

JAYCE ARAKAKI

GOV. MSG. NO. 504

PROFESSIONAL EXPERIENCE

HAWAII PACIFIC HEALTH

Perioperative Services – Kapiolani Medical Center for Women and Children

Business Manager (July 2020 – Present)

Oversee business/financial operations for department of 100+ staff and lead cross-functional team to achieve critical success factors directly supporting the mission of Creating a Healthier Hawaii.

Revenue Cycle Management

Sr. Analyst (April 2019 – July 2020)

Analyst (June 2015 – April 2019)

Implement processes, procedures, and systems that improve the revenue cycle from pre-admission through collection activities for maximized financial outcomes. Lead implementation of strategic and operational changes that meet objectives of revenue cycle improvement projects. Act as liaison between hospital leadership (clinical) and revenue cycle department (non-clinical) in order to resolve issues impacting revenue. Monitor and analyze key performance indicators and make recommendations for improvement. Mentor and oversee development of junior-level staff.

- **Efficiency and Revenue Improvements** – Lead system-wide initiatives for streamlining processes that delay or negatively impact reimbursement (i.e. OR invoice workflow, payer reimbursement on surgical implants, OR scheduling gaps, surgery form workflows)
- **Effective Communication and Teamwork** – Analyze and identify issues that require working collaboratively with hospital leadership to resolve. Lead discussions with various stakeholders from cross-functional areas to achieve financial goals.
- **Project Management and Analysis** – Outline and coordinate project plans to achieve improvements including project charters, timelines, resource constraints, dependencies, budget, and human capital.

RESEARCH CORPORATION OF THE UNIVERSITY OF HAWAII

Telecommunications and Social Informatics Research Program (UH TASI)

Lead Systems Analyst (Nov. 2011 – May 2015)

Work with Pacific-island stakeholders at both user and executive levels to develop policies and procedures for adoption and implementation of health information technologies. Mentor and oversee development of junior-level staff.

- **Implementation of Revenue Cycle System** – Lead the implementation of a practice management system called RPMS (utilized by the Indian Health Services) which included patient registration, third party billing, and accounts receivable modules. Overhaul billing workflows and establish electronic claims submission processes with local payers and

Medicare.

- **Implementation of Direct Secure Messaging** – Lead the implementation of the Office of the National Coordinator's Direct Secure Messaging platform in Hawaii, Guam, Saipan, and American Samoa in order to achieve federal grant requirements for health information exchange and Meaningful Use. Migrate the system from being vendor hosted to a locally hosted environment.
- **Implementation of Health Information Exchange** – Lead the implementation of a health information exchange system in Hawaii, Guam, and Saipan for the purposes of improving transition of care in clinical settings. Work directly with the vendor to manage project requirements, scope, and deliverables.

UNIVERSITY OF HAWAII

School of Nursing and Dental Hygiene

IT Specialist (May 2008 – Nov. 2011)

IT Technician (May 2006 – May 2008)

Computer Lab Assistant (Aug. 2003 – May 2006)

Started as a part-time worker during undergraduate studies and hired full-time upon graduation. Functioned as a member of an IT team that supported 100+ faculty/staff members and 700+ students. Oversaw two student workers and a part-time employee. Responsible for managing Microsoft server environment, 100+ workstations, 20+ networked devices, 4 VTC units, 24-station computer lab, and department website.

- **Public Health Nursing Technical Support** – Served as lead technical support (email, academic system, Skype, chat, video-conference, and phone) for online Master's in public health nursing program.
- **Network Applications** – Maintained Windows domain environment, managed the local area network and Active Directory. Configured Windows servers and conducted regular maintenance/backup.
- **Systems Upgrade** – Improved stability and performance of systems by conducting wide scale upgrades of Windows 98/2000 to XP Pro and 7.
- **Cloud-based Implementation** – Converted all users from Microsoft Exchange legacy email to cloud-based Gmail system. Hosted workshops on functionality of new interface, calendaring, word processing, etc. Created documentation and instructional manuals.

SKILLS SUMMARY

- Skilled in oral and written communications, including experience leading discussions with senior level management and executive leadership
- Ability to lead cross-departmental initiatives to achieve organizational goals
- Ability to lead the design, development, implementation, and maintenance of user applications, core systems, and software applications

- Skilled in financial analysis, planning, evaluating, and documenting program activities
- Ability to use Key Performance Indicators to drive organizational improvements through thorough analysis and recommendations
- Ability to prepare specifications, requirements, technical documentation, project plans, and other documentation for complex projects

EDUCATION

Executive Masters of Business Administration

University of Texas, Dallas, TX

Graduate Certificate, Telecommunication & Information Resource Management,

University of Hawaii, Honolulu, HI

Masters of Arts, Communication

University of Hawaii, Honolulu, HI

Bachelors of Business Administration, Management Information Systems

University of Hawaii, Honolulu, HI

REFERENCES

Available upon request.