

SUMMARY

Make Healthcare Better, Make Healthcare Easy

Mission driven, innovative HIT leader leveraging sustainable digital strategies to improve population health, patient experience and provider experience while managing cost. Committed to integrating HIT best practices creating new integrated operating models for digital health through new structure, process, people and technology. A member of the CHIME Public Policy committee. An Epic Emeritus member. An expert on HIT regulatory and interoperability environments required for digital health.

A successful 30-year CIO career across academic, not-for-profit, public, pediatric and community health organizations with the last fifteen years focused on population health for integrated delivery organizations. HIT career differentiated by an in-depth knowledge of healthcare with additional leadership roles in consulting, nursing, revenue cycle, HIM, research, data management.

Committed to modernizing our infrastructure for efficiency, resiliency, security through forging new service models for cloud, digital development, artificial intelligence, robotic process automation, and interoperability.

PROFESSIONAL EXPERIENCE

INTEGRATE HEALTH LLC, Chicago, IL / Principal	2022 –present
STARBRIDGE ADVISORS LLC / Advisor	2022 - present
EPIC SYSTEMS, Verona, WI / Epic Emeritus	2022 - present
CARE MESSAGE, San Francisco, CA / Technical Advisory Board	2024 - present

Digital strategy into operational excellence. Senior Advisory Services for health systems, payers and technology partners on strategy, structures, processes, people, and technology needed for new digital population health strategies and hybrid care models aligned with payer contracts and benefit plans. Epic Emeritus Leader.

PRESBYTERIAN HEALTH SERVICES, Albuquerque, NM	2019 – 07/22
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Presbyterian Healthcare Services (Presbyterian) a not-for-profit system of hospitals, a health plan, and a growing medical group. One of America's top 10 integrated delivery networks comprised of a nine-hospital system, a multi-specialty physician group, and the largest health insurance plan in New Mexico serving more than 750,000 New Mexicans under an at-risk value-based care model.

Senior Vice President and Chief Information Officer

Reporting to CEO. Strategic, operational and security technology plans for enterprise digital transformation plans. Organization strategy, structure, operations, service and governance aligned to leverage digital transformation and payer provider integration across foundational platforms (Epic/HealthEdge). CISO reporting to SVP CIO.

- Payer/Provider telehealth and telemedicine strategy implemented for primary and specialty care: virtual for rural consults (Behavioral Health, Cardiology, Urology, Neurology and Gastroenterology); primary care video or asynchronous visits; at-home remote visits; Hospital at Home for chronic conditions; Virtual First benefit plan.

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- Consumer Next Generation Digital Front Door integrating member and patient experiences; facilitating unified access and navigation to the correct modality of care; Omnichannel call center transformation.
- Real time data and interoperable 360 patient views between the delivery system and the plan: clinical data exchange, ADT notifications, claims and payer derived insights.
- Top quartile quality measurement program with real time quality monitoring at the point of care.
- Hybrid cloud modernization strategy (20% cost efficiency) driven by business goals, application rationalization, security, TCO and service integration.
- Established sustainable Information Security Program, Capability Maturity Model Integration (CMMI) rating to 3.1 and SOC2 compliance.
- CHIME (2022) Most Wired Level 8: Acute and Ambulatory

RUSH HEALTH, Chicago, IL

2015 – 2018

Recognized clinically integrated network (CIN) responsible for commercial and governmental fee-for-service and value-based care contracts covering 1,700 providers and four hospitals including Rush Oak Park Hospital, Rush Copley Medical Center, Riverside Medical Center and Rush University Medical Center affiliated with Rush University. Contracting, network, provider, quality, care, analytics and information technology services.

Chief Information Officer

Transformational leader implementing population health information technology plans transitioning from fee for service to value based care reimbursement across all commercial and governmental contracts.

- Epic optimized for practice transformation, value-based care and a virtual care strategy concurrent with care redesign methodology (defining populations, stratifying risk, providing access, engaging patients, managing care and measuring performance). implemented to support new care redesign workflows and follow up at the point of care.
- Robust data management and analytics platform ingesting all financial, performance, clinical data from payers. Payer and performance marts deployed with business intelligence tools across performance domains: quality, care coordination, patient experience, resource utilization, provider engagement and financial. Platform support provider incentive program with commercial payers.
- Contract modeling and management system used to model, manage and reconcile all payer contracts across the CIN.
- Quality metric build and validation program with real time dashboards increasing quality performance and incentive payments to members. MACRA MIPS QPP service program in place for all providers. Epic top performer recognition.
- Integrated centralized care management system built with Epic's Healthy Planet population health tools and interoperable with payer data and HIE; optimized EHRs to support new Medicare and Medicare Advantage program requirements.
- Population health governance integrating clinical and quality governance with information technology, innovation and workflow redesign.
- Private HIE connecting EHRs and triggering real-time transitions of care notifications to care management and practice teams.

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ACCESS COMMUNITY HEALTH NETWORK, Chicago, IL

2009 – 2015

One of the nation's largest federally qualified health center (FQHC) networks providing primary and preventive care in 35 community health centers serving more than 175,000 patients with multiple hospital, specialty, behavioral health and community service affiliated partnerships. Formed Medicaid Accountable Care Entity transitioned to BC/BS.

Chief Information Officer

Recruited by the CEO to implement the organization's first HIT department and capital plan. Implemented technology infrastructure and new applications and data management environment: Epic EHR/practice management, enterprise resource management, credentialing, managed care, Microsoft 365, public and intranet sharepoint sites, and enterprise data warehouse:

- Formed the first Information Systems Department; transitioned from outsourced services; recruited and trained 60 employees; implemented project and portfolio management; and implemented an integrated governance structure supporting clinical transformation and HIPAA compliance across the organization.
- Transitioned and formed a new Revenue Cycle department from outsourced services while implementing Epic Professional Billing (2011- 2012). Transitioned to Finance once complete. Recruited and trained 50 employees.
- Infrastructure plans supporting an offsite data center, network, unified communications, back up and business continuity plans with disaster recovery across 40 practice sites.
- Implemented Epic's ambulatory electronic health record, patient management and managed care systems; received Stage 6 Ambulatory EMRAM and PCMH certification across all health centers.
- Designed and implemented Medicaid Accountable Care Entity (ACE) Population Management and Managed Care HIT strategy leveraging Epic's Tapestry managed care system for 100,000 managed care lives.

COOK COUNTY HEALTH AND HOSPITALS SYSTEM, Chicago, IL

2006 – 2009

One of the nation's largest public health systems with seven affiliates: 3 hospitals, a community health network, a correctional infirmary, an outpatient infectious disease center and a public health department.

Chief Information Officer

Reporting to the CEO. Management contract with ACS Healthcare Solutions to manage system-wide information system resources across four employment organizations (150 employees).

- Centralized Information Systems organization and budget consolidating 4 decentralized IS departments; implemented bureau-wide Information Systems governance structure and strategic plans, deployed professional development and recruiting strategies, standardized policies and procedures, and reported status to the CCHHS Board of Directors.
- Optimized revenue cycle and process improvement eliminating one million outpatient suspended bills and increasing diagnostic reimbursement by 600%.
- Implemented Cerner Electronic Health Record at Provident Hospital and the correctional infirmaries.

HEALTH CARE CONSULTING / RESTAURANT OWNER, Chicago, IL

1996 - 2006

Professional redirection into part-time, self employed healthcare consulting and restaurant management (family owned Hi Ricky Asian Noodle Shops) to focus on family and caring for critically ill parents.

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ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL, Chicago, IL **1990 - 1996**

Top pediatric provider in the Midwest with an academic training and residency affiliation with Northwestern University Feinberg University School of Medicine.

Chief Information Officer and Vice President

Strategic and operational information services leader responsible for 150 employees in 3 departments: information technology (HIT), health information management (HIM), and academic information management. Implemented a 5-year information technology capital plan including hospital, pharmacy, laboratory, critical care electronic record, tele-radiology and tele-echocardiography systems.

FIRST CONSULTING GROUP (acquired by CSC), Chicago, IL **1987 - 1990**

Senior Manager 1988-1990, Manager 1987-1988

PRICE WATERHOUSE (now part of PwC), Chicago, IL **1985 - 1987**

Manager 1986 - 1987, Senior Consultant 1985 - 1986

RUSH UNIVERSITY MEDICAL CENTER, Chicago, IL **1979 - 1985**

Systems Analyst, Medical Decision Support Systems 1984-1985

Research Coordinator, Department of Digestive Diseases 1981 - 1984

Pediatric Intensive Care Nurse 1979-1981, Charge Nurse 1980-1981

EDUCATION, LICENSURE

College of Healthcare Information Management Executives

Certified Healthcare CIO

DePaul University, Chicago,

Master of Science, College of Computer Science

Rush University, Chicago

Bachelor of Science, College of Nursing

PROFESSIONAL AND COMMUNITY ACTIVITIES

Healthcare

College of Healthcare Information Management Executives (CHIME) Founding Member 1992-1997, 2006- present, CHIME Public Advocacy Committee 2018 - present.

Health Information Management Systems Society (HIMSS); Senior Member 1986 - 1996, elected to Nominating Committee, 1996, Member 2007- present.

State of Illinois Healthcare Information Exchange Advisory Council Member (IL-HIE) 2009 - 2011; reappointment 2011-2014.

MetroChicago HIE Advisory Member, 2011 - 2014.

Illinois Medicaid HIE Work Group, 2009 - 2014.

Illinois HIE Telehealth Work Group, 2010 - 2012.

Board of Directors, Near North Health Service Corporation, 1992-1994.

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Community

Planning Commission, Village of Michiana, Michigan. 2005 – 2008; 2011- 2018; 2024- present.

Advisor, Medicine Box, 2019 – present.

Board of Directors, New Mexico Technology Council, 2019 – 2022.

President, Parent’s Association, Near North Montessori School, 1996 – 1998.

Community Representative, Local School Council, Drummond Elementary School,
Chicago Public School System, Chicago, 1989- 1997.

PRESENTATIONS

"Digital Healthcare Innovations." Experience IT, New Mexico Technology Council, Albuquerque, NM, Nov. 4, 2021.

"Managing Innovation and Cost in Healthcare IT- a CIN Perspective." Citius Tech HIMSS 2018 Power Breakfast, March 7, 2018.

"Why Clinically Integrated Networks Need a New Way of Working To Succeed In Population Health." CHIME Fall Forum, San Antonio, November 2, 2017.

"Payer/Provider/Pharma Collaboration and the Critical Role of IT as Change Agent." Greater Chicago HIMSS Chapter Conference, Chicago, IL, October 5, 2017.

"Making IT Work with Health System Priorities." Becker’s Healthcare IT and Revenue Cycle Conference, Chicago, IL, September 21, 2017.

"Population Health Management Across a Clinically Integrated Network." InterSystems Healthcare Leadership Conference, Palm Desert, September 11, 2017.

"Aligning your Strategy with the Power Bases inside today's Healthcare Systems." Imprivata Annual Sales Conference, Boston, January 25, 2017.

"Establishing and Maintaining Long-Term Strategic Partnerships." CHIME Partnership Education Summit, Chicago, Sept 17-19, 2016.

"Sparkling Innovation Through Health Care Information Technology." Becker’s Hospital Review Annual Meeting, Chicago, IL, May, 2014.

"Implementing an EHR to support a Patient Centered Medical (Safety Net) Home." 4th Annual National NIH CTSA Community Engagement Conference, Bethesda, MA, August, 2011.

"Integrating Behavioral Health into a Primary Care EHR. " EHR Panel, Community Behavioral Health Association, Oakbrook, IL, May, 2011.

"Outpatient Telehealth." Telehealth Panel, Leadership Greater Chicago, Chicago, IL, February, 2011.

"Meaningful Use Supporting the Patient Center Medical Home." Michael Reese Health Trust, Chicago, IL, October, 2010.

"Clinical Governance." Executive Forum, Epic Users Group, Verona, WS, September, 2010.

"Electronic Medical Record – Implementation Challenges." CIO Panel, HP Healthcare Road Show, Chicago, IL, July, 2010.

"Information System Department: Plans, Achievements and Risks." Cook County Health and Hospitals Board of Directors, Chicago, IL, April, 2009.

"Information Systems Plans, Fiscal Year Accomplishments." Cook County Board of Commissioners, Chicago, IL, 2007 and 2008.

"Disease Management in Pediatrics." CHIME Fall Forum, Fort Lauderdale, FL, Oct., 1995.

"Telemedicine in Patient Care." Illinois Organization for Nurse Executives and the Illinois Council of Nurse Managers, Oak Brook, IL, October, 1995.

"Information Service Department: Change to Meet the Managed Care Marketplace." Midwest Alliance for Nursing Informatics in Chicago, IL, December, 1994.

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“Value Added Service: CMMC Perspectives.” Hewlett Packard Healthcare Information System Group, National Sales Meeting, Texas, November, 1994.

“Chicago Children’s Information Systems Plan.” Information Systems Planning Committee, Children’s Hospital of Philadelphia, Philadelphia, PA, September, 1994.

“Moving an Information Systems Department to a Service Organization.” First Chicago Chapter, Healthcare Financial Management Association, Oakbrook, IL, March, 1992.

PUBLICATIONS

Chopra, S. and Bonello, J. (2019, March 1). How to Achieve a Return on an EHR. Retrieved from <https://www.hfma.org/topics/hfm/2019/landing-march.html>.

Bonello, J. (2013, Dec 5). Our EHR Journey: A Good to Great Analysis. Beckers Hospital. Retrieved from <http://www.beckershospitalreview.com/healthcare-information-technology/our-ehr-journey-a-good-to-great-analysis>.

Bonello, J. (2013, April 12). Moving forward with Mobile Devices. CDW Healthcare. Retrieved from <http://industryview.cdwcommunit.com/index.php/2013/04/12/moving-forward-with-mobile-devices>.

Bonello, J. (1995, December). Technology Watch: The Internet. *Healthcare Informatics*, p.58.

Bonello, J. (1995, August). Technology Watch: Videoconferencing: A Telemedicine Application. *Healthcare Informatics*, p. 62.

Bonello, J. (1994, December). Technology Watch: Physician Support.” *Healthcare Informatics*. p.55.

Newell-Bonello, J. (1984). Review of Portal Systemic Encephalopathy. *Nurse Practitioner*. Vol.9, No.7, pp. 26-37.

Jensen, D.M., Royse, V., Newell-Bonello, J., Schaffner, J., Payne, J.(1983). Determination of Amylase Isoenzymes by an improved agarose gel electrophoresis technique: results in 37 hyperamylasemic patients. *Gastroenterology*. Vol. 87, No. 5, p. 1198.

Wu, K.K.: (1984). *Pathophysiology and Management of Thrombembolic Disorders*. Illus. Bonello. PSG Publishing Company, pg. 208-209.