

MICHAEL TIPSWORD, MHA, PMP

Program Manager — Government Healthcare IT & EMR Implementation

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Public Trust Clearance

EXECUTIVE SUMMARY

PMP-certified program manager with 15+ years leading healthcare IT and enterprise implementation programs, including eight years delivering government health contracts for the Department of Veterans Affairs, the Veterans Health Administration, the Department of Energy, and the State of Maryland. Directed full life-cycle EHR/EMR modernization — from VA's Cerner/Oracle EHRM program to a hospital-wide paper-to-electronic conversion funded by a grant written and administered in house. Combines an MHA with hands-on ERP, EMR, PACS, and infrastructure delivery to align clinical workflow, technical capability, and contract performance.

CORE COMPETENCIES

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| ▪ Program & Project Management | ▪ ERP Implementation | ▪ Risk Management & Escalation |
| ▪ Government Contracting (VA, VHA, DOE) | ▪ Clinical / IT Workflow Integration | ▪ Staffing, Hiring & Performance |
| ▪ EHR/EMR Implementation | ▪ Work Breakdown Structure & IMS | ▪ Stakeholder & Executive Engagement |
| ▪ PACS & Radiology Workflow | ▪ Cost Management & Forecasting | ▪ Contract Compliance & Reporting |

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.
- **Oldcastle APG enterprise ERP rollout** — Delivered 12 full-lifecycle Axapta conversions on time and on budget across multiple U.S. 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.

Sopris Systems — Project Manager

11/2012 – 12/2013

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

- Delivered multiple full life-cycle Dynamics ERP implementations, controlling scope, budget, and schedule through maintained WBS, risk logs, and stakeholder distribution plans.
- Built ROI models and business cases supporting senior leadership roadmap and investment decisions, and delivered staffing models matched to customer needs.

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

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