

DR. DENISE CAROL TYSON, M.B.A., PMP, DOM, L.Ac., ADS

LICENSED ACUPUNCTURIST CHINESE HERB PRACTITIONER HEALTHCARE MANAGEMENT PROFESSIONAL

Practice Management / Health Information Systems / Project Management / Clinical Management

CERTIFICATION AND LICENSURE

Licensed Acupuncturist, State of Maryland Board of Acupuncture (License no. U01974)
Acupuncture Detoxification Specialist, National Acupuncture Detoxification Association
Certified in Mental Health First Aid
Certified in Basic Life Support for Healthcare Providers
Reiki Practitioner

EDUCATION

Doctor of Oriental Medicine, Maryland University of Integrative Health, Laurel, MD, 2016
Master of Oriental Medicine, Maryland University of Integrative Health, Laurel, MD, 2013
Master of Acupuncture, Tai Sophia Institute, Laurel, MD, 2012
Master of Business Administration, Health Services Administration and Finance, Howard University, Washington, DC, 1989
Bachelor of Science, Biology, American University, Washington, DC, 1985

PROFESSIONAL EXPERIENCE

Advanced Integrative Health Group, Gambrills, MD 2015 – Present
Managing Director / Licensed Acupuncturist

Advanced Integrative Health Group is a multi-specialty complementary medicine practice

- **Manage group medical practice** with multiple health and wellness providers
- **Treat patients** using Eastern Medicine principles with Acupuncture and Chinese Herbs

Licensed Acupuncturist and Chinese Herb Practitioner, Columbia, MD 2012 - 2015

- Treated patients using Chinese Medicine principles with Acupuncture and Chinese Herbs
- Evaluated patients and prescribe Chinese Herb formulas

Suburban Hospital, IT@JohnsHopkins, Bethesda, MD 2012 – 2015
IT Project Manager

Suburban Hospital is a 220-bed community hospital and an entity of Johns Hopkins Healthcare System

Key Accomplishments:

- Led information technology projects for clinical and technical infrastructure improvement.
- Managed deployment of clinical and technical devices for the enterprise EPIC Electronic Health Record (EHR) implementation.
- Implemented the hospital technical infrastructure upgrade to include migration of Microsoft Outlook, Active Directory, VOIP phone system and enterprise application deployment system.
- Managed upgrade of the ANSOS Nurse Scheduling system and integration with KRONOS Time Management enterprise system.
- Managed installation of the ASCOM Wireless Clinical Communication Device system for critical care monitoring and communication.
- Managed upgrade of the Pentax EndoPro IQ hardware and software used for minor surgery with endoscopy.
- Led system-wide upgrade of the Cisco Call Manager phone system which included server replacement, data archiving and third-party application upgrades.
- Led enterprise project to migrate hospital business to business remote connections to the enterprise site.

Maryland University of Integrative Health, Laurel, MD 2010 – 2012
Clinical Information Systems Consultant

Maryland University of Integrative Health formerly Tai Sophia Institute is focused on graduate level academic training in Complimentary Medicine and Integrative Health

Key Accomplishments:

- Led research and identification of clinical scheduling software for a school based Integrative Health clinic.
- Assessed business processes and designed improvement to clinic logistics
- Implemented Appointment Plus clinic scheduler with customization for professional and academic clinical services including Acupuncture, Herbal Medicine, Chinese Herbal Medicine and Holistic Nutrition programs with over 300 practitioners
- Designed and implemented training modules with documentation and e-training

Grant & Associates, Hampton, VA

2007 – 2008

Healthcare Consultant (Sub-contractor)

Grant & Associates is a healthcare consulting firm focused on Physician Practice Management

Key Accomplishments:

- Advised primary healthcare consultant in the area of Electronic Medical Record software selection and implementation.
- Planned change strategy for client on behalf of primary healthcare consultant to include stakeholder identification, communication plan, training, and organizational design.

DBTS – Washington, D.C.

2006 – 2007

IT Project Manager (Contractor)

DBTS is a government consulting practice which provides Project Managers and Technical Experts to government contracted projects

Key Accomplishments:

- **Led multi-million-dollar Electronic Medical Record implementation project** which involved business process reengineering for Clinical Operations for Maryland State Department of Health and Mental Hygiene.
- **Led and facilitated the project steering committee** to conduct analysis and design process improvement initiatives for a multi-facility health care system.
- **Managed the preparation of the Request of Proposal (RFP)**; identified scope of work, terms and pricing to ensure ROI would be attained.
- **Led the organization** in developing a Project Management methodology to promote standards.

Capgemini Government Solutions - Herndon, VA

2005 – 2006

Manager, Human Capital Strategy and Business Transformation Consulting

Capgemini is a government consulting practice owned by a major international consulting firm (a division of Ernest & Young)

Key Accomplishments:

- **Led Change Management Strategy** for a multi-million-dollar PeopleSoft Human Resources Payroll implementation for the District of Columbia government. Change management strategies included Organizational Design, Change Readiness, Sponsorship and Operational Improvement Metrics.
- **Spearheaded methodology for competency development** with the National Institutes of Health's Human Capital Group. Process improvement methodology included process analysis, conducting focus groups, targeted communication, facilitated workshops, surveys and measurement of process effectiveness.
- **Developed core competencies** for administrative, scientific and medical occupations to be used for Performance Management, Recruitment, Training and Succession Planning.

SRA International, Inc. - Arlington, VA

2004 – 2005

Senior Project Manager

SRA is a mid-size government consulting practice which manages government contracted projects.

Key Accomplishments:

- **Analyzed the Metropolitan Washington Airports Authority's** feasibility for an Enterprise Resources Planning (ERP) implementation. Led project team as the process improvement expert and designed process improvement based on system implementation best practices and knowledge of standard operational processes.
- **Led change management team to design and analyze process improvements for the Virginia Arlington County Government accounting system** to prepare for an Oracle ERP implementation. Achieved client's buy-in of recommended solution through targeted communications. Led the strategic analysis of the County's pre-implementation efforts.
- **Led Change Management strategy team assigned to the US House of Representatives.** Analyzed project performance to recommend strategy for process improvement. Measured project performance through project timeline, team effectiveness, effectiveness of senior executive sponsorship and the budget.

Howard University Hospital - Washington, DC

2002 – 2004

Program Manager

Howard University Hospital is a 400-bed academic medical center.

Key Accomplishments:

- **Led multi-million-dollar ERP implementation project** which involved business process reengineering for Finance, Human Resources and Material Management for over 1200 employees.
- **Led Emergency Services Improvement Project** which was focused on the redesign of Emergency Services processes.
- **Led corporate initiative** to provide a gateway to ERP and clinical systems in a web environment.
- **Selected and provided for the training of 10 Project Leads** and ensured the effective utilization of team members to implement process improvement initiatives.
- **Led and facilitated the work of teams and committees, including medical staff leadership committee** to conduct analysis and design process improvement initiatives.
- **Negotiated and reviewed vendor contracts;** identified scope of work, terms and pricing to ensure ROI would be attained.
- **Led the organization** in developing a Project Management Office (PMO) to promote standards.
- **Led programs in Business Process Reengineering (BPR)** in areas related to ERP implementation.
- **Implemented Activity-based cost accounting** to manage grant funds, assets and capital projects.
- **Initiated acquisition of a Nursing Scheduling system** to manage direct patient care labor hours.

EARLIER CAREER HISTORY (2001 - 1989)

Sr. Business Analyst, Northwest Airlines - St. Paul, MN

Financial Analyst (contractor), Robert Half International - Washington, DC

Computer Instructor (contractor), Wildcat Services Corporation - New York, NY

Project Manager (contractor), Caribbean Interactive Solutions – St. Kitts & Nevis, West Indies (WI)

Web Content Manager (contractor), Virtual Community Network - Miami Beach, FL

Production Accountant, National Geographic Television - Washington, DC

Small Business Consultant (contractor), Tyson & Associates - Washington, DC

Healthcare Consultant (contractor), Ministry of Health – St. Kitts & Nevis, WI

Healthcare Consultant (contractor), Organization of American States – Commonwealth of Dominica, WI

Sr. Planning Analyst, Harlem Hospital Center (Health and Hospitals Corporation) - New York, NY

CLINICAL EXPERIENCE (1988 - 1983)

Cardiac Monitor Tech, Washington Hospital Center – Washington, DC

Cardiac Monitor Tech, Survival Technology – Bethesda, MD

EKG Tech, Suburban Hospital – Bethesda, MD

Research Laboratory Tech, University of Pennsylvania, Graduate Hospital Bockus Research Institute – Philadelphia, PA

Medical Assistant, G. Marshall, M.D. OB/GYN – Washington, DC

Laboratory Tech, Walt Whitman Clinic – Washington, DC

PROFESSIONAL ASSOCIATIONS AND ACTIVITIES

Executive Board Member, Acting President, **Maryland Acupuncture Society (MAS)**, August 2019 to Present

Executive Board Member, Member at Large, **Maryland Acupuncture Society (MAS)**, June 2018 to July 2018

Board Member, **MedStar Health Institutional Review Board**, Washington DC, January 2019 to Present

Member, **National Acupuncture Detoxification Association (NADA)**, March 2011 to Present