**J. Michael Kramer MD, MBA**

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**Physician Executive Leader (IT, Quality, and Medical Professional)**

**Clinician and executive with 20+ years of experience in digital health, virtual care, AI, quality outcomes, and medical informatics. A CXO leader dedicated to improving patient care and outcomes through innovative approaches to healthcare delivery.**

**Executive Profile** **Areas of Expertise**

* Visionary and inspirational leader known for large health system change and performance outcomes.
* Shaped health care organization strategic direction and change across 5 large-scale health systems.
* Achieved broad change by deploying approaches leveraging lean process design, high-reliability safety principles, clinical informatics, evidence-based practice, and clinician engagement.
* Achieved positive objective outcomes by aligning cross matrix teams and capabilities such as informatics, analytics, quality, and professional practice leadership.

Virtual, Digital & Telehealth Strategy

Systems & Process Thinking

Quality Improvement

Value-Based Based Models of Care & Payers

Advanced Analytics & Artificial Intelligence

Clinical Decision Support

Human Factors Engineering

Clinician Engagement

**Professional Overview**

**Health Value Leadership, LLC 2017-present**

*Sole proprietor consulting company focused on leadership through complex change. HVL combines skills of change management, data analysis, improvement, and informatics to achieve measurable outcomes for leaders. Advisor roles include business case development, go to market strategy, and market strategy.*

**Inova Health – Fairfax, VA 2023- 2024**

*$5B NFP integrated health system, consisting of 5 acute care hospitals, 200+ ambulatory sites, serving Northern Virginia*

**Vice President and Chief Health Information Officer** Joined and developed an integrated informatics program in partnership with the CNIO. Co-led matrixed informatics team. Grew team to 38 full or part-time informaticists. Built 18-person volunteer provider informatics team. Reported to SVP of Care Transformation and CIO.

**Noted Contributions**

* Reversed longstanding Epic gaps – created Epic First and Epic Engagement program, including Gold stars 5-8 and 15 members on Epic Specialty Boards.
* Defined and implemented a structured methodology for clinical informatics.
* Launched Next Generation Clinical Documentation Program, standardized notes & AI tools.
* Designed and Implemented the Advanced Provider Training Incentive program for 1750 providers [Link](https://eventarchive.epic.com/Past%20Events/2024%20Events/XGM/Physicians%20Advisory%20Council%20(PAC)/PAC29%20Improving%20the%20Provider%20Experience%20with%20Advanced%20Training%20Incentives.pdf)
* Beaker retrofit involving over 11,000 clinicians, 5 hospitals and 270 clinics.
* Launched Inova AI Governance program & AI assessment.
* Responsible for Inpatient and Outpatient Virtual Care with 4-person team. Consolidated multiple different vendors and workflows saving over $800K in annual costs, standardized workflow and integration while increase broad Digital Engagement.

**OhioHealth – Columbus, OH 2017 to 2022**

*$5B NFP integrated health system, consisting of 12 acute care hospitals, 200+ ambulatory sites, and related services spanning 47 Ohio counties.*

* Clinical informatics house
* 61-person physician builder and clinical informatics team
* “OneEMR” and standardized Virtual platforms
* EHR strategy and roadmap
* Improved EHR metrics & productivity
* Advanced analytics & artificial intelligence programs with positive outcomes

**IMPACT SNAPSHOT**

**Vice President and Chief Medical Information Officer** Hired as the first OhioHealth CMIO and co-lead for Epic CareConnect strategy, content, and end-user support. Built, led, and held matrixed responsibility for 45-person clinical informatics and 16-person physician builder team. Reported to SVP and CIO.

**Noted Contributions**

* Defined and implemented a structured methodology and architecture for clinical informatics. “The clinical informatics house” defined the methods, skills, roles, and teams for OhioHealth informatics.
* Implemented enterprise-wide virtual health platform, a digital and single platform model that included 35 use cases and resulted in 1.5M MyChart visits, 357,000 unique users, and 22,300 video visits monthly. [Link](https://www.ohiohealth.com/telehealth)
* Deployed this standardized telehealth platform to >1,800 providers.
* Implemented 18 AI models in 18 months. Methodology included objective clinical and operational outcomes such as time savings, labor cost reduction, and ability to predict risks of death and hospitalization.
* Drove EHR end-user experience strategy and roadmap leading to top decile performance (4.22/5) in Press Ganey EHR satisfaction and improvement in physician KLAS EHR NPS from 24 to 42.
* Lead and monitored regulatory programs including 21st Century Cures.

**Spectrum Health (now CoreWell) – Grand Rapids, MI 2011 to 2017**

*$5B NFP integrated managed care healthcare organization spanning 8 hospitals and >1,500 employed health providers.*

**Senior Vice President & chief Quality officer and Chief Medical Information Officer**

Member of system executive leadership team charged with strategy for guiding medical leadership in achieving reliable, positive, and high-quality outcomes across the entire health system. Directed three vice presidents and 140-person team. Reported to System Chief Medical Officer.

**Noted Contributions**

* Led the reorganization of the quality, safety and clinical informatics departments into a system wide team, bringing together 14 teams and 140+ FTEs across 10 departments.
* Created quality and safety governance, including quality and safety executive steering, sensitive data sharing, value & payer steering, system peer review, system medical leadership collaborative, and payer quality incentive management teams.
* 3-time Truven-IBM Top 5 large health system award-winner
* Value-based care roadmap & accountability matrix
* System-wide & transparent performance metrics & change management programs

**IMPACT SNAPSHOT**

* Spearheaded system-wide change management programs including ICD10, meaningful use, physician electronic notes, patient open notes, and multiple hospital EHR go-lives.
* Led approach to system-wide and transparent performance model leading to 3 consecutive Truven-IBM Top 5 Large Health System awards, multiple national awards, and Leapfrog A scores for 5 of 6 facilities.
* Led stage 1 & 2 of meaningful use with revenue of $40M over 5 years.
* Created system peer review team and led medical leadership team in standardizing bylaws across 9 hospitals.
* Structured quality improvement team that supported 160+ clinical improvement programs. Led team that managed 57 patient-centered medical homes, managed over 60 external registries, and improved performance for all CMS penalties and incentive programs achieving payer incentive revenue of $25 to $100M in value-based payments annually.

**Trinity Health – Novi, MI 2005 to 2011**

*$8B NFP faith-based health system operating 92 hospitals in 22 states.*

**System Vice President & Chief Medical Information Officer**

Provided leadership to 11 regional CMIOs. Built and led Trinity Health System’s nursing, physician, and pharmacy informatics team. Reported to the System Chief Medical Officer.

**Noted Contributions**

* Achieved system-wide meaningful use across 30 hospitals. Generated revenues of $38M from ARRA stimulus funds.
* Headed “Genesis” EHR implementation, Trinity’s $400M standard build of Cerner across 40 hospitals.
* Redesigned Cerner discharge process and implemented standard solution in 30 community-based hospital systems for managing over 200,000 discharges annually.
* Created physician engagement/change management and tracking model for 6,700 physicians.
* Managed process of IT governance for design/implementation of tools for tracking 6,000 system enhancement requests 8000 order sets and 800 decision support rules.
* Slashed $19M annually after implementing electronic physician documentation strategy with combined voice recognition and online note capability.
* Designed and deployed Trinity Health’s standard medication history/reconciliation process, driving 58% admission and 68% discharge system-wide medication reconciliation rates across 25 hospitals.

**Additional Professional Experience**

**Clinical Assistant Professor** – Division of General Internal Medicine (2001-2005) University of Michigan –Ann Arbor, MI

**Adult Internal Medicine & Pediatrics,** primary care practice provider (1999-2005) U of M Canton Health Center – Canton, MI

**Medical Officer Hospitalist Supervisor** – On-call Physician Staff (1999-2001) VA Medical Center – Ann Arbor, MI

**Community Hospital Hospitalist Covering Physician** (1997-2001) Huron Valley/St. Joseph Mercy Hospitals – Ann Arbor, MI

**Urgent Care Provider** – Emergency Physicians Medical Group (1997-2001) St. Joseph Mercy Hospital – Ann Arbor, MI

**University of Michigan** – Residency Training (1995-1999) University of Michigan – Ann Arbor, MI

**Education & Credentials**

**MBA, with focus on Healthcare and Information Technology** | University of Michigan – Ann Arbor, MI

**Medical Doctor** | Case Western Reserve University School of Medicine – Cleveland, OH

**Bachelor of Arts, Zoology** | Miami University – Oxford, OH

**Residency Training, Adult Internal Medicine, and Pediatrics** | University of Michigan – Ann Arbor, MI

**Medical Informatics Fellowship** | University of Michigan – Ann Arbor, MI

**Epic Power User Certification** – Advanced End-user Training

**Artificial Intelligence in In Medicine Certification Course** – American Board of Artificial Intelligence

**Telehealth Certification** – American Telehealth Association

**Value-Driven Health Care & Measurement** – Michael Porter and Robert Kaplan – Harvard University Executive Education

**Consortium for Community Health Leadership** – Harvard University Executive Education

**Medical Licensure/Permanent Licensure** – State of Michigan, License #4301065727 (expires 7/2025)

**Board Certification** – American Board of Internal Medicine (1999 to 2009)

**Board Certification** – American Board of Pediatrics (2000 to 2007)

**Volunteer Activities**

GMU-HAP Undergraduate Health Informatics Board (2024 to Present)

Health Management Academy – CMIO Sr. Advisory Member (2019 to Present)

Arthritis Foundation of Central Ohio – Board Chair (2020 to 2022)

State of Ohio CMIO Regional User Group – Committee Chair (2017 to 2022)

Health Commission Kent County, MI – Advisory Board Member (2015 to 2017)

Michigan Center for Clinical Systems Improvement – Board Chair (2015 to 2017)

Paws with a Cause Service Dog Program – Foster Puppy Host for 3 dogs, 2 place (2015 to 2017)