

# Charles "Bud" Garrison

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## Director of Clinical Informatics

Executive management professional with expertise in all facets of healthcare operations and leadership, including creating and overseeing systems enhancing clinical, strategic, and financial goals within high-delivery organizations. Skilled in collaborating with all members and levels of the organization to achieve clinical and financial objectives. Instrumental in aligning technology with organizational strategies, implementing process improvements, and enhancing productivity. **Areas of Expertise:**

- Portfolio Management
- Change Management
- Product & Project Management
- Contracts & Service Level Agreements
- Clinical Implementation
- Report Writing
- Strategic Planning & Analysis
- System Optimization
- Workflow Analysis
- Process Improvement
- Team Building
- Interfacing & Integration

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## PROFESSIONAL EXPERIENCE

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**OREGON HEALTH & SCIENCE UNIVERSITY, Portland, OR** 2007 – Present

**Director, Clinical Informatics Department, 2013 – Present**

- Streamline several processes and reorganization attempts for modernizing operations, improving efficiency, and promote departmental goals to be in line with overall organizational strategies.
- Act as legal custodian of medical records and oversee numerous collaborations with legal, risk management, outside counsel, information technology, and privacy & security ensuring continuity and compliance.
- Responsible for department's strategic planning and operational management within OHSU's Healthcare Division.
- Advance collaboration between research and academic objectives to encourage informatics education and research.

**Instructor, Department of Medical Informatics & Clinical Epidemiology, 2017 – Present**

- Supervise Clinical Informatics Fellows throughout their informatics rotations.

**Manager, Clinical Content & Workflow/Clinical Informatics, 2009 – 2013**

- Served as head of thriving team consisting of Site Support, Clinical Content, Clinical Workflow, and Clinical Reporting Analysts.
- Spearheaded integration of multiple teams safeguarding continuity and usability of electronic medical records (EMR).
- Tracked support call tickets and work requests including prioritizing, organizing, and assigning tasks to the appropriate teams.

**Systems Application Analyst, 2007 – 2009**

- Served as intermediary for support desk, clinical users, and build team on integrated HIS and clinical system.
- Aided with building and implementation of CPOE & clinical system aspects of the Epic System.
- Supplied testing, troubleshooting, workflow analysis, documentation, and support for CPOE and the replacement project for the clinical system.
- Trained call center staff & site support personnel on Epic inpatient workflows and functions and assigned call support tickets to the Epic team.

**NEW WEST CONSULTING, LLC, Portland, OR**

2004 – 2007

**Partner**

- Managed systems for creating paperless perioperative services department and spearheaded implementation and staff training of new system.
- Generated client relationships with hospitals and software vendors and assisted clients with developing business and functional requirements based on their needs.

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Page Two of Two

- Delivered internal and external consulting services in areas such as process improvement, project management, and application & industry knowledge to high-profile software vendors including Per-Se Technologies, GE Healthcare, Picis, Inc. and McKesson.
- Designed and maintained daily and monthly reporting metrics for perioperative services and supplied critical care markets with procedure improvements and system roll-outs.

*Additional experience as an Independent Consultant, Manager of Client Services for Confer Inc., Manager of Information Systems for Iameter Inc., Manager of Integration & Beta Programs and Installation Consultant/Interfaces, Optional Modules & New Programs for Per SE Technologies Corp., and Computer Team Project Leader/Operating Room Technician for Denver General Hospital.*

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## EDUCATION & CREDENTIALS

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**Master of Business Administration in Healthcare Management**, Oregon Health & Science University/Portland State University, Portland, OR

**Bachelor of Science in Management**, Metropolitan State College, Denver, CO

Certified Professional in Healthcare Information & Management Systems (CPHIMS), Healthcare Information & Management Society

Epic Certifications –Ambulatory Administration

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## AFFILIATIONS & COMMUNITY SERVICE

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American College of Healthcare Executives, 2015 – Present

The American Health Information Management Association Member, 2013 – Present

Healthcare Information & Management Systems Society Member, 1997 – Present

Project Access Now – Board Member, 2018 – Present

Dog Program Volunteer Mentor, Multnomah County Animal Services, 2012 – Present

Dog Foster Volunteer, My Way Home Dog Rescue, 2016 – Present