

Kenan Nurkanovic, MBA

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Summary

Senior Operations manager with over 25 years of experience building and implementing high-stakes solutions with excellent strategic, leadership, interpersonal, presentation, negotiation, and training skills. Extensive experience working in government, not-for-profit, and for-profit culturally diverse environments, using various technologies, design, implementation, and management of complex systems. Strong knowledge and experience in operations, security, information technology systems management, risk management, architecture, infrastructure, and technical strategy. Ethical, professional, flexible, and adept at building successful teams and committed to superior internal and external customer service.

Work Experience

Brookside Health, Vermont

Director of Operations and Compliance – Part-time

2023 - Current

- Responsible for planning and monitoring day-to-day business processes.
- Responsible for managing procurement, relationships, agreements, and negotiations with external partners and vendors.
- Review and management of financial information and operational budget to promote profitability.
- Responsible for security and compliance to ensure that the company runs within the legality of established State and Federal regulations related to privacy and security of Personally Identifiable Information (PII) and HIPAA.

J2 Interactive, Massachusetts

Account and Project Manager

2020 – 2021

- Managed multiple multi-million-dollar strategic healthcare IT software development and implementation projects for various Health Information Exchanges and Health Plans across the United States.
- Managed over 50 project employees with different backgrounds and knowledge skills and reported directly to the senior executive teams on the progress of the initiatives.
- Managed multiple payor and health information technology contracts and negotiated multi-million contracts for new deliverables.
- Successfully led the development and implementation of a CMS 9115-F compliant solution for a California Medicare Advantage Health Management Organization.
- I have led multi-million development of CMS-compliant solutions for Medicare Advantage, Medicaid, and Marketplace health plans for a payor with members in four mid-western states.

Sky Tech Solutions

Project Manager

2018 – 2019

Contract with the State of Vermont, Agency of Human Services, Department of Vermont Health Access, Integrated Enrollment and Eligibility Program (IE&E), and Common Services Program

- Managed multiple projects for the Department of Vermont Health Access, Integrated Enrollment and Eligibility Program, and Common Services Program.
- Worked with executive leadership to define organizational strategy, including goals, KPIs, and staffing plans.
- Led the project teams to achieve desired outcomes using modern software development practices (Agile development).
- Worked closely with the Agency CISO to ensure compliance with the MARS-e security standards.
- Successfully led the development, implementation, and replacement of the Enterprise Content Management system for the Vermont Health Connect from Oracle Web Center Content to Hyland OnBase. The solution will save the state millions in licensing, maintenance, and operations costs.
- Responsible for developing and implementing the replacement Business Intelligence platform for state-operated health insurance exchange.
- Brought to completion the Operational Regulatory Standardization Development Project and the Enrollment Integrity project for the Vermont Health Connect.
- Completed a selection of the Master Data Management vendor for the Integrated Enrollment and Eligibility Program. The project was placed on hold due to a lack of funding for the implementation phase.

Vermont Information Technology Leaders, Burlington, Vermont

Project Manager

Jun 2011 – Jan 2018

Responsible for project and product management, design, and team lead for the VITLs technical department and new revenue projects. Member of VITLs Design Review and Change Control Board overseeing review, approvals, and implementation at VITL and HIE infrastructure to ensure the latest best practices and technology standards are followed when implementing new technology in the Vermont Health Information Exchange (HIE).

- Managed vendor selection and implementation of VITLs Orion Rhapsody Integration Engine, Microsoft SQL Clinical Repository, and Tableau visualization platform.
- Responsible for Program management for the OneCare Vermont product line and any new revenue projects performed for the client, and successfully led the development and managed implementation of the OneCare Vermont patient member population database that brought additional revenue stream.
- Led the effort to improve the Master Patient Index matching rate for the OneCare Vermont member patients, resulting in additional revenue.
- Responsible for Program management of the State of Vermont Blueprint for Health initiatives, contractual obligations, and visual reporting to the State of Vermont on the ongoing progress.
- Managed transition of the Blueprint Clinical Registry, Vermont Blueprint for Health, from Covisint Connect to VITL Rhapsody Connect. The change enabled the continuous operation of the Blueprint for Health initiative in the State of Vermont.
- Managed implementation of the Health Language Clinical Terminology engine, enabling standardization across different medical codes.

- Led the software implementation of a connection between the Department of Veterans Affairs (VLER) and VITL to exchange medical records on 48,000 Vermont veterans.
- Led the implementation and the move of the VITLs integration engine and data repository systems from the Rackspace data center to a local Data Center in Vermont.
- Led the implementation of VITL's Data Quality Reporting and Analytics solution to be used by the Blueprint for Health and Vermont's Accountable Care Organizations.
- Managed successful implementation of the Vermont Child Health Improvement Program (VCHIP) database to help improve Vermont children's lives with adverse medical problems.
- Managed vendor selection and implementation of the Vermont Health Information Exchange Secure messaging platform used by multiple private and not-for-profit organizations throughout Vermont.

Thomas Chittenden Health Center, Williston, Vermont

Chief Information Officer

Apr 2007 – June 2011

Responsible for management and implementation of all technology projects, vendor selection for various health IT systems, vendor management, and IT budget, and served as HIPAA security officer.

- Led the implementation of enterprise Electronic Health Records (EHR) software, which improved the quality of care for all patients.
- Managed software selection, implementation, and transition to the new Practice Management solution.
- Managed software selection and implementation of a new Laboratory Information System (LIS) that improved the quality of care and increased the organization's revenue.
- Managed implementation of network and software interfaces and connection to the Vermont Health Information Exchange.
- Supervised all network equipment, Windows and UNIX Servers, Microsoft Exchange, Desktop/Tablet/Laptop workstations, and Smartphone devices.
- Led the design and implementation of data connectivity for LAN, WAN, and PBX phone systems.
- Led planning, implementation, and enforcement of network security and HIPAA compliance protocols.

Other Work Experience

- Comcast Corporation, Regional Design and Drafting Manager, South Burlington, Vermont
- Adelphia Communication, Regional Design and Drafting Manager, South Burlington, Vermont
- Adelphia Communication, Project Manager, South Burlington, Vermont
- Kabel-Net Holdings, Design Manager, Prague, Czech Republic
- Ines-Impex, Technical Manager, Doboj, Bosnia and Herzegovina

Education

- Master of Business Administration, GPA 3.92, Champlain College, Burlington, Vermont
- Bachelor of Science in Integrated Studies, Technology Management, *summa cum laude*, Champlain College, Burlington, Vermont
- Electrotechnical School, Doboj, Bosnia and Herzegovina

Certifications

- Graduate Certificate in Health Care Administration, Champlain College, Burlington, Vermont
- Inbound Marketing Certificate, HubSpot, Cambridge, Massachusetts
- Certificate of Concentrated Studies in Health Care Administration, Champlain College, Burlington, VT
- Professional Certificate in Leadership and Management, University of Vermont, Burlington, Vermont

Volunteer Experience

- 2022 – Current – Technology Steering Committee Member, NorthCountry Federal Credit Union
- 2014 – 2016 Board Member, Mount Mansfield Union School District
- 2013 – 2016 Board Member, Underhill ID School District
- 2004 – 2006 Board Member, Treetop, Inc., South Burlington, Vermont