Rockford, IL

Managed construction staff, budgets, and logistics for housing renovation

Director

St. Patrick's Neighborhood Organization
Neighborhood organizing

Carle Project Management Experience

The following is a summary of the current and past project I have worked on. The type of projects range from business development to information technology. The size of projects also vary from small to large and from straight forward to complex. The most significant projects included coordinating the move of nine different departments to the new administration building, creating the Transitional Care Clinic, and Primary Care Optimization.

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|---|---|
| 1) Maternal Fetal Medicine Expansion - 2014 | 17) Case Management - 2016—2018 |
| 2) Mattoon Vein Clinic - 2014 | 18) Perinatal Intelligence Reporting - 2016—2017 |
| 3) AMCOM Upgrade - 2014 | 19) Staff Scheduling Vendor Selection - 2016—2017 |
| 4) Mattoon HVI - 2014 | 20) Continuity of Operations - 2016—2018 |
| 5) Cogito - 2014 | 21) IVF Program - 2017—2017 |
| 6) Secure Paging- 2014—2016 | 22) Risk Management Software - 2017—2018 |
| 7) Incident Reporting (Stars) - 2015 | 23) CATF Move - 2017—2018 |
| 8) Echo Database - 2015 | 24) Apollo Road Storage - 2018 |
| 9) ED Expansion - 2015 | 25) Enterprise Wide Record Retention Strategy - 2018—2019 |
| 10) Unexpected Office Closure - 2015 | 26) Primary Care Optimization 2018—2019 |
| 11) Promise FQHC- 2015 | 27) Policy Management—2019 to 2020 |
| 12) Transitional Care Clinic - 2015—2017 | 28) Population Health Care Model 2019—2020 |
| 13) Difficult to Discharge Patients- 2016 | 29) A/R Archiving 2020 - Present |
| 14) EDI Clearinghouse- 2016 | 30) Bloomington PBB - 2021—Present |
| 15) Panviva - 2016 | 31) Patient Notification - 2021—Present |
| 16) Rounding- 2016 | 32) Danville Clinical Move - 2022—Present |
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Maternal Fetal Medicine Expansion 2014

Utilize a recently vacated space to expand the MFM

Project Team: Facilities, MFM, IT, and Marketing

Worked with department staff to expand the services of the MFM. The project included working out new workflows, staffing, equipment ordering, and other activities.

Outcome

The project was delivered on time and allowed the MFM serve more at risk pregnant mothers.

Mattoon Vein Clinic 2014

Bring additional HVI services to the Mattoon Area

Project Team: HVI, Marketing, and Facilities

To expand our services, office and procedure space was required in an existing building. New equipment need to be added as well as coordinating a location for a mobile health vehicle.

Outcome

The project was delivered on time and expanded services were made available to patients in the Mattoon-Charleston area.

AMCOM Upgrade 2014

Replace the current version of the Hospital's paging system

Project Team: IT, Communications Center staff, and the AMCOM's technicians

To accomplish the upgrade, all new servers and workstations were required. This was a complex project that involved a wide variety of departments and one of the vital communication channels of the Hospital.

Outcome

The project was delivered on time and with minimal issues allowing for improved paging for the organization.

Mattoon HVI 2014

Carle wanted to expand HVI services and bring them together in one location

Project Team: HVI staff, Physical Therapy, Facilities, and Marketing

Carle purchased a former bank building and renovated it offer HVI services. There was a considerable amount of new equipment and furniture involved. The Go Live was in February with the threat of poor weather which could have impacted the schedule in a variety of ways.

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Outcome

The building and services opened on time and provides services to the Mattoon-Charleston area.

Cogito 2014

Create a data warehouse for Carle using EPIC's solution

Project Team: Information Management and Analytics, EPIC, and Carle IT.

This project created a data warehouse which could then store both Epic and non-Epic data to allow integrated reports to be created. Cogito was an EPIC project.

Outcome

Only the first phase of the project was delivered due to additional department work and decisions required to move to the next step.

Secure Paging 2014 - 2016

Make the hospital's paging system secure while adding two-way paging

Project Team: Telecom, Nursing, and the Com Center

This covered two efforts to secure the pagers for the hospital while giving staff a way to communicate back to the person who sent them a message. The request was made difficult due to the requirement of having a physical device when the marketplace was moving to apps on phones. The project tested several solutions and identified one vendor capable of improving our communications.

Outcome

The hospital decided to keep the existing solution until the Volt project was brought online. This solution would address the need of secure messaging.

Incident Reporting (Stars) 2015

Replace current system for incident reporting with Stars

Project Team: Staff from Quality and the vendor

The project team created a customized solution for reporting incidents within the Hospital. The team was heavily engaged in designing how the solution would operate. There were significant amounts of troubleshooting and renegotiating with the vendor during the project.

Outcome

The project met the time requirements and resulted in an easier to use reporting system. This led to a higher level of reported incidents which was one of the primary goals.

Echo Database 2015

Assist the Children's Hearing Department in creating a inclusive database to store patient records

Project Team: Carle's Web Team and Echo staff

ECHO used a variety of spreadsheets to hold patient's historic data. This had become unmanageable and hindered their reporting.

Outcome

The department was given a useful tool to enter their information in.

ED Expansion 2015

The Emergency Department wanted to expand their space

Project Team: ED staff and Facilities

Several options were assembled and evaluated with cost estimates. The problem was that all departments on the main campus were important and none were easy to relocate. Expanding the building was also reviewed.

Outcome

None of the solutions were affordable.

Unexpected Office Closure 2015

Carle needed a procedure to quickly close either a department, building, or the whole operation

Project Team: IT and vendor

The project centered around using Teleminder to call patients with appointments to let them know of the closure. To meet the requirements, we upgraded our equipment to allow for faster calling.

Outcome

A workable solution was developed as well as an instruction manual.

Promise FQHC 2015

Carle wanted to pursue a joint venture with a local nonprofit to provide an alternative to low acuity patients presenting in the Emergency Department

Project Team: ED, Facilities, IMA, and Promise Health

The project evaluated several locations and prepared cost estimates and Pro Formas to determine if the concept was feasible.

Outcome

None of the scenarios were deemed feasible due to private insurance continuing to pay the current rate for reimbursement for ED visits.

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Transitional Care Clinic 2015 - 2017

Develop a clinic to reduce readmission rates for patients with specific conditions

Project Team: IT, Facilities, leaders and physicians

To reduce readmission rates, a three exam room clinic was developed with two physicians and nurse staffing. The project included finding and outfitting the space, developing workflows, and integration into the way patients discharge from the hospital.

Outcome

The clinic opened in 2017 and continues to assist patients while reducing readmissions.

Difficult to Discharge Patients 2016

Carle needed to reduce the number of unnecessary days

Project Team: Various Clinical Departments representatives, Legal, Compliance

Some patients were cleared to leave but stayed due to a variety of reasons. The team researched a wide range of solution to move the patient out of patient rooms.

Outcome

All options researched were deemed improper inducement by the Legal Department. Staff then focused on other process based solutions to reduce unnecessary days.

EDI Clearinghouse 2016

Revenue Cycle used a variety of vendors to process claims

Project Team: Revenue Cycle

The project was to evaluate several vendors to take on all responsibilities and services surrounding EDI activity. Seven vendors responded and were taken through an RFI process.

Outcome

One vendor was selected.

Panviva - Support Point 2016

Patient Financial Services requested the implementation of software to reduce time on calls and to provide updated accurate information to customers

Project Team: PFS, Health Alliance, and the vendor

This project involved implementing Panviva's Support Point which provided information to the user based upon the program they had open. The project was unusual as a department from HA served as the project implementer with regard to the software.

Outcome

The software was implemented and the department saw a reduction in call time and an increase in funds collected.

Rounding 2016

To improve Hospital scores, Carle wanted a solution to assist nurse managers and management staff to round on patients

Project Team: Nursing and Patient Engagement staff

Carle chose Orchid as the solution for their rounding need. The team worked with the vendor to build out a series of questions and design reports to measure progress.

Outcome

The software was implemented and adopted by nurse managers to use during their rounding.

Case Management 2016 - 2018

Carle need to move from Allscripts to EPIC's Case Management solution.

Project Team: Carle's EMR team, IMA, Outreach, Harmony, and the staff of EPIC

Allscripts was used to send patient information to extended care facilities to allow them to determine if they had a bed for them. Tasks included customizing the module in EPIC, reaching out to numerous extended care facilities to use EPIC, training, and making the historic information searchable with Harmony.

Outcome

The EPIC solution was brought online on schedule and has been well accepted by all parties.

Perinatal Intelligence Reporting 2016 - 2017

Carle needed a tool to present statistics to management on a monthly basis

Project Team: Perinatal Services and IMA

Perinatal services used a variety of manual spreadsheets to gather their statistics. A solution was needed to share their monthly outcomes. Outcome

IMA was able to automate most of their reports and monthly reports are easy to share with management.

Staff Scheduling Vendor Selection 2016 - 2017

Identify a vendor who would provide staff scheduling for nurses.

Project Team: Payroll, Accounting, Lawson Team, and the Nurse Staffing Office

The project was to identify and develop the business case for selecting a vendor to replace the current solution. Several vendor's demos were held and solutions were evaluated.

Outcome

Three vendors were reviewed and one was selected. Price negotiations and a business case were completed.

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Continuity of Operations 2016 - 2018

Carle needed to be prepared if a catastrophic event occurred on our campus to critical departments

Project Team: Emergency Preparedness department, IT, IT Security, and Facilities

Although Carle was prepared to participate for regional catastrophes, there was not a plan for if they experienced a catastrophe that damaged the ED or other critical departments. The project addressed the top five departments.

Outcome

Plans were put in place for the initial departments identified as critical with the remainder of department plans turned over to operational staff to complete.

IVF Program 2017 - 2017

Carle wanted to have their own IVF program, replacing their contract relationship with a third-party

Project Team: Women's Health, IMA, and Facilities

There had been three attempts in the past to create a Carle IVF Program. Each time the result was the cost was much higher than the benefit. The team challenged previous assumptions to decrease the cost.

Outcome

The team's proposal was accepted after the rework achieved profitability.

Risk Management Software 2017 - 2019

Risk Management needed a better solution to process incidents and their outcomes

Project Team: Risk Management and Quality Services

This is a current project and involves finding a replacement solution for Risk Management's Stars software. The team reviewed several vendors and selected one. The project required setting up virtual servers and installing the new software as well as training of the involved staff.

Outcome

Carle now has a better way to report and manage incidents from start to finish.

CATF Move 2017 - 2018

Consolidated nine locations into one new building involving 1100 staff and their equipment

Project Team: IT, Telecom, and third-party movers

Carle built a new administrative building in Champaign to eliminate paying rent at nine other locations. The project was limited to the move of the building occupants, equipment, boxes, and limited furniture. The move required five months of continuous moving of departments. Outcome

Although there were challenges and complex issues during the project, the move was completed on time with no significant complaints.

Outcome

Carle and Health Alliance staff are experiencing higher levels of efficiency by operating under the same roof. The organization is saving in real estate related expenses due to consolidating numerous locations into one.

Apollo Road Storage 2018

The Carle Enterprise needed to consolidate their record storage from four buildings to one

Project Team: HIM, Facilities, Supply Chain, and CMS, IT, telecom

The record storage of Carle needed to be consolidated. A new building was leased and required a redesign on how boxes were stored and retrieved. The project included purchasing new software, an internal build of a web interface, organizing the move of records, and equipping the new facility. Two departments were moved as part of the project.

Outcome

Carle experienced a lower cost of storage while achieving a more efficient controlled process for staff to request and retrieve records.

Primary Care Optimization 2019

Restructure the operations of Primary Care Department to allow for better patient access.

Project Team: Providers, operations staff, Epic, and consultants

To achieve better patient access, Carle needed to restructure Primary Care and revise operations to allow a greater number of patients to be seen without increasing staff or expanding facilities. This required four workstreams to create the new model and a year to implement.

Outcome

The project is ongoing.

Policy Management 2019

Improve the development, management, and storage of company policies for Carle

Project Team: Policy Management

The Carle organization has been using SharePoint to manage company policies; however the process is not efficient or easy to operate. This project is ongoing but will move Carle from a SharePoint solution to a hosted solution designed for efficient management of policies.

Outcome

The project is ongoing.

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Population Health Care Model 2019

Improving the level of care for patients by making more health care resources available to them

Project Team: Population Health, Clinical Business Intelligence, Health Alliance, Primary Care, EPIC

Carle and Health Alliance targeted their shared population to identify patients that would benefit from more medical services. The project embedded a variety of support roles in a primary care location with plans to expand the model.

Outcome

Initial phase completed, turned over to operational staff.

A/R Archiving 2020– Present

Archive retiring A/R systems from various systems replaced by Epic

Project Team: Revenue Cycle, Accounting

As Carle acquires and merges with outside entities, they are moved to our instance of Epic for future A/R activity. We chose Mediquant as our vendor and work to archive our information into their solution.

Outcome

We have archived two systems and have two additional systems starting the process.

Bloomington Provider Based Billing 2021– 2022

Move several departments to PBB in the Bloomington Market

Project Team: Rev Cycle, EMR, Facilities

To move to PBB, new departments needed to be built and staff trained to register patients in a new manner.

Outcome

Completed

Patient Notification 2021– Present

Replace our current internal database solution with a direct feed from Epic to Teleminder

Project Team: Lawson, Marketing, Patient Contact Center, Carle Experience,

This project is designed to reduce maintenance effort and provide a cleaner look as part of the Digital Front Door umbrella.

Outcome

Ongoing

Danville Clinic Move 2022– Present

Manage the move of two substantial sized clinics with multiple service lines

Project Team: Telecom, Facilities, IT, and building managers

We are moving numerous departments to include a surgical center into a new building in Danville.

Outcome

Ongoing