



DONNA O'LEARY

Evolved, Dynamic Chief Information Officer (CIO)
Start-up and Turnaround Expert; MBA, PMP
Delivering Innovation, Quality and Tangible Results

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Experience

Chief Information Officer, State of New Hampshire DHHS

2016 to Present, Department of Health and Human Services
Largest state agency, with all health and human services under the direction of one agency. Administer information technology systems and operations supporting programs and services for:

- Medicaid;
- Public Health;
- Health Information Exchange;
- Long-term Care;
- Children, Youth & Families;
- Long-term care center
- Community Based Care;
- Client Services;
- Child Support;
- Food Stamps and Family Assistance;
- 170-bed psychiatric hospital
- Juvenile justice center

Lead team of twelve direct, 78+ indirect reports including support from the LEAN operations and Project Management Office. Support 3K users, manage \$40M+ outsourced budget; \$35M OPEX, \$42M CAPEX covering statewide operations. Statewide leadership including: State IT Council, NH HIO Board of Directors.

Chief Information Officer, State of New York OAG

2012-2015, NYS Office of the Attorney General
Multi-location State Agency with 2,200+ users in 25+ offices; one of the country's largest public law firms. Recruited to transform business services; organization lacked standardization and project management; IT infrastructure had not been invested in for a decade. Led team of six direct and 80+ indirect reports. Managed \$25M budget; \$15M OPEX, \$10M CAPEX; three datacenters and 25 regional offices; established Project Management Office (PMO).

Health and Human Services Management Lead, NYSTEC

2006-2012 New York State Technology Enterprise Corporation
Provided senior technical and business expertise to client organizations. Directed large programs including strategy, execution, facilitation, schedule/budget development, maintenance and tracking, regulatory reporting, team building, and relationship management with both public and private sector stakeholders. Served as thought leader in administration of NYS Medicaid EHR Incentive Program (\$1.5B+ impact/\$740M+ disbursed).

ADDITIONAL EXPERIENCE

I began my career as a Radiation therapist, treating cancer patients, beginning my lifelong interest in healthcare and education. Having pursued multiple degrees and certifications, I consistently strive to better myself and my team. I have operated my own company servicing small businesses and served as a consultant and executive for the public sector. All shaping my understanding about providing immediate business value while driving operational improvements. I also serve on the Operational Excellence Society advisory board, leverage LEAN and drive operational excellence in projects.

EDUCATION

MBA, Information Technology, Western Governors University
BS, Zoology, State University of New York (SUNY), Oswego, NY
Associate of Applied Science (AAS), Radiotherapy, Erie Community College, Buffalo, NY

Leadership / Business Value

Financial/MMIS: Direct Medicaid

Management Information System (MMIS); \$1.7B paid out, nearly 8.5M processed claims.

EMR Implementation: Direct 170+-bed psychiatric hospital modernization, implementing NetSmart EHR.

Quality / Cost Savings: Reduced network downtime 97%. Led replacement of Storage Area Network (SAN), negotiated \$2M in savings.

Cybersecurity: Led collaborative team of staff, state leadership, and vendors through incident response following a public data breach. Managed official cybersecurity incident response to federal regulators and authorities.

Healthcare Program Start-Up: Built-out \$1.5B NYS Medicaid EHR Incentive Program; facilitated multimillion-dollar line of business for the consultant firm.

Compliance: Regulatory compliance (HIPAA, MARS-E, NIST-800, IRS, SSA); governance; organizational risk profile reduced.

Data Analytics: Implemented data analytics platform for risk analysis and security and health information management.

Crises Management Leadership: Just months after being hired, ensured recovery and continuity of services for 2K+ users following Hurricane Sandy.

Mobility: Public data dashboards; APIs for public use of data; Wi-Fi; client text messages; provisioning devices/kiosks; responsive designs; secure two-factor authentication; remote access/VPN.

Procurement: Improved full state/federal lifecycle: Proposals, contracting, performance metrics, budget tracking.