Curriculum Vitae

Mark K. Schneider

Office Address: MedStar Health, 10980 Grantchester Way, Columbia, MD 21044

Office telephone: 410-772-6575

E-mail address: mark.k.schneider@comcast.net

PROFESSIONAL EXPERIENCE

MEDSTAR HEALTH, Columbia, MD   2006 - Present

Vice President, Corporate Information Technology

Responsible for directing the software procurement, implementation and support for MedStar's hospitals, clinics, insurance business, pharmacies, physician offices, and research organizations. Balancing the driving forces of federal regulations, rapidly changing technology, changing clinician expectations, patient safety, data security and tightening budgets, Mark has staged and driven the development of electronic medical records (EMRs) within this $5B organization. This has involved careful planning to map to organizational business strategy, the need to both protect and leverage the new data stores, and to connect to other EMR's inside and outside the organization. As a result of his efforts, MedStar Health has been recognized for the thirteenth time as one of the nation's MOST WIRED according to the results of the 2018 Most Wired Survey in the July issue of Hospitals & Health Networks magazine.

BROWN UNIVERSITY, Providence, RI   2012 - Present

Adjunct Professor in Healthcare Leadership

Developing and teaching master's degree course in Healthcare Information Technology for. Brown University's Executive Master of Healthcare Leadership program.

CRISP, Columbia, Maryland   2013 – Present

Executive Committee of the Board

Serving as Board Member and Executive Committee Secretary for the Chesapeake Regional Information Systems for Patients (CRISP) the Maryland Health Information Exchange (HIE)

Board Chair

2016 – Present

Serving as CRISP Board Chair for the District of Columbia Health Information Exchange (HIE)

GE/IDX, Boston, MA   1999 - 2006

Vice President, Implementations – Flowcast

Assumed responsibility for 150-person national implantation team and revitalized the function.   Developed customer metric focused approach and methodology.   After 2 years had reduced departmental cost by nearly a third, increased quality measures and customer satisfaction measures by 25% and increased staff utilization from 56% to 80%. Overhauled staff training services adding health care business knowledge and process management skills to base.

Participated, as member of Executive Operating Committee, to set product and market direction. Managed organizational re-structuring, managed executive customer relationships and directed intra-organizational initiatives to facilitate resource sharing and process standardization.

Vice President, Implementations – Information Systems

Directed the replacement of all major IDX business systems with a new ERP system from Oracle. This $40 million 3-year effort involved changing the HR, Financial and Operational Systems while building a scalable base for future growth and international expansion. Post implementation work involved linking the new tools with six sigma projects and process change.

ACCENTURE, Wellesley, MA   1996 - 1999

Senior Manager, Strategy Practice

Developed methodologies and tools for Information Technology (IT) alignment, IT arbitrage and IT contribution to top-line growth as part of Information and Technology Strategy group.   Project work focused on health care and insurance clients. Project work included:

- Leading an assessment of IT for a teaching hospital and integrated delivery system. Evaluated the fit and stability of current systems to meet the teaching mission and support broader role in integrated delivery.

- Managing the development of an information technology strategy for one of the Northeast largest managed care organizations, linking, for the first time, each of the operating divisions. The strategy provided both individual and combined technology and application plans.

- Directing a series of IT planning projects for a leading mid-western integrated delivery organization and HMO. The IT plans included a new IT sourcing strategy for the insurance group and the first integrated IT plan for the 14 hospitals and 60 clinics.

ARTHUR D. LITTLE, INC., Cambridge, MA   1988 to 1996

Manager, Health Care Practice

Managed the Health Care IT practice and staff. Project work focused on information technology strategies for hospitals, and health care market strategies for information technology vendors. Representative projects include:

- Directing a multi-year information planning effort for a $4 billion health care company with 75 hospitals. This enterprise-wide effort developed a comprehensive set of integrated architectures, designed a migration plan, and facilitated the initial stages of governance change and plan implementation.

- Developing a U. S. health care market strategy for a large computer manufacturer. Determined the competitive position of other hardware manufacturers. Examined health care opportunities for the product in Europe and the Far East markets.

- Designing and managing a business process redesign effort for 16government hospital Healthcare applications, and recommended an integration strategy to provide for the long-term needs of the institution.

- Directing a comprehensive evaluation of the national effect of telecommunications in health care. Created an economic model to assess cost reductions and documented the impact on quality and access.

- Managing a system planning effort for a national chain of clinics. Defined the systems architecture to integrate over 120 separate locations throughout the U. S.

Corporate responsibilities included unit/practice management, re-design of the firm wide Information Planning Methodology, re-design of the national and international training curriculum for manager and director training.

FIRST CONSULTING GROUP, Atlanta, GA   1984 to 1988

Director, Southeast Region

Established first two offices outside California for this young Health Care Systems Consulting firm and helped develop their information planning methodology. Project work included:

- Managing financial systems implementation for Multi-hospital group in the Mid-Atlantic region. Designed implementation strategy and managed the on-going software customizations and operations conversion.

- Developing information strategy and architecture for a large midwestern teaching hospital and associated health system. Drove the strategy through board and and administrative education. Guided clinical and financial system selection and vendor negotiation.

- Designing a product and market strategy for an international text and voice management company to increase penetration of the health care market.

KSA/HAMILTON ASSOCIATES, Atlanta, GA   1979 to 1984

Senior Consultant

Led systems planning and systems development projects for a number of international firms. Clients ranged from the world's largest hotel chain to English shirt manufacturers and Mexican infant accessory producers. Projects ranged from process re-engineering and system specifications to planning and implementation.

EDUCATION

CORNELL UNIVERSITY, Ithaca, NY

JOHNSON SCHOOL OF MANAGEMENT   1979
Master of Business Administration, concentration in finance.

SLOAN INSTITUTE OF HEALTH CARE ADMINISTRATION   1979
Certificate in Health Care Administration.

UNIVERSITY OF ROCHESTER, Rochester, NY

Bachelor of Arts, Biology   1977
Bachelor of Arts, Psychology   1977

PUBLICATIONS (representative sample)

- Patient Care Information Systems, Schneider, M., Drazen, E., Metzger, J., Ritter, J., Springer Verlag, 1995

- Journal of the Society for Health Systems, "Health Care Delivery in the Future: Virtual Organizations and Process Redesign", Schneider, M., Nobel, J., Vol. 4, No. 2, 1993

- Spectrum, "Networking in Health Care: Implications, Obstacles, and Trends", Schneider, M., December 1988

PRESENTATIONS (representative sample)

- Healthcare Information and Management Systems Society (HIMSS) San Diego, Ca., March 3, 1993, "Business Process Redesign to Optimize Information Systems Value"

- Healthcare Information and Management Systems Society (HIMSS) San Francisco, Ca., Feb. 13, 1991, "A Response to the Study on Improving the Patient Record from the Institute of Medicine"

- Harvard University School of Public Health, Software Grand Rounds, June 2,1994, "Bedside Information Systems"

- Massachusetts Institute of Technology, MIT Enterprise Forum, June 22, 1993, "Measuring Benefits of Telecommunication in Healthcare"

- Cornell University, Health Executives Development Program, May 12,1995, "Information to Support Integrated Care Delivery"

- Healthcare Financial Management Association, Palm Beach, Fl. Dec. 8, 1992, "Benefits Realization Through Business Process Redesign"

- First Annual International Conference on Telemedicine, Norway, May 1993, "Economic Impact of telecommunication on US Health Care"