

Tuvalu Polu

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Health information technology professional with over eight years of experience in the health IT space. Success in leading complex technology projects and upgrades. Provides workflow direction and execution of strategic initiatives. Solid understanding of health tech applications and their impact on clinical and business operations.

- Design & implementation of health technology, patient portals and clinical mobile applications
- Expertise in clinical software, medical billing and coding, and healthcare audit controls
- Professional aptitude for software applications, systems testing and documentation
- Experience building, leading and supporting technical teams and interfacing with stakeholders at all levels across the organization

SKILLS & EXPERTISE

Electronic health record systems, health informatics, systems administration, health data standards and terminology (HL7, FHIR, SNOMED, HCPCS, CPT, RxNorm, LOINC), change management, regulatory programs (MIPS), healthcare operations, clinical workflows, healthcare regulations, project management, customer service, requirements gathering, user stories

EXPERIENCE

Stanford Health Care, Stanford, CA

2023 - present

Lead Clinical Systems Analyst

- Implement electronic health care record for >30,000 employees in the employee health and occupational health space across Stanford Medicine
- Design and build clinical workflows to administer >10,000 seasonal vaccines annually to Stanford Medicine healthcare workers

Color Health, Burlingame, CA

2022 - 2023

Partner Manager

- Manage portfolio of strategic laboratory partnerships and vendors which process 320,000+ COVID-19 tests per month
- Maintain an average turnaround time for test processing <24 hours
- Facilitate integration, risk assessment, incident management and onboarding of partners/vendors with internal teams (engineering, product, client services, quality and supply chain)

Stanford Health Care, Stanford, CA

2018 - 2022

Lead Clinical Systems Analyst

- Implemented workflow and technical optimizations for internal electronic consultation (E-Consult) platform resulting in ~80% avoidance of unnecessary referrals
- Lead technical build to integrate vendors and external healthcare facilities with Stanford Health Care's E-Consult program, offering access to more than 20 medical specialties

Senior Clinical Systems Analyst

- Lead rapid technical implementation of outpatient clinical video visits during COVID-19 pandemic driving utilization rate from less than 4% to more than 75%
- Defined video visit road map and prioritized the backlog of technical work to optimize video visit experience resulting in 90%+ patient satisfaction
- Launched electronic consultation (E-Consult) platform for more than 18 medical specialties (500+ E-Consults orders placed per month)
- Worked directly with administration, clinical operations, application and technical teams, training and vendors to facilitate acceptance and release of new health record tools (~2.4k clinical users) and patient portal application features (~1.1m patients enrolled)

Clinical Systems Analyst

- Lead cross-functional application teams as Application Project Manager (6+ team members) to open new outpatient clinics (8 sites / year) across the Bay Area
- Owned and managed clinic implementations through quarterly sprints, status meetings, reports; identified risks and tracked issues through to resolution
- Collaborated and liaised with clinical, business and operational leaders, subject matter experts and IT partners to enhance and maintain software applications

The Queen's Health Systems, Honolulu, HI

2016 - 2018

Information Technology Analyst

- Instrumental in implementing clinical application tools such as robust wellness and chronic disease registries, order entry tools and alerts, and driving the adoption rate of new application features from 30% to more than 70%
- Scoped requirements, analyzed workflow, designed, developed, built, tested and implemented health record application features used across 80+ outpatient sites
- Collaborated with leadership, clinicians, vendors and ancillary teams to improve clinical workflow efficiencies and drive health record application functionality

Hawaii Pacific Health, Honolulu, HI

2013 - 2016

Business Systems Analyst

- Reviewed and translated requirements from user interviews, job shadowing, document analysis, user stories and scenarios into workflows within the health record, patient portal and clinical mobile applications
- Developed detailed product requirements, defined user capabilities, specific functional specifications, conducted data analysis and produced reports to ensure alignment between technical, clinical and business stakeholders

Technician

- Owned and managed effort to replace medication barcode scanners across clinical areas resulting in reduced medication errors and a 98% rate of compliance
- Lead enterprise-wide operating system upgrade resulting in cost savings from reduced maintenance and support, and higher productivity levels for clinical staff
- Managed computer systems, peripherals, networked devices and business applications; key player in tech vetting, procurement, configuration and deployment

EDUCATION

Master of Advanced Studies, Health Informatics
Arizona State University, 2019

Master of Business Administration, General Business
Chaminade University of Honolulu, 2012

Graduate Coursework, Public Health
University of Hawaii at Manoa, 2016

Bachelor of Arts, Biology
University of Hawaii at Manoa, 2008