

MICHAEL TIPSWORD, MHA, PMP

EHR Implementation Program Manager — Veterans Health & Clinical Systems Modernization

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Public Trust Clearance

EXECUTIVE SUMMARY

Healthcare IT program manager with an MHA and eight years inside VA and VHA health modernization, including full life-cycle delivery on VA's Cerner/Oracle EHRM program. Works at the seam between clinicians, IT engineering, and government requirements. Hands-on with EMR and PACS from the hospital side as well as the contractor side, having converted a critical access hospital from paper to electronic records end to end.

CORE COMPETENCIES

- EHR/EMR implementation and modernization
- Cerner / Oracle Health
- PACS and diagnostic imaging workflow
- Clinical workflow and patient pathway analysis
- VA / VHA program governance
- Population health program analysis
- Clinical-IT-operations stakeholder alignment

SELECTED IMPLEMENTATION ACHIEVEMENTS

- **VA Cerner/Oracle EHR Modernization (EHRM)** — Owned full life-cycle delivery across joint VA, vendor, and contractor teams; identified patient-care gaps and implemented alternate mitigation strategies.
- **Randolph Medical Center paper-to-electronic conversion** — Wrote and administered the \$2 million federal grant that funded EMR, PACS digital radiology, a purpose-built server room with fire suppression, structured cabling, new workstations, and bedside devices for nurse charting.
- **Maryland Health Insurance Exchange, Phase 2** — Advised the state CIO and cut implementation costs 15% through staffing, contract controls, and WBS realignment.
- **Rural Healthcare Consortium of Alabama** — Served as Executive Director, managing the federal grant that connected the state's four critical access hospitals and extended PACS imaging across three sites.

PROFESSIONAL EXPERIENCE

Professional Development & Career Transition

03/2025 – Present

Planned transition following the close of the CVP engagement

- Stepped back from consulting to manage growth of Southern Charm Property Management, recruiting and training a manager to assume day-to-day operations and establish a durable succession plan.
- Completed PMP continuing education requirements, maintaining certification in good standing with the Project Management Institute.
- Completed coursework toward Georgia real-estate licensure.

CVP — Senior Manager, Healthcare Innovation & Transformation

07/2021 – 03/2025

Fairfax, VA · Government IT program delivery and strategy (VA, VHA, DOE)

- Led a portfolio of government health consulting engagements spanning care delivery, revenue cycle operations, and compliance, directing multiple concurrent teams of 4 to 15 — accountable for contract requirements, financial targets, deliverables, and quality objectives.
- Authored and executed the integrated Task Management Plan for the Military Exposure Research Project (MERP), aligning staffing, workstreams, reporting, and risk mitigation to agency expectations.
- Held staffing at 90–95% through proactive recruiting, structured training, and knowledge-transfer protocols that absorbed key-personnel transitions.
- Owned program WBS, integrated master schedules, and cost-tracking dashboards for VHA clients; briefed government stakeholders weekly and quarterly on risks, mitigations, and deliverable progress.
- Established communication and escalation procedures with client leadership, and carried every contract deliverable to on-time submission against contractual acceptance criteria.
- Directed strategic workforce planning for DOE, and built the job aids, role models, and documentation frameworks that gave VHA repeatable staffing processes.
- Hired, supervised, and evaluated consulting staff; contributed ROMs, pricing, and technical content to government health capture.

ERPi — Senior Manager

07/2017 – 04/2021

Fairfax, VA · Federal health IT program delivery and strategy (VA, VHA)

- Directed day-to-day operations and long-term execution for VA's Cerner/Oracle Electronic Health Record Modernization (EHRM) program as a government contractor embedded on the VA side, owning cost, schedule, scope, and performance across the full life cycle.
- Delivered multiple Cerner/Oracle modules including patient advocacy, dental, and clinical implementation, and served as special projects manager identifying gaps in patient-care needs and responses and implementing viable alternate mitigation strategies.
- Led joint VA, Cerner/Oracle, and contractor teams through analysis of VA healthcare processes, population health programs, and clinical procedures, then designed and championed the resulting process improvements.

- Ran multiple teams of 3 to 20 with program-level responsibility for hiring, discipline, professional development, chargeability, and deliverable management.
- Produced risk registers, change documentation, and project controls for senior agency leaders, and translated business and clinical needs into actionable requirements and roadmaps.
- Supported RFP responses and capability capture across federal health programs with technical and pricing content.

The George Washington University — Master of Health Administration

08/2014 – 2016

Washington, DC · Full-time graduate study between consulting engagements

ANGARAI Consultants — Healthcare Business Process Manager

12/2013 – 08/2014

Baltimore, MD · PMO consulting for state healthcare programs

- Served as strategic advisor to the CIO of the Maryland Department of Human Resources on Phase 2 of the Maryland Health Insurance Exchange.
- Applied Six Sigma methods to operational data and built performance measurement frameworks to track implementation outcomes, cutting implementation costs 15% through staffing, contract controls, and WBS realignment.

Avanade, Inc. — Project Manager

02/2011 – 10/2012

Atlanta, GA · Accenture–Microsoft joint venture delivering solutions on the Microsoft platform

- Led a distributed international team of developers and system experts building a U.S. electronic medical record (EMR) platform, and produced the cost/benefit analysis for platform ownership.
- Developed integrated work plans and performance dashboards for complex health IT systems, and briefed senior clients on status, risks, and milestones through formal governance frameworks.

Randolph Medical Center — Director of Strategic Development

07/2008 – 02/2011

Roanoke, AL · 25-bed critical access hospital

- Converted hospital operations from paper records to electronic health records, implementing EMR alongside PACS digital radiology for image storage, routing, and diagnostic review.
- Wrote, won, and administered the \$2 million federal grant that funded the conversion — owning application, tracking, use of funds, accounting, and reporting.
- Modernized legacy IT infrastructure end to end: built a dedicated server room with fire suppression, installed structured cabling and new workstations, and deployed portable devices for nurses to enter clinical results at the point of care.
- Served as Executive Director of the Rural Healthcare Consortium of Alabama, and extended PACS image viewing to two partner hospitals so radiology results were readable across three dispersed sites.
- Negotiated vendor pricing and partnerships that reduced supply chain costs 18%, and demonstrated ROI on technology investments saving the hospital more than \$38,000.

Family Property Management

07/2007 – 07/2008

Supported operations of the family property management business while family members addressed medical concerns

EARLIER CAREER

Sopris Systems — Project Manager

11/2012 – 12/2013

Denver, CO — Microsoft Dynamics ERP/CRM provider for the professional services industry

Oldcastle APG — Implementation Manager

06/2005 – 07/2007

Atlanta, GA — North America's largest producer of concrete masonry products

Impact Software Consulting Services, Inc. — Business Development Manager / Lead Software Trainer

05/1996 – 05/2005

Kennesaw, GA — Custom application development for web and mobile services, plus advanced data analytics

EDUCATION & CERTIFICATIONS

Master of Health Administration · 2016

The George Washington University — Washington, DC

Bachelor of Arts, Business Administration · 1997

LaGrange College — LaGrange, GA

Project Management Professional (PMP) #3858719 · 2024

Project Management Institute — continuing education current

Certified ScrumMaster · 2018

Scrum Alliance, Inc.

Lean Six Sigma Green Belt · 2025

Advanced Innovation Group Pro Excellence

MILITARY SERVICE

United States Air Force, 1988 – 1992 · Georgia Army National Guard, 1995 – 1997

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