MEREDITH BATEMAN DEMEROPOLIS

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Results-driven and agile Technology Leader accomplished at spearheading enterprise-wide system transformations, improving quality outcomes, and delivering cost savings. Exceptional at driving strategy and innovation, leading through influence, and optimizing resources. Utilizes a collaborative, engaging, and customer-focused leadership style to empower cross-functional teams as they deliver holistic solutions. Highly insightful in interpersonal dynamics and fosters working relationships based on trust.

- Led the transformation to Epic for the Population Health, Interoperability, Digital & Consumer, and Virtual Health aspects of Memorial Hermann's $500 Million+ electronic medical record (EMR) conversion from Oracle, on time, in scope, and on budget.
- Streamlined care coordination for 6 Million+ lives across 1,000+ facilities in Southeast Texas after developing, maintaining, and growing Houston's first Health Information Exchange.
- $3.6 Million in cost savings and national recognition (HIMSS Davies Award of Excellence) for innovation in healthcare technology resulting from successful implementation and utilization of a Gaps in Care population health tool.

Enterprise Strategic Execution | Driving Clarity Through Complexity | Cross-Functional Team Leadership
Stakeholder Alignment | Technology Integration & Interoperability | Innovation Catalyst | Risk Management
Process & Solution Optimization | Platform Modernization | Digital & Consumer Engagement | Governance | AI
Change Management | Vendor & Portfolio Management | Value-Based Care | Population Health | Epic | Cerner

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PROFESSIONAL EXPERIENCE

MBD Solutions, LLC – St. Louis, MO   2025 to present
Principal, Advisory Services
 Providing full-time strategic technology and platform advisory services to Memorial Hermann Health System, guiding enterprise data, integration, digital, and consumer engagement initiatives with a focus on measurable and sustainable outcomes.

- Partnering with executive, clinical, and operational leaders to translate business strategy into executable technology roadmaps and governance across large, complex programs.
  - Integrated clinical, payer claims, and care gap data across 120+ providers with 130+ measures for real-time outreach activation by launching an enterprise care coordination and contract performance infrastructure.
  - Advanced population health analytics capabilities to track outcomes across five (5) high-impact disease states, leveraging risk-based segmentation to drive targeted engagement across underserved and employer-sponsored populations.
- Advising on platform modernization, vendor strategy, and capital investments to ensure scalable solutions and long-term value.
- Led high-volume, event-driven platforms enabling personalized, timely customer engagement across the lifecycle.
  - Drove participation to 32,000 from 16,000, in 4-months, for a Genomics screening program, by orchestrating multi-channel digital outreach and workflow integration to meet aggressive contractual commitments.

Memorial Hermann Health System – Houston, TX   2010 to 2025
 The largest not-for-profit health system in southeast Texas consisting of 17 hospitals.

IT Director, Enterprise Platforms & Digital Enablement (2019 to 2025)
 Leading 25 professionals, managing 25+ vendor contracts, and overseeing a $7 Million operating, capital, and business-funded platform investment portfolio focused on strategizing and executing multi-year technology roadmaps.
- Contributed to $100 Million in verified cost savings after implementing technologies supporting the shift to value-based care.
  - $20.3 Million in cost savings through technologies supporting Bundled Payments for Care Improvement Advanced program.
  - Increased reimbursements over $3.2 Million, across 85,000 patients, after leading the implementation of Natural Language Processing technology to provide risk adjustment insights ensuring reimbursement for care provided.
  - Spearheaded the integration of 63 distinct information sources across 450+ facilities, supporting 18 Million lives, directly accountable for the strategy, growth, maintenance, and governance of the HealtheIntent platform and solution suite.
- Enabled $12 Million in Strategic Growth (FY23-25) by developing a custom care coordination solution for a strategic partner, onboarding 100+ physicians and driving sustained year-over-year margin growth.

PROFESSIONAL EXPERIENCE - continued

IT Director, Enterprise Platforms & Digital Enablement - continued

- Led the transformation to Epic for the Population Health, Interoperability, Digital & Consumer, and Virtual Health aspects of Memorial Hermann's $500 Million+ electronic medical record conversion from Oracle, on time, in scope, and on budget.
  - Served as the central strategic lead for cross-functional governance and decision-making bodies, directing the Epic integration of 25+ vendors across contracting, resourcing, technical design, and execution.
  - Increased reimbursements by $15.8 Million after implementing MyChart for 400,000+ patients.
  - Expanded secure interoperability across the care ecosystem by onboarding 10,000 users to EpicCare Link in 6 months, partnering with service line leaders to minimize "OR" scheduling disruption and protect inpatient surgical volumes.
  - Enabled digital engagement for one (1) Million consumers by leading enterprise platform strategy and modernization
  - Drove $21 Million in actual savings and $135 Million in digital payments in the last 12 months.

IT Manager/Manager II, Population Health (2015 to 2019)

Led a team of 10 professionals deploying and maintaining complex Population Health technology solutions, aligning multidisciplinary project teams, and vendors with organizational imperatives.

- $3.6 Million in cost savings and national recognition (HIMSS Davies Award of Excellence) for innovation in healthcare technology resulting from successful implementation and utilization of a Gaps in Care population health tool.
- Streamlined care coordination for 6 Million+ lives across 1,000+ facilities in Southeast Texas after developing, maintaining, and growing Houston's first Health Information Exchange.
- 478% increase in trauma network utilization of image exchange solution after championing reengagement.

IT Manager, Facility Informatics & Technology – Texas Medical Center & TIRR Hospital (2014 to 2015)

Led 11 team members, accountable for 25+ applications and associated vendor relationships supporting critical clinical operations, including Inpatient, Ambulatory, Perioperative, Trauma, Emergency Services, Life Flight, Radiology, and Rehabilitation.

- Primary IT liaison for hospital executives and operational leaders, aligning campus strategies with system goals, facilitating monthly Medical Informatics Committee meetings, promoting collaboration, and informed decision-making.
- Championed campus engagement, support, and multi-level communication strategy for large-scale enterprise-wide projects, including total replacements of Maternity, Blood Bank, Anesthesia, and Patient Discharge solutions.
  - 68% cost avoidance in patient sitter fees after implementing remote patient monitoring Telesitter Robots.
  - 62% reduction in staff injuries and improved outcomes for patients with Neurobehavioral Disorders with Telesitter Robots.
  - Achieved CMS Meaningful Use Stage 1 and 2 attestations, leading five (5) hospital-based ambulatory clinics and 75 providers by promoting standard documentation practices via hands-on support and monthly performance audits.

IT Senior / Lead Analyst, Clinical Systems & Health Information Exchange (2010 to 2014)

Led the analysis, implementation, and management of data interfaces enabling seamless communication between EMR vendors and Houston's first Health Information Exchange, while also serving as the primary contact for vendor partnerships.

- Led end-to-end lifecycle of eight (8) unique EMR data integrations driving success across requirements gathering, clinical workflow design, product build, testing, training, implementation, adoption, and support.
  - Primary liaison for EMR vendor partners (Epic, Allscripts, GE, eClinicalWorks) and Oracle Cerner's engineering organization, ensuring alignment, efficient communication flow, and prompt resolution of code-related issues.
  - Acted as a subject-matter expert bridging technical concepts to non-technical teams within Memorial Hermann and the broader Houston community.
  - Enrolled 150+ independent physician practices through effective new partner acquisition, contract management, and developing and directing the MHiE customer onboarding process.
- Responsible for the technical design, deployment, and adoption of the Homecare Homebase application, a solution implemented to support the Memorial Hermann Home Health organization, including its 300+ clinical end-users and 2,300 referring physicians.

PROFESSIONAL EXPERIENCE - continued

Oracle Cerner – Kansas City, MO   2005 to 2010
   A global healthcare technology company focused on providing innovative solutions and services to improve patient care.

IT Architect / Senior Analyst / Analyst, Consultant
   Drove design and implementation of innovative technology solutions for healthcare clients, collaborating with stakeholders to understand needs, develop strategic plans, ensure seamless project delivery, optimize patient care, and drive efficiency.

- Leveraged expert domain knowledge to effectively guide client teams implementing Ambulatory Care solutions, customizing best-of-breed modules to align with each client's unique requirements while meeting project timelines and scope.
  - Primary vendor contact leading and successfully executing every project lifecycle phase from requirements gathering, clinical workflow design, product build, testing, training, implementation, adoption, and support.
  - Supported 11 multi-facility organizations, participated in two (2) alpha partner initiatives, and 27 specialty clinic rollouts.
  - Responsible for driving successful outcomes for PowerChart Ambulatory alpha partner, UPMC Children's Hospital of Pittsburgh. Required development of original Data Collection and Design Workbook materials.
- Member of Cerner's Ambulatory Council – a group of 10 leaders within the 170-person Ambulatory community – invited to define the recommended approach, disseminate knowledge, and provide a bi-directional feedback loop for the solutions used in the Ambulatory venue. Influenced macro-level decisions on direction and functionality within PowerChart Ambulatory roadmap through a partnership with Cerner's Intellectual Property and Intellectual Capital organizations.

EDUCATION

Bachelor of Arts & Sciences - Triple Major: Political Science | History | Women & Gender Studies

Washington University in St. Louis – Saint Louis, Missouri