LARECIA COLE

"Your value is determined by the value that you add to others."

Lshiccole@gmail.com | (916) 470-0560 | [LinkedIn Profile](#)

PROFESSIONAL SUMMARY

Experienced Cerner Trainer and Healthcare IT Consultant with a proven track record in implementing and optimizing electronic health record systems. Skilled in conducting user training, troubleshooting technical issues, and facilitating smooth transitions to new healthcare technologies. Demonstrates strong communication and leadership abilities in diverse healthcare settings.

CORE COMPETENCIES

- Cerner PowerChart | Referral Management | Ambulatory Care | Revenue Cycle Management | User Training & Onboarding| Epic Ambulatory | Epic Grand Central | Epic Cadence | Cerner Tonic | Cerner FirstNet | Cerner Reg/Sched | Cerner Surginet
- Workflow Optimization | System Implementation | Technical Support | Project Management

PROFESSIONAL EXPERIENCE

Christus Children's Hospital, San Antonio, TX - Epic Ambulatory Support | March 2025

- Provided at-the-elbow support for Epic Ambulatory workflows in pediatric settings
- Assisted healthcare providers in utilizing Epic systems for specialized pediatric care delivery
- Supported successful implementation and optimization of Epic in children's hospital environment

Munson Healthcare, Manistee Hospital - Cerner Surginet Go-Live Support | January 2025 - February 2025

- Provided at-the-elbow support to nurses, providers, end users, and anesthesiologists during Cerner Surginet implementation
- Assisted with over 20 surgical cases daily, ensuring proper documentation and system utilization

- Troubleshot real-time issues during surgical procedures, minimizing disruptions to patient care
- Facilitated smooth transition to the new Surginet platform through personalized training and support
- Collaborated with interdisciplinary teams to optimize surgical workflows and documentation processes

Northern Light - Cerner Ambulatory Clinical Informatics | June 2023 - December 2024

- Developed and executed virtual learning programs for providers and Medical Assistants, improving system adoption rates by 30%
- Conducted over 10 one-on-one onboarding sessions for ED and Ambulatory providers, ensuring seamless transition to new workflows
- Streamlined PowerChart workflows, resulting in a 25% reduction in user-reported issues
- Provided expert troubleshooting support, resolving 95% of system issues without escalation
- Assisted the Revenue Cycle and Registration team, improving patient intake processes and reducing billing errors by 15%
- Improved point-of-service collections by 40%, significantly enhancing revenue capture and reducing accounts receivable days

Oracle, Remote - Community Care Consultant 2 | December 2022 - June 2023

- Led Cerner build projects, implementing customized solutions for multiple healthcare facilities
- Spearheaded client communications, organizing and facilitating meetings for 10+ sites simultaneously
- Designed and implemented optimized workflows for various healthcare roles, increasing efficiency by 20%
- Coordinated and delivered simultaneous virtual training sessions on referral management for multiple sites, reaching over 100 staff members across different time zones
- Developed standardized training materials and workflows for referral management, ensuring consistency across diverse healthcare facilities
- Managed implementation and support for 5+ sites concurrently, adapting to unique site-specific requirements while maintaining overall project timelines
- Established a centralized knowledge base for referral management best practices, reducing training time for new sites by 25%

Cerner Ambulatory ATE Support - Various Locations | March 2022 - December 2022

- Provided on-site support for Cerner implementations across multiple VA and civilian healthcare facilities
- Trained over 200 healthcare professionals on Cerner PowerChart, improving user proficiency by 40%
- Developed and implemented telehealth workflows, facilitating the transition to virtual care delivery
- Taught referral management workflows, improving efficiency and reducing errors in patient referrals by 25%

Roseburg VA, Oregon - Ambulatory/Office of Community Care/Referral Management ATE Support | 2021 - 2022

- Provided ATE (At-The-Elbow) support for multiple VA go-lives, ensuring smooth transitions and minimizing disruptions to patient care
- Conducted extensive training on referral management processes, improving efficiency and reducing errors in patient referrals by 30% across multiple VA facilities
- Provided specialized support for Office of Community Care (OCC) teams, optimizing referral workflows within the Health Share Referral Management (HSRM) system
- Facilitated seamless transitions during go-lives at Roseburg VA, White City VA, and Columbus VA, ensuring minimal disruption to patient care and referral processes
- Trained and supported diverse end-users including providers, nurses, and Medical Support Assistants (MSAs) on Cerner PowerChart, with a focus on referral management and documentation
- Implemented customized workflows and favorites for providers and staff, enhancing efficiency in referral creation and management
- Troubleshooted and resolved system issues related to referral management, minimizing delays in patient care coordination

St. Joseph Regional Medical Center, Paterson, NJ - Epic Ambulatory Support | July 2018

- Provided comprehensive support for Epic ambulatory workflows in outpatient settings
- Assisted healthcare providers in optimizing Epic utilization for enhanced patient care delivery
- Contributed to successful implementation and adoption of Epic systems in ambulatory environments

Staten Island Hospital, Staten Island, NY - Epic Ambulatory Support | June 2018

- Delivered dedicated support for Epic ambulatory workflows across multiple outpatient clinics
- Facilitated healthcare providers in maximizing Epic system utilization for efficient patient care

- Played key role in successful implementation and adoption of Epic in ambulatory settings

EDUCATION & CERTIFICATIONS

- Bachelor of Arts in Communications - Southern New Hampshire University 2024
- Associate Degree in Communications - Sacramento City College, 2019
- Cerner Certified Trainer - Ambulatory and Oncology Specializations
- Cerner Millennium Fundamentals Certification

TECHNICAL SKILLS

- EHR Systems: Cerner PowerChart, Epic Ambulatory, Epic Cadence, Referral management, Reg/Sched, Tonic, Cerner Surginet
- Proficient in Microsoft Office Suite, virtual meeting platforms, and healthcare-specific software

LANGUAGES

- English (Native)