

PAUL PECK

Clinical Systems & Workflow Optimization | RN

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PROFESSIONAL SUMMARY

Registered Nurse with a clinical operations and systems-engineering background. Operates as a **translation layer between clinical operations and technical systems** — converting real-world workflow patterns into structured documentation logic, constraint models, and scalable process improvements. Proven experience in Epic/Salesforce optimization, utilization review, and human-in-the-loop AI workflow design. Most effective where clinical judgment, operational constraints, and documentation systems intersect.

CORE CAPABILITIES

Clinical workflow design & constraint analysis · Epic SmartPhrases / SmartLists / documentation systems · Utilization review & CMS compliance · Human-in-the-loop AI governance & auditability

Triage protocol design & decision-tree logic · Cross-functional workflow optimization · Documentation QA & pattern analysis · Healthcare data patterns & operational trend analysis

SELECTED PROOF & ARTIFACTS

Epic Optimization: Reduced charting time by ~1 hr/week per clinician across a 30+ clinician team via SmartPhrase/SmartList architecture · **Systems Portfolio:** ppeck.me · **GitHub:** github.com/ppeck1

PROFESSIONAL EXPERIENCE

Triage Nurse

Signallamp Health (Remote) | Jun 2024 – Present

- Manage 80–100 patient encounters per shift via Epic and Salesforce, maintaining documentation accuracy and clinical safety at high volume.
- Designed and implemented SmartPhrase/SmartList systems, including structured templates, shared libraries, and setup guides — reducing charting time by ~1 hour/week per clinician across a 30+ person team while improving consistency and eliminating redundancy.
- Identified and addressed workflow friction points in high-volume triage environments by standardizing documentation structure and improving downstream clarity, reducing rework and follow-up clarification across care teams.
- Developed and distributed practical training guides and EHR usage resources, improving adoption of standardized workflows across distributed teams.
- Selected to support multiple clinical pools based on documentation quality, adaptability, and workflow efficiency.

Independent Consultant — Clinical Systems & Workflow Optimization

Self-Employed (Remote) | Jan 2024 – Present

- Analyze clinical workflows and system structures to identify throughput constraints, coordination failures, and documentation inefficiencies, applying systems-engineering principles to real-world operational scenarios.
- Develop and refine human-in-the-loop AI workflow models emphasizing governance, auditability, and safe augmentation of clinical decision-making.
- Conduct targeted operational and labor system analysis (e.g., healthcare contract structures) to support discussions on workforce design, constraints, and system-level tradeoffs.

RN Case Manager

Orlando Rehabilitation Hospital (Nobis Health) | Oct 2024 – Jun 2025

- Conducted utilization reviews and secured continued-stay approvals through accurate documentation, clinical criteria application, and payer coordination.
- Analyzed documentation trends to identify workflow delays and reduce barriers to discharge through structured interdisciplinary coordination.
- Applied Medicare/CMS compliance frameworks to manage length-of-stay within reimbursement constraints while maintaining patient-centered care quality.

RN Case Manager

Encompass Health | Feb 2023 – Oct 2024

- Managed 15–20 complex inpatient rehabilitation cases daily across therapy, nursing, physicians, and payers.
- Built structured communication and documentation workflows to strengthen care transitions and reduce handoff clarity gaps.
- Recognized as Employee of the Month (June 2023) for communication excellence and workflow reliability in high-complexity coordination.

EARLIER CLINICAL EXPERIENCE

- Telephonic RN Case Manager — Quantum Health, Columbus, OH (2016–2017)
- Travel Nurse, Emergency Department — Multiple Assignments (2015–2017)
- Staff Nurse, Emergency Department — Nationwide Children's Hospital, Columbus, OH (2012–2016)

High-acuity pediatric and adult emergency care; rotating leadership roles (Trauma Nurse, Intake Lead); trained nursing staff and paramedic students in documentation consistency and communication standards.

SYSTEMS & TOOLS

SYSTEMS & WORKFLOW

- EHR workflow optimization — Epic (SmartPhrases, SmartLists, triage), Salesforce, Talkdesk, Cerner
- Clinical documentation systems — structured templates, shared libraries, note standardization
- Utilization review and care coordination workflows
- Process standardization and reduction of documentation variability

TECHNICAL & ANALYTICAL

- Python — workflow automation, data handling, and scripting for process support
- Experience using LLMs to analyze workflows and support structured problem solving
- HTML, APIs, workflow automation concepts
- Healthcare data patterns, compliance, and HIPAA

OPERATIONS & COLLABORATION

- High-volume triage (80–100 encounters/shift)
- Cross-functional communication — clinical teams, payers, patients
- Training development and workflow adoption support
- Educational content creation and visual communication for training and patient-facing materials

EDUCATION & LICENSURE

ADN — Nursing, 2012 · Chamberlain College of Nursing

Registered Nurse — Multistate Compact License

Programming for Everybody (Python) — University of Michigan / Coursera, completed Oct 2025