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Areas of Expertise

- Health Administration Consulting
- Project Management and Implementation
- Product Management
- Requirements Management
- Presentations
- Technical Pre and After-Sales

Professional Experience

- 2010 - **Intersystems Corporation,** UNITED KINGDOM
Niche Software Development Company focusing in Health Information Systems
Subcontracted as Health Information Systems Consultant in NHS projects
- Participating in the following projects:
- WALES NHS, Laboratory Information Management System (LIMS), Implementation, Systems Training, Support
 - UK NHS, Lothian. Hospital Information System (HIS) implementation & systems training
 - UK NHS, Jersey. HIS implementation & systems training
 - UK NHS, Lanarkshire. Both HIS and Laboratory Information System (LIS) development, implementation & systems training
- 2010 - 2011 **Erasineio Hospital** ATHENS, GREECE
Technical Consultant
- Being hired as a Technical Consultant for Erasineio Hospital, undertook the following tasks:
- Define and document the Hospital Administrative and Clinical Workflows
 - Analyze processes and compose the Request For Proposals for the Integrated Hospital Information System (HIS)
 - Manage Procurement and the following Implementation
 - Participate in the Quality Management Committee
- 2009 - 2011 **Athens Technical School (TEI),** ATHENS GREECE
Faculty of Health Care and Social Units Administration,
Teaching the course of “Databases and Multimedia in Health”
- 2001 - 2010 **International Online SA (IOL),** ATHENS, GREECE
Niche Software Development Company focusing in Health Information Systems
Vice President, Head of Health Information Systems Department
- Introduced new standards in business re-engineering and organization for International Online, using information technology tools, such as Mindjet Mindmanager and MS Project.
 - Directed the redesign of the company's ISO System, focusing in the areas of business logic and customers' support. Optimised, improved and designed new add-ons in the areas of process tracking and reporting.
 - Collaborated with Trak Health Australia and Italy for ongoing product improvement, upgrade and evaluation.
 - Worked as a consultant for SBSI-Portugal, in the area of restructuring and reorganising health related business. SBSI directs the SAMS-services of medical assistance, one of the most important Portuguese private health organization.
 - Worked as a Consultant for the Athens Water Supply and Sewerage Company's (EYDAP SA) Health and Insurance related activities. EYDAP SA, is the largest company in Greece operating in the water market.
 - Coordinated as a project manager the installation of the Health Information System of EYDAP SA health organization, the first multi-site installation of TrakCare product worldwide.
 - Worked as a project manager in the installation, parameterization and support for the Olympic Polyclinic's HIS, for the Greek Olympics of 2004.
 - Worked as a Consultant in the implementation of a Laboratory Information System (LIS) in Saudi Arabia, Sultan bin Abdulziz Humanitarian City – SBAHC Hospital.
 - Worked as a project manager for several other projects of IOL, with a special interest in the area of Procedures and Data Analysis. Among them Mitera Maternity Clinic, Metropolitan Hospital.
- 2004 **Argos Technical School,** ARGOS, GREECE
Technical Training Institution
Teaching the course of “Health Organization and Administration”
- Teaching the subjects of:
- Databases

- Introduction to Health Information Systems I & II
- Health related institutions' Administration & Organization
- Health Information Systems, Project Management and Analysis
- Telemedicine

2000 - 2001 **TrakHealth Pty. Ltd,** SYDNEY, AUSTRALIA
Niche Software Development Company focusing in Health Information Systems
Health Information Systems Consultant

Worked as a representative of TrakHealth in Greece. Made contacts on behalf of TrakHealth for their introduction into the Greek market. Led the implementation of their first business project, the Laboratory Information System of Metropolitan Hospital, in Faliro, Greece.

1998-2000 **Athens Euroclinic Hospital,** ATHENS, GREECE
Private Clinic
System Administrator and Data Quality Assurance

- Quality Control of data entered into the HIS of the clinic
- System Parameterization
- Support and Training for more than 50 users, of varying competency (from clinicians to accountants and administration)
- Logging and monitoring of problems of the HIS developing company

2000 - 2009 **National and Kapodistrian University of Athens,** ATHENS, GREECE
Faculty of Nursing
Partner, MSc in Health Organization and Administration

Introducing the subject of Health Information Systems and Medical Record, to post graduate students of the department

1994 – 1996 **Greek Union Against Children Diabetes,** ATHENS, GREECE
Non Profit Union for the training and support of diabetic children and their parents
General Secretary of the Union

Worked as the Secretary of the Union. Organized union's congresses, maintained a contact to the diabetic children and their families, designed and implemented the information system of the union, using MS Access and related reporting tools. In 2005 the system has still been used by the former secretary of the union.

Education

2006 - **National and Kapodistrian University of Athens**
PhD Student, Supervision: Professor John Mandas
Focus area: IT Supported Clinical Decisions

2000 **National and Kapodistrian University of Athens – Piraeus University,**
MSc in Health Organization and Administration, Supervisor: Professor John Mandas

1991 **UNISYS RELATED INSTITUTIONS, MADRID, SPAIN**
European Comett II Project,
Focus area: IT Assisted Nursing – Protocols in Nursing

1989 - 1994 **National and Kapodistrian University of Athens,**
Faculty of Nursing

Other Experience

2005 **Lloyd's Register of Shipping & Industrial Services S.A**
Participated Course: ISO/TS 16949 internal auditor

2003 **TRAKHEALTH Pty. Ltd, Milano, Italy**
Participated Course: IMPLEMENTATION OF HIS IN WEB ENVIRONMENT II

2002 **TRAKHEALTH Pty. Ltd, Sydney, Australia**
Participated Course: IMPLEMENTATION OF HIS IN WEB ENVIRONMENT I

Skills

- Special interest in Reengineering – Organizing, using IT assisted methods
- Interested in empowering management using Reporting Tools (eg. Crystal Reports 10+)
- Entry level in PRINCE2 management methodology

Languages

Greek (mother tongue), English (Fluent)

Published Studies - Congresses

- "Standardisation in Health Information Systems", 2004
- "DICOM III standard in Digital Health", University of Athens, 2000
- "7th National Congress of Nursing", GNA Air Force Hospital, 1997
- "IT assisted Nursing", International Congress of Nursing, 1991

Interests

Scale Modelling (SIG: WW II, propellers), **Creative Writing, Ping Pong, Travel, Reading** (History, Popular Science, Business, Science Fiction & Fantasy), **Cinema.**

Most Important Health Related Projects

UK NHS – United Kingdom National Health Service

The National Health Service (NHS) is the shared name of three of the four publicly funded healthcare systems in the United Kingdom. Only the English NHS is officially called the National Health Service, the others being NHS Scotland and NHS Wales.

Intersystems Corporation has undertaken the project of implementing the Health Information System of the NHS.

Since 2009 I have my own consulting company (VISIONWARE) and as such I have been subcontracted to offer my services in the processes of development, implementation and training.

I participate in the projects of NHS Scotland (PMS) and NHS Jersey. The project is still in progress, therefore no further information can be distributed.

SBSI - Portugal

SBSI-Portugal is the biggest Portuguese Union, representing more than 50.000 members of the Bank sector from Covilhã to Azores. They have their own Health Private Sector (SAMS-SBSI), consisting of one Hospital in Lisbon, and twenty Outpatient clinics scattered across Portugal and Azores.

In 2002, IBM bid and won their tender for a centralized IT solution for SAMS-SBSI health services. After five years, IBM abandoned the project, leaving SAMS with a partially operational software and many backlogs.

I have participated in the initial talks, which led to a contract between IOL and SAMS. IOL took over the project in 2006 with main goals to provide a fully functional Electronic Patient Record (EPR) and to solve billing related issues. At that time, I was the project manager for both.

Completing the EPR proved to be a rather laborious and complex project, involving more than 150 man-days of consulting services, creating an income of more than 200.000€ for IOL per year.

Billing project is still into progress.

This project demanded negotiating and mediating skills, as well as working under pressure, meeting demanding deadlines.

Sultan bin Abdulziz Humanitarian City – SBAHC Hospital

The Humanitarian City is a rehabilitation hospital, funded by the Saudi Arabian royal family, which focuses on meeting the unique needs of various disabilities and illnesses with the goal of returning the patient to community at their highest functional level.

I have participated in October 2004 as a consultant, providing knowledge in areas such as “Machine to LIS” connectivity, security, Lab Procedures and Implementation Methodologies for the fresh recruited system administrators of the hospital.

This project was undertaken in a very difficult period in time, only a year after the second gulf war. Everyone coming from “outside” at that time, was considered as being or bringing troubles. Even more difficult was the adjustment to the local ethics and rules, even for such a short period of time.

The project was completed in budget and in time.

Olympic Polyclinic

Olympic Polyclinic in Thrakomakedones was the hospital founded in order to provide health services for the Olympic 2004 athletes.

The most important task was the co-ordination of the project where numerous organizations and companies participated. This was made even harder by the fact that the final data for the implementation, as well as the people to be trained, were provided nine days before the beginning of the Olympic Games.

The starting agreements were made between the building constructor, DEPANOM (government institution for public hospital foundation), 2004 Olympic Games Comity and IOL. This process demanded organizing, co-ordinating but also negotiations skills.

After the games, IOL's success was presented by Intersystems Pty and TrakHealth Pty. as a case study of exceptional performance in UK and AUS.

I have participated in the starting agreements of the project that led to the contract, and continued as the project and operations manager for the period of Olympic and Para-Olympic Games.

Mitera Maternity Clinic

In November 2003 Mitera Maternity Clinic reengineered their laboratories. In parallel they collaborated with IOL into implementing a new Laboratory Information System (LIS).

Key issue of this process was to cut down lab expenses, control stock and consumption and prepare the labs for the following ISO Certification.

I participated as a consultant and project manager, finishing the implementation project by the end of 2004.

Following this preparation process, Mitera Clinic became ISO Certified only a year after.

Euroclinic of Athens

Euroclinic in 1997 was the first Greek Clinic to implement an integrated IT solution, covering both administration and clinical processes. The solution was provided by TrakHealth Pty. Ltd. from Australia.

I have participated in the foundation group of specialists, a team of five people with expertise in Health Administration, Health Services, IT and Economics.

I had a six months installation, support and user's training that was mainly held in Greece, but I have also participated in training courses in Sydney, Australia and Milan, Italy.

After Euroclinic started operations, I became the system administrator, but also the data entry and quality auditor. I left the project in 1999.