

Paula Infeld, MSN, RN

**EXECUTIVE VICE PRESIDENT,
GENERAL MANAGER -
PERFORMANCE SOLUTIONS**



AREAS OF EXPERTISE

- Revenue cycle management
- EMR systems/ HIT systems
- Project management
- Healthcare informatics
- Practice transformation

A seasoned healthcare executive with the ability to balance strategic goals and financial discipline, Paula brings a hands-on approach to leadership to drive fiscal success and physician, staff, and patient satisfaction.

At Canton & Company, she uses a deep understanding of the medical practice environment and expertise in revenue cycle, operations, and health IT systems to transform how organizations perform.

A sought-after leader and active nurse informaticist, she empowers teams to manage their operations, integrate technology, and achieve profitability through the successful use of applications and resources.

With more than 25 years of experience in healthcare administration, she has extensive application technology implementation and support, clinical nursing, revenue cycle management, and practice management experience.

Paula is also an engaging communicator and relationship builder with expertise in organizational planning, multimillion-dollar project management, and team development resulting in growth and financial success.

Prior leadership roles include Vice President of Revenue Cycle Management for Continuum Health, Vice President of Professional Services for Sage Growth Partners, and Vice President of Operations for Practice Management Partners, Inc.

Representative Accomplishments

Exceeded revenue projections for 18 consecutive months at major ACO/MSO (1500+ providers in 220 locations) by transforming the staff model and processes and streamlining the EMR and applications

Developed and delivered meaningful use, total cost of ownership, regulatory compliance, and EHR readiness and implementation as consultant for a major EMR vendor

Secured a \$24 million award as part of a Beacon Community Grant for Project Leadership

Led the EMR implementation as a project manager for 300+ providers

Successfully managed revenue cycle operations for a 100+ provider with 31 locations and specialty group with more than \$60 million in revenues

Consistently met or exceeded corporate goals for revenue generation with 98% net collections and 30 days in AR, for more than three consecutive years

Managed revenue cycle recovery and operational development for five large federally qualified health centers (FQHCs)

Led the revenue cycle management for two billing offices with 48 employees and 28 billing and practice management clients

Functioned as reimbursement analyst for numerous physician practices with proven success in revenue generation

Authored *Back to Basics Management for Physicians* (1996) and numerous policy, procedure, and technical manuals

Served as HIPAA Security Officer for 200+ employee billing organization

Served as Corporate Compliance Officer for 100+ employee billing organization

Managed 51 client data sets with multiple practice management software systems

Directed three clinic, acute, and primary care delivery systems serving more than 40,000 patients per year

Certified as a trainer and EMR consultant

Supervised a hospital emergency department for four years

Speaking Engagements

- ENLI Healthcare Medicare ACO Roadmap, 2016
- Nurses and EMRs, CHUG National Conference, 2015
- ICD-10 360, Panelist, GE Healthcare, 2015
- Meaningful Use, 26 client educational sessions, 2015
- ICD 10, 14 client educational sessions, 2015
- How to Develop Your Patient Portal, CHUG National Conference, 2014
- Meaningful Use, 22 Client presentations, 2014
- Maximizing Payments in a P4P Environment, CHUG National Conference, 2014
- AAHAM-Payment Reform: Bundled Payments, 2013
- Billing on Steroids; Payment Reform, CHUG National Conference, 2013
- HIPAA Privacy and Security, CHUG National Conference, 2012
- Meaningful Use Stage II, Spring and Fall CHUG National Conference, 2011
- Meaningful Use Stage I, 12 engagements, GE Healthcare Regional User Groups, 2010-2012
- HIE Infrastructure, GE Sales Executives, 2009
- TCO, Meaningful Use, and Regulatory Changes, numerous GE Healthcare clients, 2009-2010
- Emdeon Podcasts, Revenue Cycle Management, Top Billing Errors, Choosing a Clearinghouse, 2009
- HITECH and ARRA California User Group, 2009
- Michigan Consortium for Osteoporosis, Annual Meeting, Guest Faculty, 2001

Memberships and Affiliations

- Public Panel, Health Information Security and Privacy Collaborative (HISPC)
- Public Panel, Health IT Standards Committee (HITSC)
- Public Panel, Health IT Policy Committee (HITPC)
- Member and Committee Participant, Health Information Management System Society (HIMSS)
- Member, Health Information Technology Standards Panel (HITSP)
- Member, International HIE Association
- Member, American Nursing Informatics Association (ANIA)
- Member, American Nursing Association (ANA)

Education and Certifications

Master of Nursing Informatics, Excelsior College

BA, Healthcare, George Mason University

Certified Professional in Health Information Management and Systems (CPHIMS)