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CHIEF EXECUTIVE OFFICE
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Chief Executive Officer

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August 2, 2007

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: William T Fujioka
Chief Executive Officer

REQUEST TO APPOINT LAUREN SIMMONS TO THE POSITION OF CHIEF INFORMATION OFFICER, OFFICE OF MANAGED CARE, IN THE DEPARTMENT OF HEALTH SERVICES

Consistent with the August 4, 1998 Board-approved policy on management appointments, the Department of Health Services (DHS) requests authorization to appoint Ms. Lauren Simmons to the position of Chief Information Officer at an annual salary of $131,805 ($10,983.75/month), placing her on the 13th step of the salary range S12. We have reviewed the request and recommend Board approval of the attached Department of Health Services (DHS) request to appoint Ms. Lauren Simmons.

As Chief Information Officer, Ms. Simmons will be responsible for directing the Business Operations and Systems Operations area within the Office of Managed Care/Community Health Plan (OMC/CHP) Managed Care Information Systems. This position will direct the information technology services and staff for the OMC/CHP, with responsibility for providing the full scope of systems strategy, development, operations, maintainability, and continuously assesses business requirements and applies technological needs of the business operations of the managed care health plan and initiatives.

The Department indicates that Ms. Simmons has over 15 years of experience working in a healthcare IT environment and has a thorough knowledge of the application development life cycle and project management methodologies. A copy of Ms. Simmons resume and additional information from DHS is attached.

Ms. Simmons is currently an Information Technology Manager with UnitedHealth Group managing 5 technical project managers in three states who provide technical project management services for desktop and groupware for supporting 40,000 employees in 50 states with a common desktop.

The Department indicates that salary placement for Ms. Simmons at the 13th step of Salary Range S12 would be consistent with the level of experience and knowledge that she brings to this position. Based on the information provided by DHS regarding Ms. Simmons' experience and qualifications, we concur with their request to appoint her to the position of Chief Information Officer, at the requested salary.

In accordance with the policy on managerial appointments, unless our office is informed otherwise from your offices by August 9, 2007, we will advise DHS that authorization has been granted to proceed with Ms. Simmons appointment to Chief Information Officer at an annual salary of $131,805 effective August 10, 2007.

If you have any questions or concerns regarding this appointment, please call me or your staff may contact Latisha Thompson of this office at (213) 974-1157.

WTF:SRH:SAS
DRJ:LT:bjs

Attachments

c: Executive Officer, Board of Supervisors
Director and Chief Medical Officer, Department of Health Services
Director of Personnel

NON-PHYSICIAN

MANAGEMENT APPOINTMENT REQUEST

Candidate Name: Lauren Simmons **Employee No.:**

(Check one) **NEW HIRE:** X **PROMOTION:**

I. FACILITY/PROGRAM

A. Provide organization chart & highlight the position – ***Attach electronic copy of organization chart***

▪SEE ATTACHMENT

B. Describe where the position fits into the management organizational structure:

In FY 07-08, the Office of Managed Care/Community Health Plan (OMC/CHP) included a request for an Information Systems Manager II (ISM II) in its budget. Pending approval and allocation of the ISM II in OMC/CHP's budget, the Chief Information Officer will temporarily encumber the Data Elements Coordinator (R12) item currently budgeted in Health Services Administration, Information Resource Management. The Chief Information Officer will report to the Director of the OMC/CHP. Ms Simmons is highly qualified for this position; therefore OMC/CHP is requesting the CAO to consider the requested salary of $131,903.16 for Ms. Simmons. Please see attached W-2 form and paycheck stub for Ms. Simmons' current salary information.

C. Describe the duties and responsibilities which reflect the scope and complexity of the position:

The Chief Information Officer (official County classification is Information Systems Manager II) is responsible for directing two major functional areas within the OMC/CHP Managed Care Information Systems: Business Operations and Systems Operations.

The position will direct the information technology services and staff for the OMC/CHP, with the responsibility for providing the full scope of systems strategy, architecture, development, operations, and maintainability, and continuously assesses business requirements and applies technological needs of the business operations of the managed care health plan and initiatives.

The Chief Information Officer's duties include, but are not limited, to the following:

- Plan, organize, direct, and evaluate the OMC/CHP Information Technology (IT) service and its operations to ensure effective support for the OMC health plan organizational objectives, and efficient and effective implementation of the health plan initiatives, designed to increase OMC's capacity to improve community health.
- Establish long-term needs for the OMC IT service, and plan strategy for developing systems and acquiring hardware to meet application needs of the managed care health plan, and ensure that services to internal and external customers are effective and accurate.
- Provide leadership in aligning technology with OMC health plan initiatives, policy, business and strategic objectives.
- Develop work plans to enhance and support OMC's information technology systems, recognize new developments in information systems technology, and anticipate organizational modifications.
- Negotiate and review complex proposals and contracts for the purchase of IT products and services, and develop IT contract components for new managed care health plan initiatives, as appropriate.
- Collaborate with the Director of OMC/CHP and plan providers' business and operations managers to proactively identify and address IT opportunities in support of health plan programs and services.
- Direct ongoing budgeting, forecasting, and expenditure activities and technical resource availability to ensure both cost effective IT services and a high level of technical expertise is maintained.
- Develop information technology guidelines and standards.

D. Indicate the candidate's unique qualifications, special skills or abilities, work background or experience, etc.:

Ms. Simmons is the best qualified candidate to function as the CIO, direct the two major functional areas in the OMC/CHP Information Systems Division, and to meet CHP's current and future needs and to executive its business and systems goals.

Ms. Simmons has over fifteen years experience working in a healthcare IT environment. She also has thorough knowledge of the application development life cycle and project management methodologies. She has significant experience in the selection and installation of major managed care information systems. Her experience includes client/server case management application development and completion of installation of case management software at pilot sites on time and under budget. The project resulted to successful implementation of remote stored procedures to

E. **Provide the candidate's résumé or curriculum vitae** – ***Attach electronic copy***

SEE ATTACHMENT

F. **Identify highest paid subordinate reporting to this position**

Name: Uriel Acuna **Employee #:** **Title:** Information Systems Supervisor II

Base Monthly Salary: $8,249.91 Base Annual Salary: $98,998.92 Salary Range/Quartile: 101L, Step 5

G. **Identify management position above the position requested**

Name: Teri Lauenstein **Employee #:** **Title:** Director, Office of Managed Care

Monthly: $15,000.00 Annual Salary: $180,000.00 Salary Range/Quartile: F

II. HUMAN RESOURCES

Certify that the position is vacant and budgeted – ***Attach Item Control***

YES x NO

Verify current salary of the individual for whom the request is being submitted.

CURRENT BASE SALARY: **Month:** $ 10,495.68 **Annual:** $ 125.948.01 **Range, Quartile: N/A**

NEW HIRE OR PROMOTION: Designate amount of proposed monthly salary based on standard 5.5 increases and/or verify that requested salary is consistent with other managers in the department.

PERCENTAGE INCREASE OVER CURRENT SALARY: 4.72 %

PROPOSED SALARY: Monthly: $ 10,991.93 **Annually: $ 131,903.00** **Range, Quartile: S13, Step 11**

Provide listing of all internal equivalent positions within facility/program – ***Attach electronic copy***

SEE ATTACHMENT

Verify that candidate is listed on the appropriate Certification List and is reachable – ***Attach electronic copy***

YES X NO

LAUREN A. SIMMONS

CAREER OBJECTIVE

Seeking an Information Technology leadership position where I can apply my healthcare IT expertise, diverse information technology experience, and management skills to achieve organizational growth and efficiency.

CORE COMPETENCIES

- Highly effective leader who drives results through relationships, staff motivation and standardized processes.
- Over fifteen years experience working in a healthcare information technology environment.
- Excellent communication and problem solving skills.
- Proven track record for staff development and retention.
- Thorough knowledge of the application development life cycle and project management methodologies.
- Proven ability to salvage failing projects to successful conclusions.

PROFESSIONAL EXPERIENCE

UNITEDHEALTH GROUP • CYPRESS, CA **12/05 to PRESENT**

Information Technology Manager, Desktop Productivity Services, Desktop & Groupware (1/06 to Present)

- Manage **5 technical project managers** in 3 states who provide technical project management services for desktop and groupware for supporting 40,000 employees in 50 states with a common desktop.

Key Contribution:

- Provided contract oversight for **IBM Global Services** during functional transition from IBM to United Health Technology. Managed transition activities and projects for UHT at the 38 sites that IBM supported, including data/voice network migration and VoIP implementation.

PACIFICARE HEALTH SYSTEMS • CYPRESS, CA **4/99 to 12/05**

Sr. Information Technology Manager, Distributed Technology Services, IT Operations (9/05 to 12/05)

Manage **technical professionals** who provide contract oversight for **IBM Global Services** who provide voice/data network, desktop, server, help desk, change management, mobile computing, software procurement, license management, and hardware inventory management. Manage **service delivery team** who ensure service failures are quickly mitigated. Manage **project managers** who are responsible for infrastructure projects.

Key Contribution:

- Asked by VP of IT Operations to manage enterprise-wide Secure Messenger implementation to ensure compliance with a past-due HIPAA Security Rule that requires protection of ePHI during transmission over an open network.

Information Technology Manager, California/Washington/Oregon (12/00 to 9/05)

Managed **technical project managers** who provided customer support, consulting services, and project management expertise to call center, health plan and market-based functions. Managed **application development** team who delivers transaction and office automation systems for health plan and market functions. Manage **service delivery team** who ensure **strategic outsourcer** contract compliance. Provide **data center oversight for infrastructure initiatives.** Provide **$9.6 million budget oversight,** including budget planning and forecasting, for regional IT in states with over 3,500 users.

Key Contributions:

- Managed 3 supervisors in department of 17 system analysts and 2 contracted developers. Due to budget reduction, was responsible for decreasing head-count and realigning department for more cost-saving, efficient operation. Final staff level consisted of 1 supervisor and 8 system analysts.
- Oversaw development and support for regional applications. Supported over 60 applications for 2 customer service centers, medical management, and health plan operations.
- Supervised project managers responsible for project management for all functional areas. In 2004, completed 75 projects ranging in scope and complexity, including software development and vendor packages.

Sr. Project Manager, Secure Horizons Market Strategy & Sales Operations (4/99 to 12/00)

Managed departmental database and reporting application development needs for **Medicare+Choice** California sales and marketing operations. **Efficient operation** resulted in quick execution of call campaigns and accurate commission processing.

Key Contributions:

- Had 100% consistent success rate for timely commission payment for $ .5M monthly payout.

FHP HEALTH CARE • SANTA ANA, CA **1988 to 1996**

Project Manager, Information Services, Health Care Delivery Systems (4/94 to 5/96)
Led 5 developers and 3 contracted resources in client/server **case management application** development.
Key Contributions:

- Used client/server tools and techniques, including joint application development, time boxing, prototyping and data modeling. Completed installation of case management software at pilot sites on time and under budget.
- Was the first client/server project at FHP to successfully implement remote stored procedures to allow on-line member eligibility look-up from client software to legacy system.

Sr. Systems Analyst, Information Services, Health Care Delivery Systems (9/92 to 4/94)
One of 3 **pharmacy information management system** team members responsible for implementing retail pharmacy claim system at FHP's owned, networked and mail order pharmacies.
Key Contributions:

- Successful on-time implementation resulted in FHP's $4 million stock ownership in Express Scripts' western mail order business.
- Managed file electronic data interchange between pharmacy third party claims administrator and FHP's data warehouse. Successful data transfer allowed FHP to provide the RAND Corporation and the Robert Wood Johnson Foundation data for utilization studies.

Customer Support Supervisor, Information Services Help Desk Operations (2/91 to 8/92)
Supervised technical and support staff in turn-key software installations, upgrades, and production support.
Key Contributions:

- Partnered with Help Desk manager to define departmental workflow and develop Corporate reporting metrics.

Customer Support Representative, Information Services Operations (5/90 to 2/91)
Provided **help desk** support and trouble shooting for FHP's utilization management systems.
Key Contributions:

- Worked tier-2 trouble tickets.

Analyst, Information Services, Training and Documentation (8/88 to 5/90)
Wrote customer notifications, system **technical documentation**, and management system overviews.
Key Contributions:

- Administered contracts for Information Services retraining program between State of California, FHP, and training vendor to ensure compliance with retraining contract. Retraining program prevented job loss for over 100 employees and reimbursed FHP for $125,000 of training costs from the State.

TECHNICAL ENVIRONMENTS

Microsoft SQL Server 2000, .NET, IIS, ASP, VB, VBA, Access, COBOL, Business Objects
Sybase SQL Server 4.2, PowerBuilder, IBM DB2, CICS, MVS, QMF, Paradox

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Journalism, with Distinction – California State University Long Beach

Professional Certifications

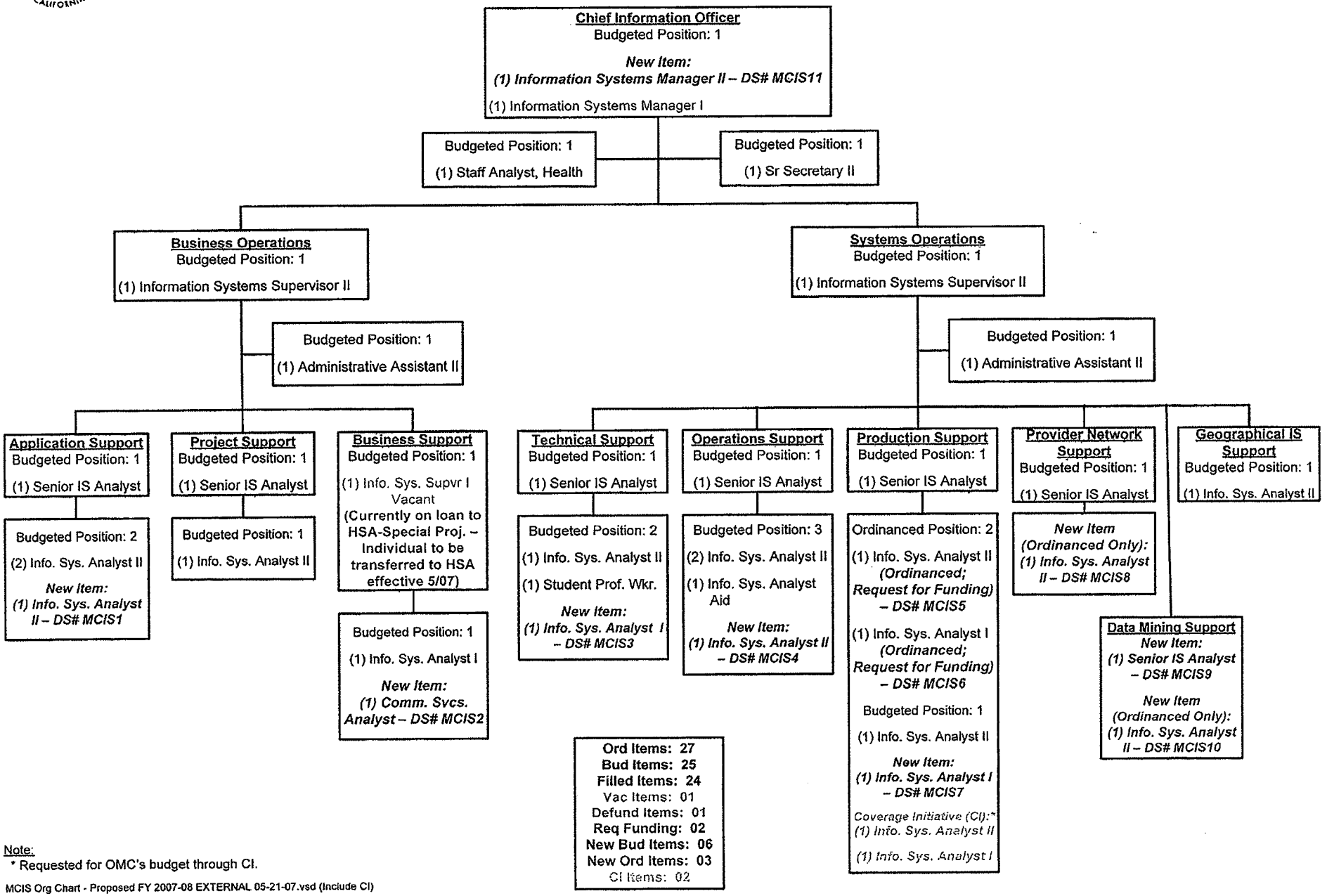
CPHIMS – Certified Professional in Healthcare Information and Management Systems
ITIL – Foundation Certification in IT Service Management
PMP – Project Management Professional

PROFESSIONAL AFFILIATIONS

Member – Health Information and Management Systems Society
Member – Project Management Institute

OFFICE OF MANAGED CARE / COMMUNITY HEALTH PLAN
MANAGED CARE INFORMATION SYSTEMS
PROPOSED FISCAL YEAR 2007-08

Community Health Plan
LOS ANGELES COUNTY



Note:
* Requested for OMC's budget through CI.

MCIS Org Chart - Proposed FY 2007-08 EXTERNAL 05-21-07.vsd (Include CI)