

Clinical technology at regional scale.

THE ASSIGNMENT

Turn a fragmented post-discharge medication process into production software that pharmacists, physicians, clinical operations, and regional leaders could trust and use.

60+ pharmacists	30+ SNF facilities	Hundreds weekly cases	>\$1M saved in six months
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Clinical problem

High-risk patients leaving skilled nursing facilities needed medication reconciliation before their first primary-care visit. The work included medication history review, pharmacist documentation, therapy recommendations, PCP coordination, and follow-through.

My role

- Led workflow discovery with pharmacists, nurses, physicians, clinical operations, and regional leaders.
- Owned database design, application UI, integrations, releases, performance monitoring, vendor data coordination, and support.
- Designed access procedures, training, SOPs, dashboards, and ongoing optimization.

System

Epic-derived clinical data → Oracle SQL → Power Apps and JavaScript workflow → pharmacist documentation and PCP coordination → Power BI measurement

What shipped

- A regional clinical tracking and discharge workflow used across Kaiser Permanente Northern California.
- Structured medication reconciliation, documentation, therapy-change, and PCP approval workflows.
- Power BI reporting for adoption, intervention value, safety metrics, time per chart, and outcomes.
- HIPAA and PHI-aware role-based application and database access.

Measured impact

The workflow became a regional standard for 60+ pharmacists across 30+ facilities and hundreds of weekly cases. A related skilled nursing facility discharge program documented more than \$1M in savings within six months. Separate transition-care analytics affected 4M+ members and supported initiatives producing more than \$10M in annual savings.

Operating lesson

Clinical software succeeds when workflow, architecture, governance, adoption, and measurement are treated as one product problem.