Stacey S. Hairston

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EDUCATION
Saint Louis University, St. Louis, MO
- Master of Health Administration, May 2004
- Bachelor of Science in Health Information Management, May 2000
  Magna Cum Laude

CERTIFICATION

- **Registered Health Information Administrator** (RHIA), October 2000

TEACHING EXPERIENCE

August 2012 –
Present

St. Louis University, St. Louis, MO
Adjunct Professor, Health Informatics & Information Management
- Design and teach *Introduction to Health Informatics* classes for first-year master students.
- Conduct conferences with students for each major paper assignment to address questions and progress.
- Emphasize fundamental concepts and activities of information technology as applied to health care.
- Use online learning management systems to organize content and communicate with students outside of class.
- Utilize a course blog to encourage informal discussions of reading material outside of class.

PROFESSIONAL EXPERIENCE

August 2009 –
Present

St. Louis Children's Hospital, St. Louis, MO
Senior. Planning Consultant
- Develop business plans for hospital departments and pediatric clinical service lines.
- Address strategic, operational, and financial challenges with individual departments to increase revenue and market share as well as improve patient satisfaction.
- Mange and coordinate all planning activities related to various clinical service lines.
- Monitor volume reports and develop monthly executive summaries.
- Act as administrative liaison with Medical Director/Chief of clinical service lines.
- Assist in the development of marketing plans to meet volume targets.
- Facilitate meetings with the hospital leadership group (administrators, nurses, and physicians).
- Develop volume forecasts for the hospital budget.
- Supervise and assign projects to department interns.
- Serve as committee member for the Diversity and Inclusion Council, Employee Resource Allocation Committee, and Capital Budget Committee
- Facilitate diversity training course for new hires, and monthly Toastmasters Club meetings
- Completed BJC Healthcare Cultural Competency Course Work

November 2007 –
July 2009

St. Louis Children's Hospital, St. Louis, MO
Planning Consultant
- Developed and monitor monthly management reports for hospital's senior leadership team.
- Coordinated data collection to capture market share and financial trend analysis for clinical service lines as well as market segments.
- Provided market and financial data analysis support for business planning activities of pediatric clinical programs and services using SAP-Business Objects Application.
- Served as liaison to Information Systems and support maintenance of hospital decision support system.
- Performed and monitored key indicators of market forces, demographics and geographic that impact pediatric clinical programs.
- Performed ad hoc analysis related to specific pediatric region, hospital services or programs and assist in completion of national and state surveys.

September 2006 – October 2007	**Accenture**, St. Louis, MO *Consultant*

- Reporting team lead in Health Informatics area supervising a team of 2 - 5 individuals.
- Provided input in outlining the deliverables and staffing needs for reporting scope of work.
- Gathered and perform an analysis of identified reports based on completed business requirements document for reporting classification (internal/external, etc).
- Identified the reporting needs for the functional areas (Provider Data Management, State Reporting, ect.) based on interviews and document reviews.
- Records lead, coordinated knowledge management, including posting of documents to internal web portal and gathering permanent records to fulfill records management requirements.
- Gathered business requirements through SME interviews and review of current system documentation.
- Developed use cases, process flows, context diagrams, and leading walkthroughs with developers.
- Provided project PMO support by scheduling meeting, documenting meeting notes, and capturing project risks and issues.

June 2005 – August 2006	**Accenture**, St. Louis, MO *Business Analyst*

- Team lead in development for the Vendor tracking/audit process used to measure performance of vendors
- Documented overall training for call center, premium billing, and enrollment/eligibility functional areas.
- Identified and developed business requirements and process flows for fulfillment operations, and policy/procedures for call center operations.
- Provided project management support for Medicare Part D workgroups
- Documented requirements in use cases to a level to be understood by developers; includes related documentation such as visual flow diagrams.
- Facilitated walkthrough sessions with developers and provided ongoing support to technical resources throughout the build and testing stages.
- Developed test conditions / expected results based on the application requirements

March 2005 – May 2005	**Capgemini**, Clayton, MO *Staff Consultant*

- Developed Operating Model of Vendor and Client interfaces, in addition to identification of process functions between the client and vendor for Medicare business
- Performed Request for Proposal (RFP) analysis of potential vendors responses by creating a scoring matrix to generate a final vendor(s) selection for outsourcings Medicare operations
- Developed pricing model for vendor comparison and contract negotiations for Medicare business

September 2003 – February 2005	**Blue Cross and Blue Shield of Missouri**, St. Louis, MO Quality Management Compliance Specialist

- Coordinated data abstraction activities and clinical review for HEDIS reporting
- Interpreted and analyzed data from various sources to identify QI interventions
- Formulated various written reports and presentations for internal customers
- Performed training and education to temporary staff

May 2000 – August 2003	**Blue Cross and Blue Shield of Missouri**, St. Louis, MO Sr. Clerical Associate, Quality Management

- Supported development and implementation of disease management programs
- Analyzed and compiled data sets for HEDIS reporting
- Formulated specifications and process flows for disease management program functions