

Kevin Flannagin, PharmD, BCPS, PMP

Summary

- Clinical informatics leader with 20+ years in the healthcare industry, driving analytics, implementations, enhancements, and operational excellence.
- Led data and analytics, pharmacy, population health, inpatient, and ambulatory programs and projects for thousands of users with seven-figure budgets.
- Served as a clinical systems analyst, builder, and report developer supporting Epic modules, including Willow, Cogito, Healthy Planet, Compass Rose, Ambulatory, and Buggy modules.
- Provided valuable, data-driven insights to senior operational and medical leadership to support decision-making and regulatory quality reporting
- Experienced with leading and managing multiple, overlapping projects using waterfall, agile, and hybrid methodologies from discovery to closing.
- Doctor of Pharmacy with Honors in Research (Retrospective Data Methods), Post Graduate Teaching Certificate
- Epic Certifications: Willow, Cogito, Caboodle, Clarity, Healthy Planet, Compass Rose, Buggy
- Professional certifications: Board Certified Pharmacotherapy Specialist (BCPS), Project Management Professional (PMP), Professional Scrum Master (PSM), ITIL Foundation
- Programming Languages and BI tools: SQL (Epic trained), Python (CS50P), Power BI, Looker, SAP WebI
- Educational background: Precepted over 40 pharmacy students and residents (Acute Care, Neurology, Teaching, and Informatics), guest lecturer for Baptist Health College

Experience

UNIVERSITY OF ARKANSAS FOR MEDICAL SCIENCES, LITTLE ROCK, AR

Associate Chief Clinical Informatics Officer – Pharmacy, Analytics, and Research (July 2026 to Present)

- Leads clinical informatics, analytics, and research initiatives, aligning data strategy with operational, clinical, and academic goals.
- Develops EHR data extraction, reporting, and dashboard solutions that support decision-making, performance monitoring, and research activities.
- Directs pharmacy, quality, and informatics reporting efforts while managing and mentoring analytics staff.
- Provides data and informatics expertise for research, grant-funded, and community health programs.
- Serves as educator and preceptor for pharmacy residents, students, and clinical informatics fellows.

CARILION CLINIC, ROANOKE, VA

Senior Consultant – Program Manager – eCQM and Healthy Planet (July 2025 to July 2026)

- Provided program management services for Carilion Clinic, focusing on inpatient and ambulatory Quality Measures and Healthy Planet population health.
- Served as technical PM for phased expansion of Healthy Planet and Epic HEDIS, as well as directed remediation efforts on claims ingestion and data aggregation projects.
- Directed expansion and validation of Value-Based Analytics for 11 contracts and partnered with operations to refine workflows and align project scope with evolving business needs.
- Advised on population health data quality, data governance, and pipeline development.
- Led full-scale revalidation of mandatory and voluntary inpatient eCQMs, driving workflow optimization and improved measure monitoring for CMS, TJC, Leapfrog, and other regulatory programs.

- Coordinated ambulatory and analytics project work for ambulatory quality reports, including MSSP ACO and MIPS measures.
- Interfaced regularly with senior staff from Quality, Technology, and Operations groups as part of a centralized Quality Measures program.
- Managed regulatory reporting and ambulatory program enhancements across MSSP, MIPS, and ASM.

HACKENSACK MERIDIAN HEALTH, EDISON, NJ

Senior Consultant – Project Manager – Population Health Data & Analytics (Oct 2023 to July 2025)

- Served as a technical project manager, squad lead, and scrum master supporting data and analytics in population health, care coordination, home health and hospice, and hospital from home domains.
- Coordinated project work involved in the integration of incoming and outgoing rosters, enrollment, claims, and clinical data involving payers, data suppliers, data engineering, and senior leadership.
- Served as technical PM for Epic HEDIS, Compass Rose, claims ingestion, SDOH, quality measure, and data aggregation projects.
- Oversaw attribution and roster development and integration that led to a 30% increase in patient matching between integrated systems, achieving a match rate of > 95% for 400k value-based care attributed patients.
- Led technical integrations with lab and ADT vendors, enabling the interface of millions of data points for >300k patients in the HMH Clinical Integrated Network (CIN).
- Developed and maintained project documentation, including charters, project plans, ServiceNow and Asana board tickets, issues logs, SLGs, RCAs, CAPAs, policies, and procedures.
- Interfaced with clinical operations, MSSP, and clinically integrated network teams, prioritizing project work based on business value and organizational priorities.
- Served as technical liaison with data suppliers and payers, including Lumeris, Bamboo Health, NJII, LabCorp, Quest, Bioreference, Aetna, Cigna, Amerihealth, and Horizon.
- Developed and peer-reviewed SQL queries (Clarity and Caboodle) in BigQuery, MS SQL, and Oracle-based databases supporting attribution, rosters, claims, and clinical extracts.
- Transitioned team to maintaining code base in GitHub. Implemented Google Workspace automation with JavaScript and Asana integrations using Python and the Asana API.

UNIVERSITY OF MARYLAND MEDICAL SYSTEM, LINTHICUM, MD

Senior Consultant – Bugsy Infection Control and Willow Lead Analyst (Oct 2022 to Aug 2023)

- Led implementation of the antimicrobial stewardship (AMS) component in the Epic Bugsy module, including antimicrobial utilization and resistance reporting, AMS scoring updates, and high-priority organism report and dashboard build.
- Tailored content to client needs and collaborated on organism updates and lab report designs using custom Power BI models to inform decision making.
- Coordinated AMS workgroups, ensuring stakeholder engagement and CMS compliance. Tracked risks and changes using Smartsheet and Cherwell and defined post-live governance.
- Transitioned antibiogram to Epic framework, creating a project charter, obtaining signoffs, and handing off validation materials to microbiology.
- Updated AMS scoring system with Bugsy features, reviewing over 400 patients to eliminate issues and integrate legacy third-party alerts.
- Configured AMS reports and dashboards, including custom KPIs and NHSN CDA AUR exports. Developed training materials and customized video modules.
- Supported go-live, documenting lessons learned. Facilitated over 500 patient reviews with minimal issues and ensured compliance with NHSN and CMS requirements for all facilities.

BAPTIST HEALTH MEDICAL SYSTEM, LITTLE ROCK, AR

Clinical Systems Analyst / Project Lead (April 2016 to Sep 2022)

Population Health / Ambulatory

- Led Healthy Planet, Compass Rose, and Population Health IT initiatives, managing upgrades, implementations, and task prioritization across multiple overlapping projects. Oversaw onboarding and mentorship of new staff and consultants.
- Redesigned care manager workflows for a centralized system care management program, defining scope, timelines, and milestones. Acted as liaison between vendors and marketing, delivering status reports to executives and stakeholders.
- Redesigned dashboards for ambulatory leadership and expanded My Panel Metrics with custom medication adherence measures aligned to STAR definitions. Conducted design sessions for Population Health reports, integrating custom flowsheets and care plans for the new Population Health department.
- Directed Compass Rose technical design for six programs, centralizing care management for over 200 clinics and 300k patients. Reported success metrics and facilitated lessons-learned sessions.
- Implemented risk scores and predictive models, coordinating education for operationalization.
- Managed monthly RME loads for ACO and payer contracts, supporting regulatory reporting for ACO, PCF, CPC+, PCMH, and MIPS.
- Led integration with Lumeris using Epic Datalinks, planning risk mitigation with vendors and leadership.
- Executed Surescripts integrations, coordinating projects with vendors and specialists and ensuring training and workflow documentation.
- Directed FHIR integrations with Apriss PDMP, Health Endeavors, and others, collaborating on training and workflow updates.
- Served as a founding member on the Change Advisory Board, optimizing change management for multiple Epic modules.

Willow / Inpatient Pharmacy / Antimicrobial Stewardship

- Supported the Epic Willow and Bugsy modules through multiple implementations and enhancements.
- Developed and advised on Clarity and Caboodle SQL reporting to support decision-making and enhance delivery of reporting content to pharmacy and other clinical stakeholders.
- Maintained ERX configuration, charging settings, and medication-related decision support for an 11-hospital system.
- Developed Power BI model for antimicrobial reporting, and operationalized SAAR reporting with Epic dashboards.
- Led project for converting antimicrobial indications, defining scope, coordinating testing, and supporting post-live reporting.
- Implemented pharmacokinetics navigator, defining milestones, obtaining signoffs, and supporting training and go-live.
- Optimized compounding workflows, coordinating scope validation, testing, and lessons learned across multiple hospitals.
- Coordinated Epic drug shortage response, managing ERX rebuilds, scope validation, testing, and disaster recovery planning.
- Managed oncology and infusion clinic medication build for new facility acquisition, collecting requirements, coordinating go-live, and closing the project with documentation handover.

Precepted informatics pharmacy students and residents and served as university adjunct faculty.

BAPTIST HEALTH MEDICAL SYSTEM, LITTLE ROCK, AR

Clinical Pharmacist (May 2009 to April 2016)

- Led clinical pharmacy initiatives for the Stroke Center of Excellence, Surgical Care Improvement Project, and mechanical ventilation and sedation ICU projects.
- Served as the site Epic Reporting Workbench super-user for Willow-related reporting needs.
- Provided clinical services, including pharmacokinetics, anticoagulation, antimicrobial stewardship, nutrition support (TPN), electrolyte, medication reconciliation, patient counseling, and quality measure compliance.
- Performed dispensing services, including sterile, hazardous, and non-sterile compounding; order verification; and surgical case preparation.
- Provided focused support for surgical, medical, and cardiovascular ICUs and neuro-rehab areas.
- Precepted pharmacy students and residents in general clinical, teaching, and neurology experiences and served as adjunct faculty for University of Arkansas for Medical Sciences.

Pharmacy Intern (2005 to 2009)

- Provided dispensing services, including sterile, hazardous, and non-sterile compounding and surgical case preparation.
- Assisted with departmental database and reporting needs, including implementation of an inventory management project with Pyxis Pharmogistics.

Academic and Professional Credentials

- Education: Doctor of Pharmacy with Honors in Research (University of Arkansas for Medical Sciences), Post-Graduate Teaching Certificate
- Professional Certifications: BCPS, PMP, PSM, ITIL
- Epic Certifications: Healthy Planet and Compass Rose Analytics / Clinical Build, Willow Inpatient, Buggy Infection Control, Cogito, Clarity, Caboodle
- Epic Proficiencies: Inpatient Orders
- Epic Badges: BestPractice Advisories, In Basket Configuration, Medication Warnings Badge, Alternatives Badge, Hyperspace Configuration Badge, Data Courier Mover Badges
- Reporting and Development Experience: SQL, Python, GitHub, Power BI, BigQuery, Looker, SAP WebI

Publications

- Flannagin K, Martin BC. PSY62: A natural experiment to estimate the impact of a preferred drug list policy for long-acting narcotic analgesics on costs and utilization. Value in Health. 2008;11: A648–A649. Abstract.